

Rising Bills Unwavering Support

Easing the Burden of
the Cost of Living
Challenge

2022/2023
Impact Report



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Foreword

Having worked at Gateway since 2009, I was thrilled when I successfully applied for the CEO role last year.

I certainly had some big shoes to fill from our previous CEO, Katherine, and I'd like to thank her for her hard work since she started at Gateway 13 years ago and for strengthening the organisation in her 8 years as CEO.

The role, and the year, have not been without its challenges, for me as CEO, for Gateway as an organisation and for the people we support as well as the UK as a whole. One of the key issues affecting us all is the Cost-of-Living Crisis, which is why we felt the focus of our Impact Report for 2023 should reflect this challenge and highlight some of the ways, we as an organisation and community are trying to help tackle the pressure brought about by this.



Joanne Harper
Chief Executive

In addition to addressing the challenges brought about by the Cost-of-Living Crisis, it's important to highlight that we remain steadfast in our commitment to delivering our core services to the community, understanding the impact that timely support, delivered when needed, and co-produced with the people who use services, makes a key difference to people's physical health and mental wellbeing. Our commitment to furthering the well-being of our communities in Birmingham, Solihull and the wider West Midlands has always been at the heart of everything we do.

I continue to be inspired by our teams' dedication, our communities' resilience, and the strength of our partnerships and I look forward to facing the challenges I'm sure the coming year will bring with their support. In the meantime, please take a look at what they've achieved over the last year as we continue to do what we say we're going to.



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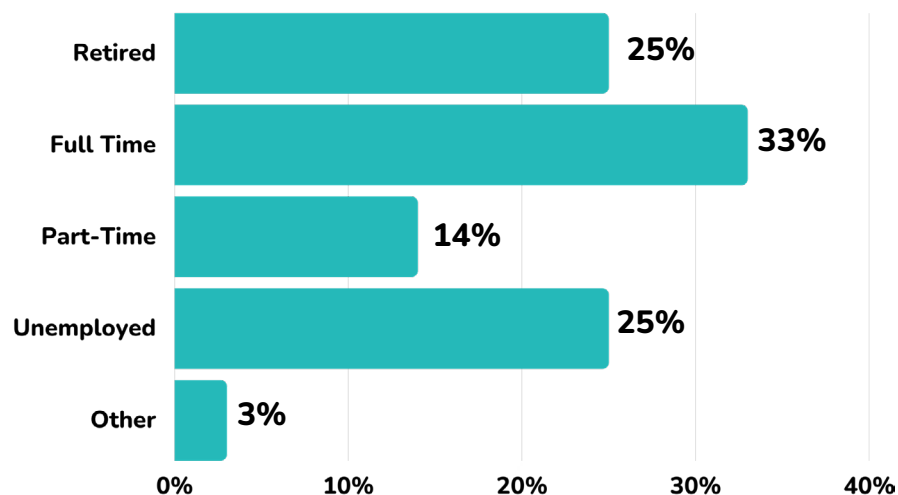


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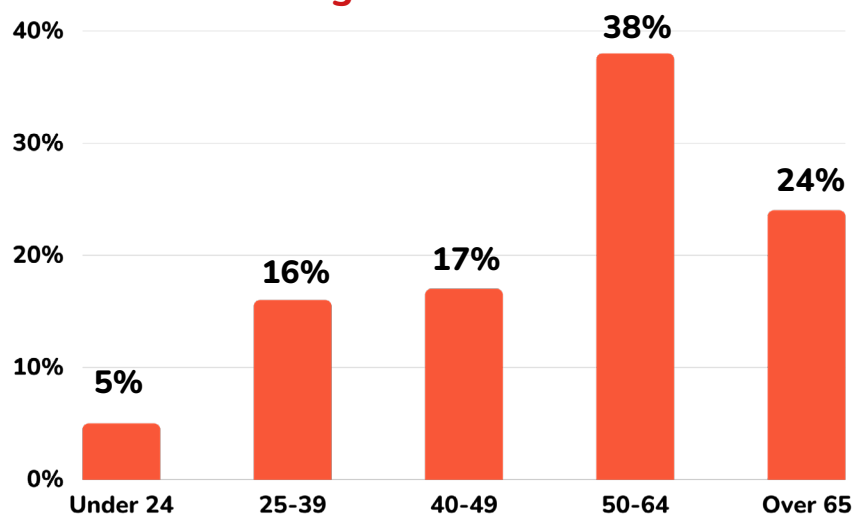
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Our Year in Numbers

Client's Work Status*



Client's Age*



72%

Average Overall
Happiness Level*

9500+

Number of people
supported in the
year**

Gateway Family Services
have delivered over

41,000

hours of support to
families and clients in
need over the past year.

*These figures are based on calculations using data from our impact assessment app, which directly solicits feedback from our clients. ** including referrals.



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Our Year in Review

New CEO

Following the departure of our CEO of 8 years, Katherine Hewitt, we welcomed the new CEO, Jo Harper, former Head of Operations

New Head of Operations

Later in the year, we were pleased that Alice Miller, previously Service Lead for Edgbaston locality, successfully applied for the role

New Board Members

We also welcomed a number of new Board members to the Gateway team. Read more about them later!

Service Contract Extended

Due to the success of delivery in the last year, we received confirmation that one of our largest contracts – the Solihull Lifestyle Service is to be extended past it's current contract date of March 2024. We are really pleased to continue our successful partnership with Solihull Council

Partnership

Our partnership work is something we've really focused on over the last year and are delighted to be working with a wide range of partners including Age UK Birmingham and Solihull, Forward Carers, Murray Hall and Birmingham Children's Trust as well as a number of Primary Care Networks, NHS and Local Authority partners

New Website

We have launched our new website, which is now more interactive and informative.

Visit Us: www.gatewayfs.org

Extension of MVP service

We commenced delivery of the Black Country MVP in April 2022, following 18 months of delivery of Sandwell and West Birmingham MVP. This further enhances our MVP work across Birmingham and Solihull.





Highlight: Model of Good Practice



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Lifestyle Check

Offering **Free** mini-health checks including:

- BLOOD PRESSURE**
- WEIGHT AND BMI**
- STOP SMOKING HELP**
- AND MORE!!!**

ELEVATE YOUR BODY EMBODY OPTIMAL HEALTH

DATES: MONDAY 21ST AUGUST 2023

TIME: 10.00AM – 14.00PM

VENUE: ASDA SHIRLEY SUPERSTORE AT PARKGATE STRATFORD ROAD SHIRLEY, SOLIHULL B90 3GG

TAILORED HEALTH AND WELLBEING SUPPORT

info@gatewayfs.org
[@SolihullIntegratedLifestyleService](https://www.facebook.com/SolihullIntegratedLifestyleService)
 0800 599 9880

As an organisation we are rightly proud of all of our services but were particularly pleased that the partnership work we have been doing with the PCNs in Solihull, delivering lifestyle checks via the integrated hubs, has been chosen as a model of good practice in the Birmingham and Solihull Integrated Care System. The Solihull Lifestyle Service has worked closely with a number of GP Practices, as well as Community Pharmacies, Solihull Public Health and the Solihull Together Board to provide the checks, supporting improving health and wellbeing to Solihull residents following the Covid pandemic and resulting impact of access to health checks.

We hope to develop the partnership further in the coming year, and continue to build on the positive relationships formed.



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Full excerpt from the ICS 10 Year Strategy*

Helping people to make lasting lifestyle changes

A pilot programme which focussed on prevention has helped people in Solihull to live healthier lives and empowered them to make practical and effective lifestyle changes.

In a partnership between the five Primary Care Networks (PCNs), Gateway Family Services, Community Pharmacy, Public Health and Solihull Together Board, three Integrated hubs in Solihull were set up to focus on delivering lifestyle interventions, health checks and group consultation.

Through data held by GP practices, the pilot targeted people who would benefit most, such as those with a high blood pressure reading or a long-term condition.

Citizens were invited to a lifestyle check, provided by Gateway Family Services, which included weight and blood pressure checks. As required, Gateway could then refer people for tailored support around weight loss, healthy eating, reducing stress and smoking cessation. Following the intervention the patient was referred back to their GP for review.

This partnership approach ensured that patient care was managed through their GP practice, but with the benefit of a



multidisciplinary team to carry out the checks and intervention. The pilot successfully identified those at high risk - of the 135 people that took up the offer of the health check, 1 in 5 were identified as having a high blood pressure that required medical intervention or referral back to their GP and five individuals were identified as having atrial fibrillation (irregular heart rate).

Nearly half of all those who took part were referred on to other support services either provided through the partners involved or through an external service.

To expand this programme further it would benefit from being part of place based working for large scale vision and resource.

*You can see the full Strategy here:

<https://www.birminghamsolihullics.org.uk/about-us/our-integrated-care-partnership/our-integrated-care-strategy-2023-2033>



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Cost of Living Crisis



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Birmingham, Solihull and the wider Black Country, are areas known for both their diversity and resilience. Hot on the heels of Covid, we have found ourselves confronting another significant challenge. Over the past twelve months, the cost-of-living crisis has impacted our citizens, with almost all households affected in some way. This crisis, characterized by a surge in the prices of essential goods and services, has meant that many families and individuals are now struggling to manage day to day expenses such as food and fuel.

The scale and immediacy of the crisis has pushed many families and individuals into crisis. It has not only strained the wallets of our citizens but also taken a toll on their physical and mental well-being with people struggling to buy healthy food, heat their homes and even avoiding NHS treatments due to associated costs (travel and prescription charges for example) according to a recent HealthWatch report.

As a Community Interest Company (CIC), with a track record of supporting the most vulnerable in our communities, we recognize the need to provide timely and practical support, with easy to access services that are flexible and adaptable to meet changing needs. Take a look to see some of the ways we've supported our staff, service users and communities during the last year.



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How We Helped

Cost of Living Payment for Staff

Our board recognise that many of our staff are as impacted by the cost of living crisis as our service users, so our Board paid a cost of living payment to staff this year to support them with post-Christmas/Winter bills.

Household Support Fund

Since late 2021, we have been overseeing the distribution of the Household Support Fund for the Edgbaston Constituency. This fund, provided by central government, offers one-off payment to assist households in need of essentials such as food, fuel and energy cost support and other essentials.

We are currently supporting Edgbaston residents to apply for support in the fourth round of the Household Support Fund which will run for the next few weeks before starting again in October.

Mini Health Checks and Cooking on a budget

During the ongoing cost of living crisis, we have introduced two highly popular and well-received initiatives to support our community. Firstly, we offer mini health checks, ensuring that individuals can monitor their wellbeing and take proactive steps to maintain good health even during challenging times. Additionally, our "Cooking on a Budget" programme has been a huge hit, with these sessions seeing their highest attendance levels since we started running them in 2022. The sessions help people with valuable skills to prepare nutritious meals while being mindful of their finances.



Social Prescribing Support

Over the past twelve months, the majority of our Social Prescribing referrals have been related to the cost-of-living crisis and housing. Many people may be experiencing financial difficulties that, over time, can affect their mental and even physical health. Our team spends time with individuals to understand their unique financial situations and directs them to the help or information they need.

Early Help Drop-In and Support

Throughout the crisis, our Early Help team played a vital role in connecting services and communities across the city. They consistently referred families and children, ensuring they received the help they needed promptly. They maintained their regular drop-in sessions at emergency housing facilities, engaging with homeless families, offering Emergency Food Support, and facilitating necessary referrals to help them navigate through these challenging times



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My first telephone appointment for my referral for social prescribing went well. Regarding my boiler issue and central heating, I was happy to report that it has now been fixed.

I was also referred to the Green Doctor, they managed to reduce my electricity bill from £250 to £203, which I'm really grateful for.

-- A Social Prescribing Client

Susan - thank you for agreeing to speak to me after such a long time. Everything has just been up in the air since losing mom and being so ill over Christmas. I've been in a vicious circle. I'm an emotional eater, and then I hate myself for being weak, so I do it all over again. I can't move much because of the pain in my hip, making me feel lazy. I nearly never answered your text when you asked if I would like to continue in the service, but I'm glad I did.

-- A Solihull Lifestyle Service Client

Life has become quite a struggle for me. I find myself living in temporary accommodation because of the domestic abuse I've experienced, and I'm now the sole caregiver for my children without any support. On top of that, I'm dealing with a range of other issues and challenges that have cropped up during the crisis.

Thanks to Early Help, I was able to communicate and receive support from different organisations, as well as becoming aware of the information and support around us. Thanks for being there for me when I really needed the support.

-- An Early Help Client

Just a quick update re the sessions that GFS have been delivering here at the (Auckland) Hall. - particularly Tina. We have a couple of quieter sessions but others - including this morning - have been packed out - they were mini health checks and Cooking on a Budget - very popular and well received. Thanks to Tina and others for bringing these sessions to our community!

-- Judy Tullet, Project Manager, Cars Area Together



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What People Said

Case Story:

How the cost of living crisis is affecting victims of domestic violence - remaining in an unsafe home or facing financial destitution or homelessness.

The Early Help team host regular drop ins including at the Cobden Hotel, one of several emergency accommodation hotels located in Edgbaston. On this particular day, our Community Connectors were hosting a joint event with colleagues from Birmingham Forward Steps(BFS) to offer families wrap around support. The team met Dee, a single mother who had recently moved from Manchester having fled an abusive relationship with her young children.

Dee was new to Birmingham and wasn't sure where to start, she sat and talked with our worker, who offered the space and time to talk through her concerns. Dee was concerned about the impact her abusive relationship had had on her young children, but she was also worried about how she would manage financially now she was on her own, especially finding suitable housing for her family.

Our team supported Dee to access universal services, helping her register with a new GP and working with colleagues at BFS to find nursery places for the children so that Dee was able have time in the day to look for housing and access support of her own. The Early Help worker also invited Dee to attend another drop in at Germain's who offer wellbeing support and a 'pay as you feel' café offering hot, homemade food, which is hard to manage in the hotels.



Through our Early Help partners we were able to refer Dee to our Think Family Worker at Department for Work and Pensions for support with benefits, ensuring that the family were getting the appropriate financial support and to also help Dee access training, something she had not been able to do previously. The team also arranged for Dee to speak with specialist domestic abuse advisors via Birmingham Solihull Women's Aid, something Dee had been very anxious about, but with the support of the team and our worker sitting with Dee while she made the call meant that Dee was able to take control of her experience for the first time.

Dee regularly updates the team on her progress, due to the housing crisis within the city she hasn't been able to leave the temporary accommodation yet. However, her children are attending nursery and Dee has started on a college course and is starting her journey to become a qualified Early Years Worker.



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Early Help Edgbaston



Gateway Family Services continues to support families living in Edgbaston as part of the city's Early Help Partnership. Our role as voluntary sector lead in Edgbaston has been extended until 2025, ensuring that we are able to provide support and intervention to vulnerable families at the earliest opportunity, offering support as and when it is most needed.

Our Family Support Workers provide direct interventions with families, building their resilience and ensuring they are accessing the most appropriate support at the earliest opportunity. The increase in financial pressures on families has meant that our team has seen an increase in referrals from families around issues such as debt, income maximisation and housing due to evictions.

Over the past year, our Community Connectors have continued to embed Early Help within the locality and ensure that Gateway Family Services is at the forefront of support in Edgbaston. We continue to work closely with partners, building excellent relationships with The Birmingham Children's Trust and Early Help partners, including health, children's centres and schools creating a holistic support package for families across Edgbaston.



Number of Families Supported by our Family Support Workers 247



Number of families supported at our drop ins and surgeries 413



Number of Emergency Fuel Vouchers Issued 723



Families Provided with Emergency Food Support 50



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“In the midst of a routine day at work, I received a call from a concerned father, and his words struck a chord...



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**Early Help
Edgbaston**

The Impact:

A New Mother's Struggle: How We Make All the Difference

A new father initially reached out seeking support for household finances. The family had recently moved into temporary accommodation following a no-fault eviction; they were struggling with money due to paying for storage for their belongings as well as having to buy expensive takeaway food as they were unable to cook in the shared hotel kitchen.

During the conversation, it became clear that there were wider concerns following the birth of the family's first child. The mother was withdrawn, refusing to interact with the baby, and showing signs of poor perinatal mental health. With the father's consent, we worked with colleagues from Barnardo's Children's Centre who were based at the Temporary Accommodation to visit mum and complete a well-being check in the family's hotel room. It was clear that the mother was struggling with her own mental health, which was impacted by the sudden move to temporary accommodation and loss of local support connections. After the visit, the mother was encouraged to access

children's centre activities at the hotel and to meet with other new mothers who were also in the same situation.

This was only the first step in the family's journey; we continued to work closely with Doddington Green Children's Centre to ensure that the mother received ongoing support for her mental health from their dedicated Perinatal Emotional Wellbeing Team. Early Help also supported the family to access the GP so that Mum was able to get a full assessment of her mental health and access services.

Today, we can happily report that the family are receiving the comprehensive support they so desperately need. Their story highlights the importance of professional curiosity when working with families, which in this case meant that what appeared to be a simple query about finances led to a new mother receiving vital mental health support early on before the family slipped into crisis.

*The image on this page is not the real photo for the case story.

Who are we?

Early help is not a single service but a way in which professionals, communities and families can work together across Birmingham to improve a family's resilience and reduce the likelihood of a problem worsening.



» Edgbaston Neighbourhood Network Scheme



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Projects we funded

£500
Micro Grants

19
awarded

>£10k
Small Grants

10
awarded

Assets we mapped



44 new community assets mapped across Edgbaston



Neighbourhood Network Schemes, funded by Adult Social Care, Birmingham City Council, aim to enhance the well-being and independence of residents in their own homes and communities. There's one in each of Birmingham's ten constituencies, typically run by voluntary and community organisations. In the Edgbaston Constituency, Gateway Family Services partners with Age UK Birmingham to deliver the Edgbaston Neighbourhood Network.

Its goal is to combat loneliness and isolation among adults aged 18 to 49 with additional needs and those aged 50+. We create a supportive network in Edgbaston by collaborating with local groups, facilities, and agencies, connecting residents to community opportunities. This fosters a stronger sense of connection and well-being. We also assist social work teams in accessing local services.

We can support existing groups/activities and those who are thinking of setting one up with access to microgrant and small grant funding; support setting up a new activity, including training and networking opportunities, and putting your group/activity on the citywide asset register.



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“ I know exercise is significantly important to encourage healthy ageing, but not having to worry about whether I can attend the class because of the cost has been a huge relief. Thank you!”



More Information
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**Edgbaston
Neighbourhood
Network Scheme**

The Impact: Community Assets Supporting Healthy Ageing

Meet Faye O'Connor, the driving force behind X-Press Yourself Dance CIC. In 2021, Faye received funding through an Edgbaston NNS Small Grant to set up 'Keep Dancing,' tailored for those aged 50 and above in the heart of Harborne at Moor Pool Hall. 'Keep Dancing' isn't just about dance, it's a joyful fusion of movement and gentle exercise designed to keep those aged 50+ in prime health, bolster mobility and guard against falls. The magic doesn't stop there - X-Press Yourself Dance CIC also secured a small grant to run a weekly creative dance class, specifically for younger adults with additional needs, making dance more accessible in a safe space for those who can sometimes be excluded from such activities. With Faye's guidance, the power of dance is transcending age and ability, creating a more inclusive and vibrant community for all.

TH, a devoted 'Keep Dancing' enthusiast, expressed her deep gratitude to Faye:

Keep Dancing means the world to me. These classes are now a cherished part of my weekly routine. Unlike the gym, which doesn't quite suit me, dancing to uplifting music here not only keeps me physically active but also elevates my spirits, sparks memories, and brings smiles. It's a perfect fit! After each session, I feel great—my joints, muscles, and even my brain get a workout. Plus, the friendships I've formed provide much-needed support during stressful times. And, on top of all these benefits, I've noticed improved balance and fewer aches. The fact that these classes are free is a tremendous relief in today's cost-heavy world. I recognize the importance of exercise in healthy aging, and not worrying about the cost”

What they say?

“Thank you for all your support to the team and for all your hard work in developing connections, resources, and services in Edgbaston with our partner agencies/ organisations. The positive relationships and collaborative work you have undertaken have left us in a much stronger position and something for us to build on.”

--A representative from
Birmingham Adult Social Care



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BSol MVP has restructured to increase local employment and ensure fair member compensation. We've introduced a transport voucher program for antenatal appointments, focusing on financially disadvantaged groups. Our community directory now offers crucial financial support and aligns with our asset mapping project. We're improving communication systems for healthy start vouchers and vitamins, reviewing guidelines for women without public funds, and implementing digital records in Badgernet for financial needs and referrals. Additionally, we're exploring lending libraries and expanding maternity care access for those lacking digital resources, solidifying our commitment to support networks.

BSOL MVP
UPDATE

We've achieved significant progress in our restructuring efforts, including the appointment of a Coordinator for Birmingham and Solihull MVP and the establishment of three Chair positions for East, South, and West Birmingham. The successful recruitment of individuals for these roles is a major milestone.

Furthermore, we now have a Link Lead for LMNS who collaborates closely with the Coordinator and the three Leads. These newly appointed leaders have undergone an induction process to familiarize themselves with MVP and their responsibilities.

Additionally, we've been actively working on forging connections with key hospitals in Birmingham, recognizing their vital role as organizational stakeholders. These connections will pave the way for valuable collaborations and partnerships, and our Coordinator and Leads are diligently engaging with hospital representatives to establish these crucial relationships.

These achievements represent significant milestones in strengthening MVP's capacity and expanding its reach.



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“ I can tell what kind of care my daughter is going to get within 15 Steps of walking on to a ward”

--a mum whose daughter was regularly admitted to hospital due to an ongoing health condition.



More Information
about
**Maternity
Voice
Partnerships**

The Impact: 15 Steps for Maternity

Aside from holding regular meetings between Service users, Health Care Professionals and Community organisations, the MVP also facilitates 15 Steps Events.

These are Events that review the facilities within a certain area, usually within the Hospital setting, although they can be done at stand alone Midwife Led Units (MLU) and may include clinics being held in Family Hubs going forward.

Across the Black Country we carried out 15 Steps Events in Sandwell & West Birmingham in June 2022, Walsall in July 2022 and Wolverhampton in February 2023.

These events allow recent Service Users to attend the Maternity and Neonatal settings and provide feedback on how it feels, whether they would want to use the facilities and what changes they think should be considered.

How does the 15 Steps for Maternity work?

1. The MVP agrees a time to do the 15 Steps
2. The MVP facilitates small teams made up of recent service users, a provider staff member and one other; could be a commissioner or trust board member
3. Each small team visits maternity settings to get a 'feel' for the environment and care provided there, using the Observation Guides as a prompt
4. Initial thoughts are provided to the staff member responsible for that setting
5. Findings are discussed and any actions agreed either when the small teams re-gather or during a regular MVP meeting.

Dudley

The return of in-person meetings, a longstanding wish of the MVP

Sandwell & WBham

Held 2 MVP Meetings in person and had a successful 15 Steps Event

Walsall

Supporting the new build of the Midwife Led Unit and Bereavement Suite

Wolverhampton

The first meeting was in June 2022 and was virtual



**BLACK COUNTRY
MVP UPDATE**



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» Social Prescribing



	Birmingham	Solihull
 Total hours of service	27924	5174
 Number of social prescribing referrals	3094	694
 Number of partners worked with	63	31



Social Prescribing represents a change in the way that patients access healthcare services, it aims to reduce the pressures on GP's and move away from a sometimes over medicalised intervention. Social Prescribing addresses the challenges posed by the social factors that contribute to high levels of illness in our communities.

Our Social Prescribers prioritise an individual's needs, offering psychosocial interventions to enhance health outcomes, build relationships and alleviate loneliness and isolation.

Our Social Prescribing Service is one of the largest in the West Midlands covering large parts of Birmingham and Solihull. Over the past 12 months we have seen a significant increase in referrals from patients impacted by the cost of living crisis and housing instability. Our Social Prescribers are seeing a huge increase in the number of patients who are impacted by the financial and psychological impact of the crisis, we continue to invest in training and development in our team to ensure that they are equipped to support people in crisis.



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“ My mood is now good all of the time!”

--Hannah, a young mother of two



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The Impact: Building Resilience and Mental Health Support for Families

Hannah, a young mother of two, was initially referred for Social Prescribing by her GP. When Link Worker Sophie reached out to her, Hannah was initially hesitant, claiming she didn't require assistance. After some encouragement, she opened up about her need for help in managing her bills as she was even struggling to afford milk for their youngest child.

During their conversation, Hannah disclosed that she had dyslexia, which made it difficult for her to navigate online systems. As Sophie delved deeper into their discussion, she realized that Hannah could benefit from a more comprehensive support plan.

Sophie reassured Hannah that there was nothing to fear from the available services and agencies, helping her become more receptive to assistance. Sophie began by liaising with the Health Visiting Service at North Solihull to understand the support Hannah was already receiving. She

collaborated with Hannah's Health Visitor and shared valuable suggestions with Hannah, such as applying for Healthy Start vouchers.

Sophie also provided practical assistance to address Hannah's immediate concerns. She arranged vouchers for the local food bank when Hannah worried about feeding her children. To alleviate her bill-related anxiety, Sophie informed Hannah about the Act on Energy helpline, assisting her in setting up payment plans with her energy providers.

By the end of their journey together, Hannah's outlook had significantly improved. She reported a consistently positive mood, started attending a parent and baby group, and even completed a nail art course, reducing her isolation and anxiety. Hannah continues to receive support from her Family Support Worker and is more optimistic about her family's future.

More about Social Prescribing?



Social Prescribers help patients by connecting them to organizations for further support around patient's social needs such as food bank access, signposting to benefit services, connecting patients to community groups, and befriending services to name a few. The Social Prescribing Services' sixteen Prescribers support ten Primacy Care Networks and around seventy GP Surgeries.



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2500 People were supported to make lifestyle changes

2503 Total number of referrals in to SILS

91% Of clients completed their intervention.

311 Lifestyle Checks completed



The SLS Service pride ourselves on providing innovative and sustainable support to Solihull residents and are highly regarded for our creativity and results driven approach to lifestyle services in Solihull.

This year, we have produced some excellent results for the service. We have embedded our chair-based activity programme into our core offer to further enhance opportunities offered to older adults in Solihull. We have forged a strong partnership with Solihull Retirement Village and have continued to build and deliver with our partners Reimagine, offering health and well-being opportunities to those in recovery from addiction.

We established a partnership with Solihull Primary Care, and supported by Solihull Public Health and the ICB, to utilize four primary care hubs. These hubs now serve as vital centres for conducting lifestyle checks and providing patient support, reinforcing our commitment to community well-being.

We have seen a 165% increase in available clinic/drop-in sessions in our last quarter. We prioritize visibility for our Smoking Services, actively promoting our availability and enhancing our website and digital offerings.



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“ I am grateful for the opportunity to identify my health risks, Thank you!”

--Pam, a 57-year-old woman



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**Solihull
Integrated
Lifestyle Service**

The Impact: Overcoming Health Challenges With The Help of a Follow-up Service

Having a health check is important for maintaining good health and identifying potential health risks. Equally, it's important to follow up after the check to ensure that any health concerns are properly addressed and managed. It provides individuals with ongoing support and guidance in making lifestyle changes to maintain or improve their health.

Pam, a 57-year-old woman, was referred by her GP Surgery in Dorridge in January for a lifestyle check through the Solihull Lifestyle Service. Upon her arrival at the appointment with our Wellbeing Advisor Paula, Pam was pleasantly surprised at the style of the appointment and was grateful for the dedicated time to look at her health. During the check, Pam had her weight and blood pressure taken and was surprised to find out that her blood pressure was slightly high, whilst she had always thought she was relatively healthy.

During the appointment, Paula informed Pam about the Solihull Lifestyle Service's capacity to assist clients in managing their health and well-being, leading her to enroll in the service. Pam was enthusiastic about addressing her high blood pressure and appreciated the opportunity to take action. Paula then guided Pam through the available options, including one-on-one and group sessions, with Pam expressing a particular interest in the 12-week program that focused on healthy eating, physical activity, and portion control. Pam also thought the cooking on a budget sessions would be very useful to her given the rise in food costs.

The Solihull Lifestyle Service's goal is to help people make practical and effective lifestyle changes that last, and Pam is eager to embark on this transformative journey. She is grateful for the opportunity to identify her health risks and is optimistic about the positive changes she'll make.

*The image on this page is not the real photo for the case story.



Starter Pack
A new resource pack to educate young people on the health risks of vaping and nicotine



New Service: Vaping Prevention Programme



A tailored 3-week programme that educate young people on the health risks of nicotine and vaping and support young people in saying “no to vaping”



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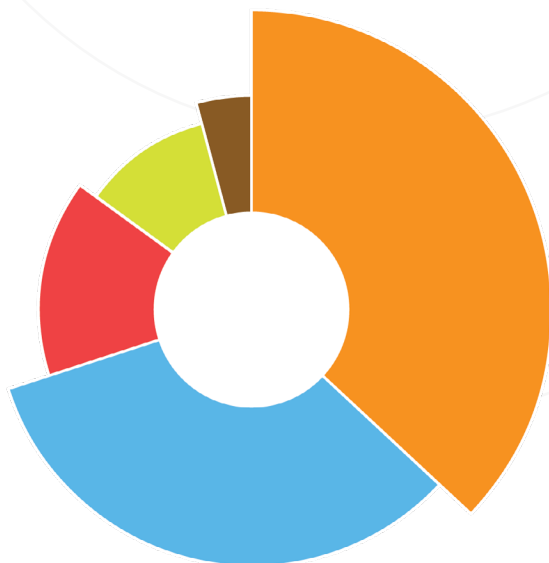
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Finance

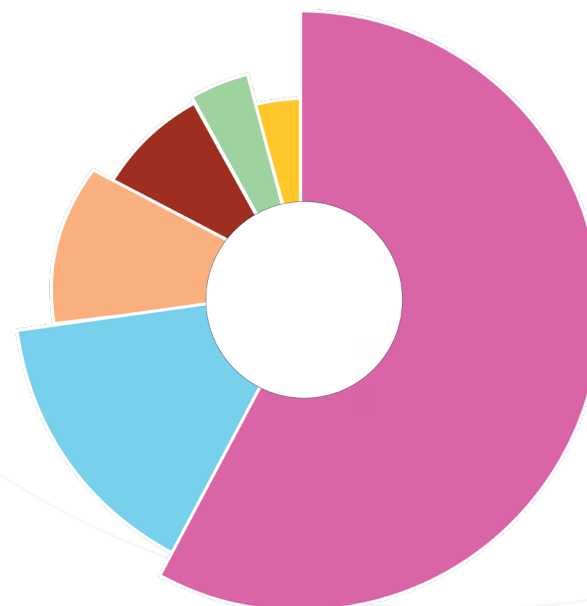


Type of work

Healthy Lifestyles	37%
One to One Support	33%
Capacity Building	15%
Community Consultation	11%
Grant Administration	4%

General Expenditure

Salaries	58%
Management (including salaries)	15%
Sub Contracting	11%
Direct Operational Costs	8%
Comms and Marketing	4%
Rent and Rates	4%





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How We Engage with People

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As a Community Interest Company (CIC), we're dedicated to creating a significant impact in people's lives. We stay up-to-date and accessible by updating our materials and using modern channels like Facebook and video content. Our impressive engagement rate of 3.24% and a reach rate near 6% reflect our commitment.

While we fully embrace various engagement methods, including technology, our core commitment is to active, real-world involvement. We prioritize physical presence, offering services at places like libraries and local centers, and participating in events like summer fetes and community

fun days. We go to where people live and work, such as homes and workplaces, to understand their needs and build meaningful relationships with staff and volunteers. This approach is central to our mission, enabling us to provide better support and foster mutual understanding.

Through these various communication platforms, we aim to convey a clear understanding of the support available from us and our partners, making our services easily accessible and welcoming to all those who can benefit from them.



Social Media Post



Leaflet



Fun Day



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About Our Board

Our Board is made up of 9 Non Executive Directors who are responsible for ensuring that we, as an organisation, follow our strategic objectives, and support the Senior Management team in making sure we have the relevant resources in place to achieve this.

We have a diverse Board and it is this, collective experience and diverse perspectives, that support us in objective setting, business planning and assessing risk, that allow us to take measured risks, whilst maintaining the security and integrity of the organisation. In April 2023, our organisation

embarked on a board member recruitment drive, and we are pleased to announce the successful addition of four new members to our board. Their new views, will serve to compliment and challenge those Board members who've known us for longer, complimenting each other and bringing new ideas to the Board, Senior Management Team and organisation.

Read more about our Board and what they enjoy about being part of Gateway here.



Paul Hanna(Chair)

I have been a Board Member of Gateway Family Services CIC since 2008, so I have been with the organization almost since its inception. In 2017 I agreed to become Chair of the Board and have found this to be a thoroughly rewarding experience. Outside of Gateway, I work in the NHS managing a range of primary care services including diabetes care and paediatric clinics. I believe that in the current environment of a cost of living crisis and NHS pressures, Gateway's work is incredibly crucial. Our range of preventative health and wellbeing services help people to manage their own health, maximize employment opportunities and build social cohesion. I am proud to be associated with our work.



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Meet Our Board Members



Ann Forletta

I have had the pleasure of being part of the Gateway Family Services team since 2013 initially joining as the Board Chair and, later as a Non-Executive Director. My professional background was within the NHS for over 30 years initially starting as a receptionist in General Practice before gaining a MSc in Primary Healthcare Management with distinction at Warwick University and moving onto managerial roles within mainstream provider and commissioning organisations. Areas of responsibility have ranged from services such as Cardiology and Stroke to Asylum Seekers, Homelessness and Substance Misuse. The correlation between social deprivation, and mental and physical wellbeing has always been a particular interest and I remain committed to supporting Gateway in delivering services designed to improve life choices, build resilience, and raise aspirations.



Rosemarie Simpson

I joined the Gateway Board in 2008. It has been a privilege to be involved, in some small way, in the excellent work which Gateway does in enabling to individuals who may be vulnerable to access high quality care and support. I have a particular interest in widening participation, education, skills and training, which I feel align with Gateway's organisational values. In my day job, I'm a Senior Consultant at Skills for Health, working with organisations to support the improvement of the quality and sustainability of health and care services through the development of new ways of working, enhancing skills and increasing the flexibility of the workforce.



Liz Wood

I joined the Gateway board as a board member in 2014. My background is in working in health and wellbeing organisations in a variety of patient-focused roles; patient experience within NHS commissioning bodies, funding and business development within local third sector organisations and investigation management within healthcare regulation. I am passionate about improving health and wellbeing and believe that everyone should have access to these services, no matter their background. I am proud to support Gateway Family Services and the essential work they do within the local communities they support.



Nirmal Vora

I assumed the role of a Non-Executive Director on the Gateway Board of Directors. I have an experienced and well established background in Health and the NHS and am a Managing Partner at West Health Surgery and the CEO of SDS/My Healthcare. My contributions have brought valuable insights from the healthcare sector to the Board.



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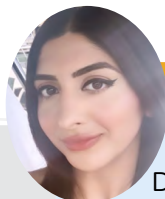
Welcome! New Board Members!



Graham Ward

I am a Data Analytics Director, working at HSBC in the Internal Audit function. Previously I worked at KPMG and BDO Accountancy firms within the Audit and Advisory departments; focusing on reviewing and enhancing business processes and controls through the use of data analytics and technology solutions.

In my spare time I like to create my own music, and keeping fit, entering different fitness events such as an upcoming Hyrox fitness race. I live with my partner and three very lively boys aged 6, 8 and 10, who keep me very busy and active. I am very excited to be given this opportunity with Gateway Family Services, a company with great values and services to support the local community.



Jasmin Hayre

I am an Operational Delivery Network Manager at the NHS with over 10 years' experience in the scientific sector relating to quality and innovation of healthcare, standardisation of treatment, and business development. Specialising in speciality maternity services, I use that experience to facilitate and implement a consistent service provision across the West Midlands and equitable access to healthcare.

By focusing on continuous improvement, I have been able to implement the BSc, MSc, and MBA. I earned at Aston University, throughout my career. Over the years, my growth mindset has identified opportunities to help communities and I remain motivated and passionate to continue these endeavours with the outlook of making a positive impact.

When I am not working, I enjoy going on holiday and often play badminton. I also love spending time with my family, friends, and dog, Rollie.



Liz Crutchley

I am an experienced and passionate Diversity, Equity & Inclusion Director and ally. I run my own business Orange Orchid which specialises in Diversity, Equity, Inclusion & Belonging, and have over 25 years of experience in the utilities and financial services sector.

As a Chartered Fellow of the CIPD, I support and drive forward the People agenda and, in particular, mentor women to thrive in the professional environment.

In my spare time, I love to travel, eat and pretend to keep fit! My pronouns are she/her, I'm married to Mike with a grown-up son Jack and an adorable springer spaniel Riley.

I'm really excited to get involved with Gateway FS, the work the team do contributes so much to the local community and really aligns to my values.



Rainer Pratl

I joined ICF Professional Coaches in May 2020 as the Strategic Development Director for EMEA. My role involves developing and executing strategies to enhance ICF's presence and impact. I'm particularly focused on growing our membership base and fostering deeper engagement among our members, all with the aim of nurturing and expanding our vibrant chapter communities.

My background includes extensive experience collaborating with volunteers within non-profit membership organizations. I've also served as a seasoned leader of international and virtual teams, where I've honed my skills in managing diverse, cross-cultural teams and overseeing complex projects.

Originally hailing from Austria, I've been residing in London for the past 15 years. Prior to joining ICF, I held positions such as Corporate Development Manager at Walgreens Boots Alliance and Consultant at McKinsey & Co. My academic qualifications include an MBA from London Business School and a PhD in Finance and Accounting.



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Gateway Family Services CIC, (GFS), is an established and pioneering provider of Health and Wellbeing Services in Birmingham and the surrounding areas. Our primary focus is working with disadvantaged communities and tackling the root cause of health inequalities. We largely do this through providing community based outreach and support services that focus on sustaining behaviour change and building resilience.

Established in 2006 our 17 years of experience in successful contract delivery in diverse community settings has strengthened our expertise, reputation and our understanding of the underlining issues that cause health inequalities. It also means we have an extensive track record of working in partnership with the NHS and Local Authorities and a range of further partners, particularly our fellow third sector organisations.



GatewayFamilyServices | @Gateway_FS | GatewayFamilyServices | Gateway Family Services CIC

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Maternity
Voices
Partnership