

Gateway Family Services Katherine Hewitt



History

Gateway Family Services CIC was set up in 2006 to work with health and social care providers and communities to reduce inequalities in learning, employment and health

We made the connection that poor health outcomes are associated with poor physical and mental wellbeing, low skill levels and low levels of employment etc, etc.....

Our focus - Those experiencing health inequality

- Providing innovative health and wellbeing services
- Providing intensive support to those who need it most
- Training and developing people with a focus on those who have barriers to learning or employment
- Making lasting change by building resilience and raising aspirations

The services we provide

Health & Wellbeing

- Solihull Integrated Lifestyle Service
- 12 Week Weight Loss Programme
- Social Prescribing Link Workers (NHS England, Additional Roles funding)
- Early Help (Birmingham Children's Partnership)

Capacity Building and Consultation

- Maternity Voices Partnership (Birmingham, Sandwell & Solihull)
- Birmingham Neighbourhood Network Scheme (Edgbaston)

Training

- Royal Society of Public Health Accredited Training Hub

So who are we

- We have a staff team of 46. 65% approx. are staff who work in an outreach capacity
- Many of our outreach staff are deemed “Para Professionals”
- We also employ Call Operatives, Community Connectors and Behaviour Change Advisors
- We recognise the important of employing the right people, so our way of working and practices reflect this
- Our staff team reflects the communities we serve: we mirror the demographics of the city
- Our values: We do what we say we’ll do, we never stop learning, we invest in people and everything we do has a positive social impact

Effects of the Pandemic

- March 2020 followed a decade of austerity. Birmingham's public services had been particularly hard hit
- Those already experiencing financial hardship had little to no resilience to the challenges posed by the pandemic
- The pandemic causing a change in circumstance, be that job loss, increase in caring responsibilities, family breakdown or ill health both physical and mental (stress, anxiety, loss of self esteem)
- Pandemic, Supply shortages, Gaps in the labour market, = Inflation
- Services reduced for a time and / or changed their delivery style
- Basically needs deepened and increased

What are we seeing

- Unprecedented levels of need in relation to food and other basic essentials (energy costs, clothing, white goods, travel costs)
- Universal credit reduction and its timing has made a heavy impact. Accept it was a temporary measure but too much had changed
- Families in temporary accommodation – higher volume and even less ability to move on = longer stays, along with more friction
- Impact on mental health, widespread, varied & support services strained
- Specific issues – Housing, Carers, drop in lifestyle referrals, challenges in how we deliver