The Context in Islington

Islington is bursting with opportunities – for partnership, for innovation, for prosperity. But alongside all of these opportunities, persistent and pernicious poverty and inequality continue to blight the lives of too many.

Islington has one of the highest rates of child poverty in the UK and is home to one of the highest proportions in London of working age people claiming out-of-work benefits. And we know that some groups, such as those from some Black and Minority Ethnic backgrounds and our LGBTQ+ community face worse outcomes and can feel marginalised or excluded.

Alongside this growing inequality our public services are facing unprecedented pressure. Since 2010, Islington Council alone has had to make savings of £250 million. Rising demand and an ageing population are creating huge challenges for the NHS.

The Fairer Together Strategy

For us in Islington, early intervention and prevention is about working with communities proactively rather than reactively, to break down barriers and build capacity, relationships and resilience in order to change lives. Since 2010, Islington has been on a journey towards being an early intervention place and creating a fairer future for all.

What we have learnt is that effective early intervention and prevention must be a partnership endeavour – an inclusive movement that draws in everyone living and working in the borough. It must be a long-term strategic endeavour towards securing wellbeing and building resilience

What is Early Intervention and Prevention?

Early intervention and prevention is relevant from pre-birth to adulthood. It means identifying and providing effective early support to prevent issues escalating into more complex and costly responses, often with poorer outcomes.

Effective early intervention and prevention can prevent problems occurring or reoccurring and thereby reducing the pressure on public services, and instead building resilience in communities.

The Bright Lives Wellbeing Coaching Service

The Bright Lives Coaching offer is for adults who **do not meet the threshold for statutory services**.

Coaches work in community settings, providing one-to-one, medium-term support for up to 6 months to help people build resilience and strengthen their independence and wellbeing.

Coaching aims to support residents to:

- **Improve wellbeing**
- **Prevent escalation into crisis**
- **Support engagement in community based services and activities**
- **Increase safety and reduce risk**
- **Increase independence and personal resilience**

Coaching – who is this for?

Does not meet a threshold for a statutory services
Vulnerable adult facing complex needs/challenges
Likely to experience **escalation/crisis** without intervention
Requires support around **mental, physical and emotional wellbeing**
Requires support to **build resilience** to strengthen independence and wellbeing
Requires medium term coaching support i.e. 6 months
Able and willing to engage with the coaching service

What is the Offer?

Coaching

- The coach's role is to facilitate changes in a resident's life.
- Models of coaching are used to guide the sessions.
- Coaching goals are co-produced using each resident's expertise on their own life situation and the coach's knowledge of community resources.

Therapeutic Offer

- The coaching is also delivered alongside a therapeutic offer to support residents around their mental, physical and emotional wellbeing.
- The service is relational, trauma-informed and strengths based in its approach.

Team Around the Person

- Coaches have an extensive knowledge of what is available in their locality and the wider borough.
- Team Around the Person approach is used to achieve coaching goals and support with wellbeing needs.

Where is this delivered?

Coaching currently takes place at many locations across the borough:
Access Islington Hubs
Community Centres
Council buildings
Libraries
Other community venues

Who are our partners?

The coaching service works closely with many other teams and services:
Health partners, such as primary care networks and mental health services
Voluntary sector organisations
Community groups and services
Statutory support services
Other internal council teams

Indicative Case Study of Coaching Support

Resident with a history of trauma and crisis referred to the coaching service:

- First session with their coach focused on introductions and building rapport.
- Second session explored some of the residents past life experiences and how they can still impact upon them today. In particular the resident felt isolated and had few friends.

Sessions then moved to establishing coaching goals:

- The resident wished to focus on social opportunities as well as ways they could develop and learn new skills.
- Two main goals were identified, creating a social network and developing new skills.

The sessions then used the GROW model of coaching:

- The resident was able to identify barriers and obstacles that they believed had prevented them from meeting new people and think of ways to overcome these.
- The resident started attending a local community centre and also enrolled on a training course to learn new skills and gain a qualification.