

Edinburgh Community Link Worker Annual Report 19-20

Welcome to the 2019-20 Community Link Worker Annual Report.

The report focusses on the work carried out by the Community Link Workers (CLW) who are funded as part of the National Programme for community link working. The report details the progress of the service over the last 12 months with the highlights being:

- A significant increase in the health and wellbeing of many of our clients as measured by patient reported outcome measures (PROMS)
- Growing referral rates from GP practices (pre-COVID) with mental health and social isolation being the main reason for referrals
- A focus on areas of Edinburgh with high levels of deprivation
- Positive impacts on clients who are unemployed and employed, as well as those who are in further education and those who have retired
- A broad range of referral outcomes from activity-based referrals to mental health support, benefits and housing support
- We undertook a commissioning process to recruit host/employer Third Sector Organisations more evenly across the city with a greater spread of CLWs for a 3 year period (April 2020 – March 2023). This led to the introduction of six new Third Sector Organisations to the network and an expansion of the service to include two new Area Leads to support new ways of working.

It was of course a challenging year especially with the impact of COVID-19 hitting referrals in the later part of the year. We made the decision to move to telephone contact and whilst it has been more challenging to direct people to the usual activities in the local community, we have been able to use the CLWs' local intelligence to continue to offer people tangible help.

The creativity and determination to carry on providing support to residents in Edinburgh is a credit to all of our CLWs. This seems an apt place to acknowledge this work and to record the CLW Network Management's thanks to all of our Community Link Workers across the city.

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Community Link Worker Network Manager
Edinburgh Health & Social Care Partnership

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Deputy Chief Executive
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Referrals

1. Referral Pathway

The most common referral pathway was through a referral form (61% of all referrals). Figure 1 shows the frequency of other referral methods, including the medical practice booking system which makes up 20% of referrals. All other methods are below 10%.

During the year April 2019 to March 2020 the CLWs received 2898 referrals, which is a decrease of 11% on the previous year (3270 referrals in the year 2018-19), this was in part due to COVID-19.

The majority of referrals to CLWs came from GPs (61% of all referrals), which can be seen in Figure 2. Other members of the practice team also referred to CLWs; nurses, community psychiatric nurses (CPN), mental health practitioners (MHP) and admin staff made up 16% of referrals and 1% of referrals were recorded as a client's request.

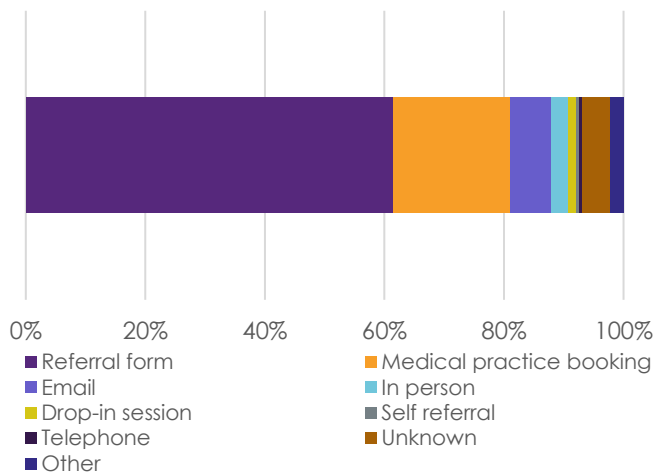


Figure 1: Referral method

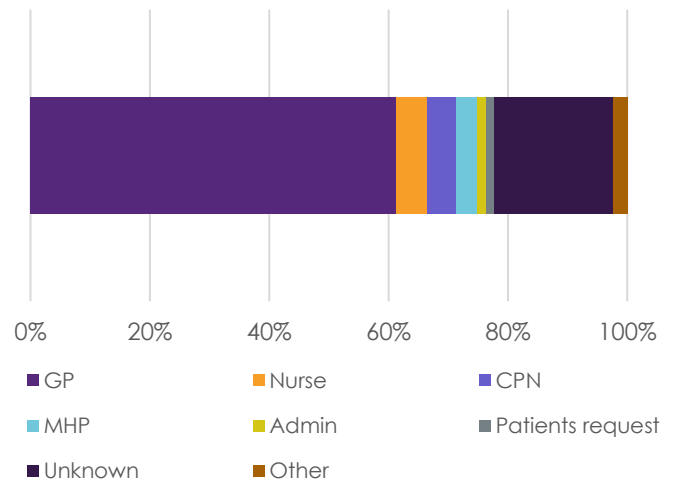


Figure 2: Referrals from practice team

Figure 3 shows the number of annual referrals per medical practice, ranging from 48 to 366.

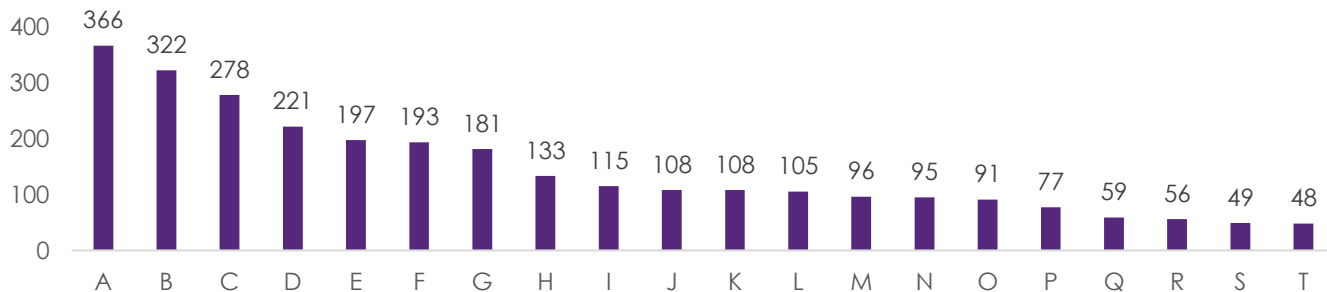


Figure 3: Number of referrals per medical practice (anonymised)



Monthly referral data shows the number of clients referred to CLWs each month in comparison to the yearly average of 242 referrals per month (Figure 4). This indicates a peak in winter months, with higher than average referral numbers.



Figure 4: Number of referrals per month

2. Referral Reasons

The referral reasons were recorded and are detailed in Table 1. Mental health and social isolation are the most common reasons for referral to the CLW. Over a third of all referrals recorded mental health as a reason (37%) and over a quarter recorded social isolation as a reason (26%).

Referral reason	Percentage of referrals
Mental health	37%
Social isolation and loneliness	26%
Housing	7%
Lifestyle issues (weight management, exercise etc.)	7%
Physical health	6%
Employability	5%
Welfare	4%
Family relationships	4%
Substance misuse	4%
Life skills and self-management	4%
Trauma (sudden death, bereavement etc.)	4%
Financial issues (debt, money management etc.)	4%
Caring	4%
Abuse (domestic abuse, sexual abuse etc.)	2%
Core/essential needs (food, fuel, clothes etc.)	1%
Physical disabilities	1%

Table 1: Referral reason



Engagements

During the year April 2019 to March 2020 there was a total of 7,808 face-to-face and telephone engagements and a further 3,059 text, letter and email engagements.

The average duration of an engagement was 53 minutes (ranging from 5-240). The average duration of a follow-up engagement was 5 minutes longer (57 minutes) than the average duration of an initial engagement (52 minutes).

4222 face-to-face engagements were attended (65% of all booked engagements). This is an increase of 7% on the previous year. The remaining 35% is broken down as follows:

- 18% were unattended; 1171 engagements
- 12% were cancelled; 753 engagements
- 5% were rearranged; 293 engagements.

1. Face-to-face Engagements

Of the 4222 attended face-to-face engagements, 54% were follow-up engagements, 41% were initial engagements and 5% were unknown.

Figure 5 shows the types of attended engagements. The majority were appointments (81%). Other engagements included accompanied visits (15%), drop-ins (2%) and home visits (2%).

On average, each client attended 2 face-to-face engagements with their CLW. Further analysis can be seen in Figure 6 where there is an inverse relationship in the number of engagements per client. 52% of clients had one engagement, 24% had two, 11% had 3, 6% had four, 3% had five, 2% had six and 3% had seven or more.

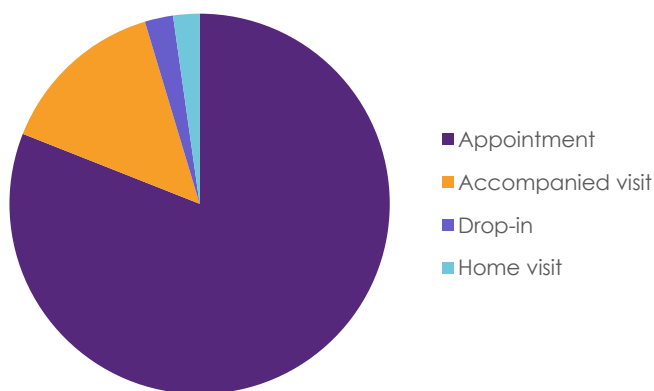


Figure 5: Engagement type

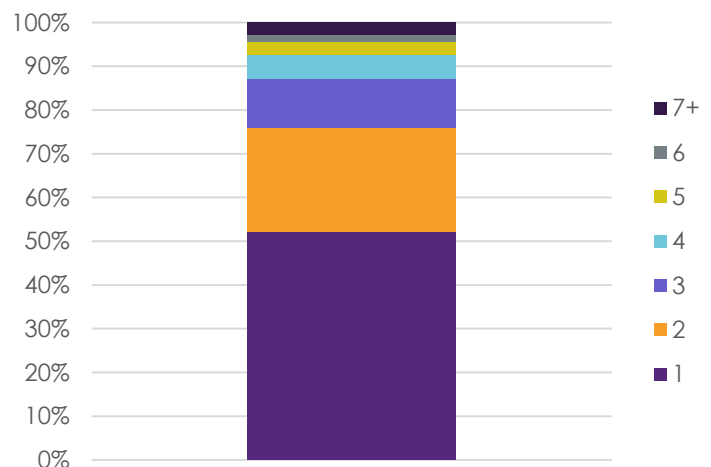


Figure 6: Percentage of service users per number of attended engagements



The average number of attended face-to-face engagements per month was 350. This is shown in comparison to the monthly averages in Figure 7. This correlates to Figure 4 (page 3) as January is the month with the highest number of referrals and engagements. The low number of face-to-face engagements in March can be attributed to the beginning of the COVID-19 pandemic.

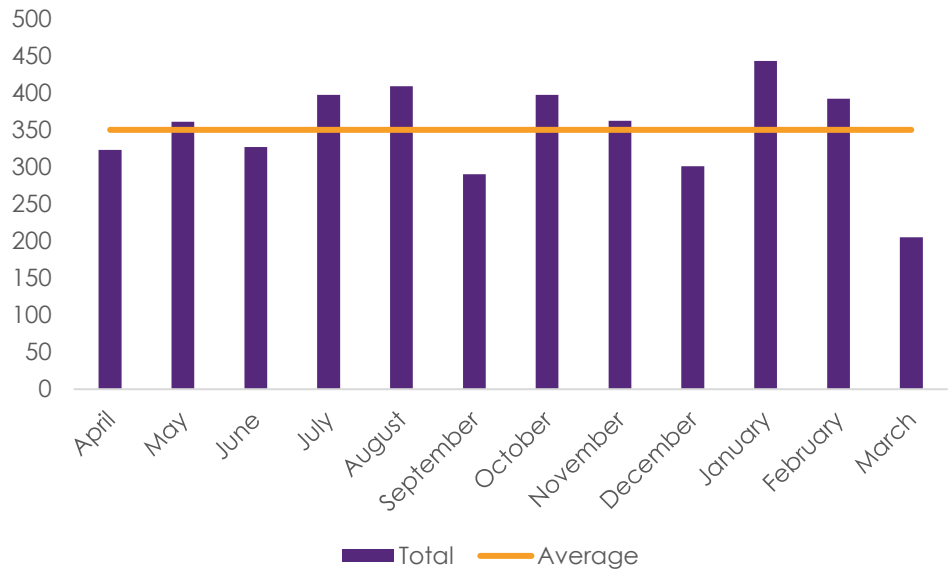


Figure 7: Number of face-to-face engagements per month

2. Non-face-to-face Engagements

Throughout the year CLWs also engaged with clients by email, letter, text and telephone. Table 2 details the recorded engagements.

Engagement type	Number
Telephone	3586
Text	1831
Letter	759
Email	469

Table 2: Number of other engagements

The number of telephone calls increased by 61% in March compared with the yearly average. This is due to the COVID-19 pandemic, as the CLWs moved to telephone contact.

3. Aspects to Address

CLWs discussed with the clients which aspects they would like to address. Thematic analysis of the different aspects is presented in Figure 8, which shows that mental health was raised most frequently. Social isolation and loneliness, welfare and housing were also common aspects to address.



Figure 8: Aspects the client wants to address



Demographics

1. Gender, Age & Ethnicity

During the year April 2019 to March 2020 the CLW project engaged with 2118 clients. Of these 1223 were female, 848 were male, 14 did not identify as male or female and 33 unknown.

The age of the clients ranged from 16-97 with an average age of 47. Figure 9 presents the number of clients per age group, showing 45-54 year olds to engage most frequently.

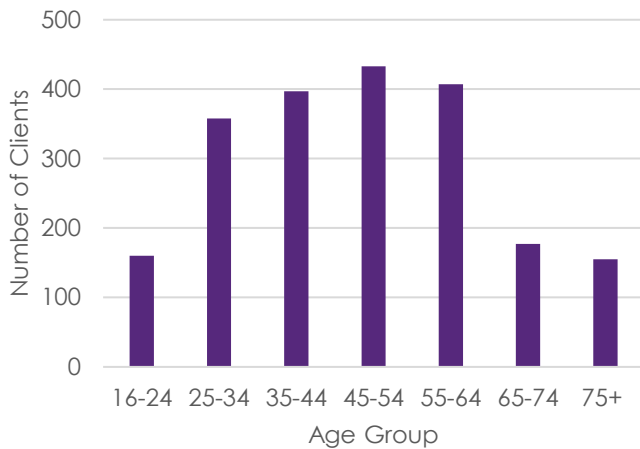


Figure 9: Ages of clients

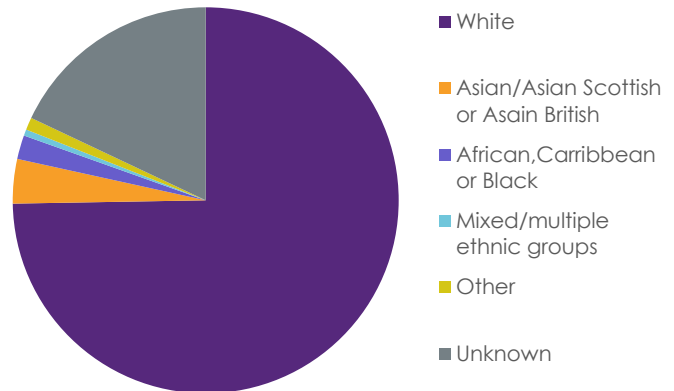


Figure 10: Ethnicity of clients

In regards to ethnicity, Figure 10 shows that three-quarters (75%) of the clients were recorded as white. A further 4% were Asian/Asian Scottish or Asian British, 2% were African, Caribbean or Black, 1% were from mixed/multiple ethnic groups, 1% were other ethnicities and 17% were recorded as unknown.

2. Housing

Housing and living arrangement data was recorded if relevant and discussed. Through this approach 319 clients indicated that they lived alone (15% of all clients). The housing situation was recorded for 1051 individuals and the results can be seen in Table 3.

Figure 11 and Table 4 (overleaf) present the areas of Edinburgh in which the clients lived, with the largest amount living in EH16 (16%). Other common postcodes are EH15 (14%) and EH5 (11%). EH4, EH7, EH11 and EH14 all had 10% of clients living in the areas.

Housing	Percentage of clients
Council	33%
Owned	23%
Family home	15%
Private rental	10%
Housing association	7%
Homeless (hostel, PSL, etc.)	7%
Temporary accommodation	2%
Other	3%

Table 3: Housing type



Figure 11: Postcode map of Edinburgh (Source Richardguk, derived from Ordnance Survey OS OpenData)

Postcode	Percentage of clients
EH16	16%
EH15	14%
EH5	11%
EH4	10%
EH11	10%
EH7	10%
EH14	10%
EH17	8%
EH8	7%
EH6	3%
EH1, EH3, EH9, EH10, EH12, EH13, EH18, EH19, EH21, EH22	<1%
EH2, EH20, EH23, EH24	0%

Table 4: Postcodes in Edinburgh and the percentage of CLW clients who lived the areas

3. Employment

The employment status of 1502 individuals was recorded and is displayed in Figure 12. 40% of clients were unemployed, 30% were employed, 25% were retired, 2% were students and 2% were recorded as other. A further breakdown of the unemployed clients found that 50% were not fit to work, 40% were not seeking employment and 10% were seeking employment. Of the employed clients, 34% were employed full-time, 34% were employed part-time and 31% were employed but not fit to work.

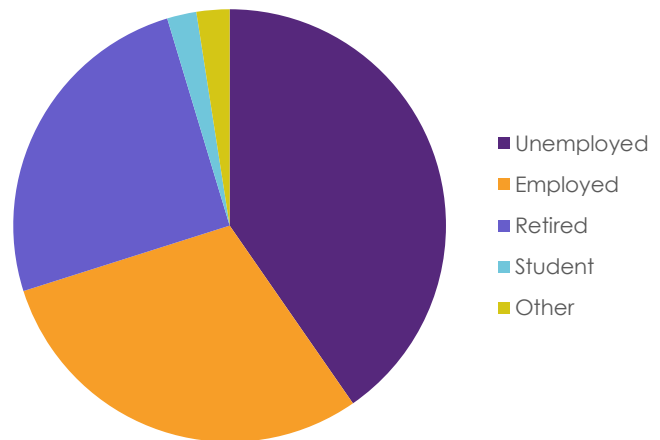


Figure 12: Employment status

4. Disabilities & Health Issues

The disabilities and health issues of the clients were recorded by the CLWs and can be seen in Table 5 as a percentage of all service users. A third of all CLW clients seen in the year were reported as having a mental health condition (33%). After this the most frequently reported were long term conditions (8%), physical/mobility impairments (7%), chronic pain (6%) and substance misuse (4%).

Disabilities/health issues	Percentage of clients
Mental health condition	33%
Long term condition (if not listed)	8%
Physical/mobility impairment	7%
Chronic pain	6%
Substance misuse	4%
Learning disability/difficulty	2%
Chronic illness	1%
Weight issues	1%
Autism spectrum disorder	1%
Long-standing illness	1%
Memory loss	1%
Hearing impairment	1%
Visual impairment	1%
Dementia	1%

7 Table 5: Percentage of clients with disabilities and health issues



Links & Outcomes

1. Onward Referrals

Of the clients who engaged with a CLW during the year, 2786 referrals to onward services were made which is an average of 1.3 links per client. Table 6 lists the number of referrals to each service category, along with the percentage of all referrals. The most common onward referrals were activity-based, mental health support and social and community groups.

The most common referral outcomes were the client considering engaging with an onward service (35%) and engaging with the service (32%). A further 11% were signposted/provided with information, 3% were in the process of engaging and 1% declined contact with the service. 2% were classed as other and 16% had unknown outcomes (Figure 13).

Service category	Number	Percentage of all referrals
Activity-based referral	436	16%
Mental health support	371	13%
Social and community group	256	9%
Benefits advice	206	7%
Counselling	169	6%
Housing support	157	6%
Employability	134	5%
Physical health support	116	4%
Food bank	108	4%
Financial advice	99	4%
1:1 support	83	3%
Volunteering opportunity	80	3%
Carers support	78	3%
Substance misuse	62	2%
Other	483	17%

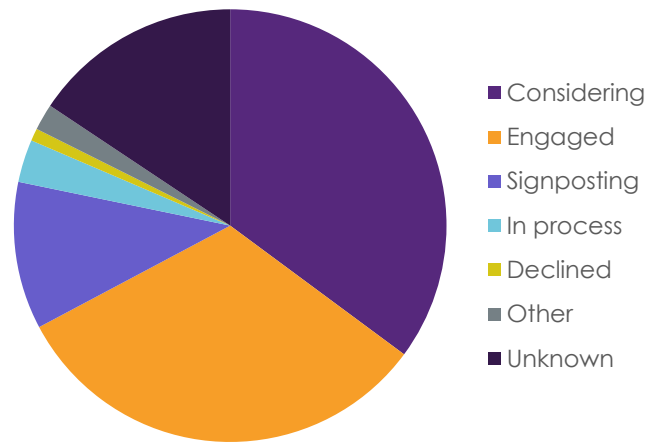


Table 6: Service category

Figure 13: Referral outcome

Figure 14 shows the most common service providers referred to in each locality. CLWs also referred clients to a further 396 different providers.

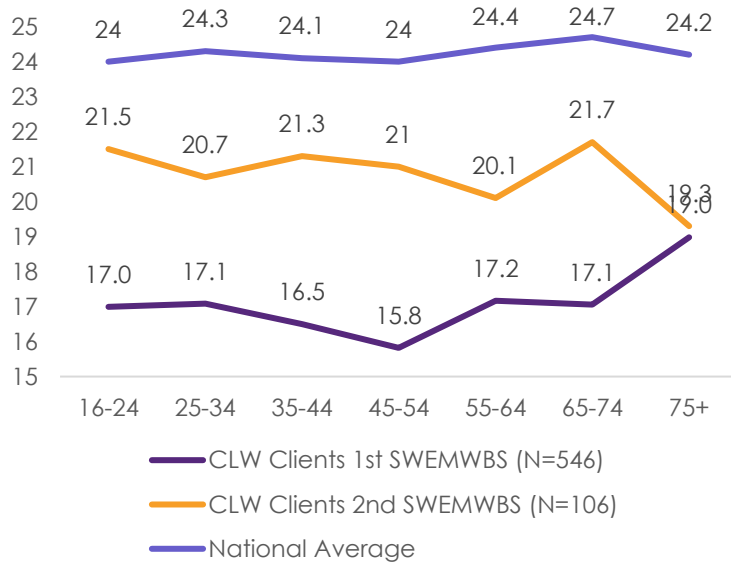


Figure 14: Most common service providers referred to by locality



2. Short Warwick-Edinburgh Mental Wellbeing Scale (sWEMWBS)¹

Throughout the year clients were asked to complete the seven-item sWEMWBS scale which asks them to consider and rate seven statements relating to mental wellbeing. The clients rate the statements on a scale from one ('none of the time') to five ('all of the time') and are asked to complete the survey again after a period of engaging with the CLW. In order to score sWEMWBS the raw score is converted to a metric score, with the scale running from seven for the lowest levels of mental wellbeing to 35 for the highest.



	First sWEMWBS	Second sWEMWBS	Percentage Difference
Mean	16.86	20.87	28.02%
Median	16.88	20.73	21.34%
Standard Deviation	3.19	3.84	

Figure 15: Average first and second sWEMWBS score according to age group compared to the national average

Table 7: Difference between the average first and second sWEMWBS score (N=106)

546 clients completed initial sWEMWBS questionnaires. The average first sWEMWBS score for CLW clients was 16.8, significantly lower than the national Scottish average of 24.2 (SSCQ, 2017). Figure 15 presents the first sWEMWBS score (546 clients) and a second follow-up sWEMWBS (106 clients) by age group, compared with the Scottish national averages (SSCQ, 2017).

Table 7 presents the statistics of the first and second sWEMWBS and shows an increase of 28.02%. According to Warwick Medical School, scores of 7-17 represent probable depression or anxiety, and scores of 18-20 suggest possible depression or anxiety. This is notable as the CLW client's average score has risen above this. However as the second questionnaire completion rate is 19.4%, this potentially limits the reliability of the findings.

When the raw sWEMWBS data is examined in Table 8 there is a noticeable difference between the initial and second evaluation especially in the "I've been feeling optimistic about the future" and "I've been feeling relaxed" questions.

Question	First sWEMWBS	Second sWEMWBS	Difference
"I've been feeling optimistic about the future"	2.42	3.28	0.86
"I've been feeling useful"	2.36	3.19	0.83
"I've been feeling relaxed"	2.08	2.95	0.87
"I've been dealing with problems well"	2.34	3.19	0.85
"I've been thinking clearly"	2.47	3.19	0.72
"I've been feeling close to other people"	2.50	3.12	0.62
"I've been able to make up my own mind about things"	2.86	3.65	0.79

Table 8: Difference between the average raw sWEMWBS score per question (N=106)

¹ (Short Warwick Edinburgh Mental Well-Being Scale (sWEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2008, all rights reserved).



Appendix

1. Third Sector Partners and Medical Practices

Locality	Third Sector Partner	Medical Practice
North East	Caring in Craigmillar	St Triduana's/Inchpark/Leith
		Restalrig/Baronscourt
North East	CarrGomm	Niddrie
		Southfield/Milton/Durham Rd
		Craigmillar
North West	Community Renewal	Muirhouse
		Muirhouse
		Whinpark
North West	Pilton Community Health Project	Crewe
South East	Libertus	Ferniehill/Gracemount/Liberton
South East	Cyrenians	Edinburgh Access Practice
South West	Health all Round	Sighthill Red/Sighthill Green
South West	The Health Agency	Wester Hailes MP

2. Average Whole Time Equivalent

These statistics represent the average whole time equivalent workload of a CLW per month and per year. The data used has been taken from the CLW National Programme January – December 2019.

	Monthly Average	Annual Average
Referrals	19	224
Initial appointments booked	17	203
Follow-up appointments booked	20	236
Accompanied visits booked	6	69
Home visits booked	1	10
Total number of appointments booked	43	518
DNA	8	95
DNA %	18%	17%
Total number of appointments and visits that took place	30	353
Caseload (excluding waitlist)	46	