

Community connections evaluation

Report of findings – executive summary

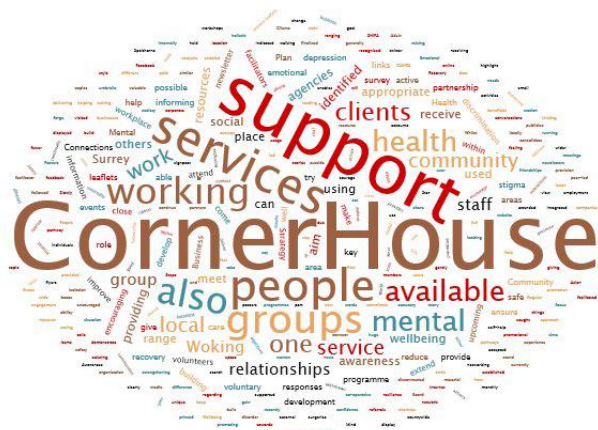
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Executive summary

Surrey community connections services are universal access services to support people with mental health needs to stay well in their communities. They are an integral part of the pathway for people who experience mental health problems, often bridging the gap between primary mental health care and secondary mental health care. There are five voluntary sector providers covering the 11 districts and boroughs in Surrey, who are commissioned for the outcomes and outputs they deliver.

Providers work in different ways to deliver those outcomes. This evaluation analyses the impact of the different models of community connections services in Surrey in 2014/15 (the second year of operation of these services). Performance monitoring data for the financial year 2014/15 was enriched by survey data obtained from people who use community connections and staff/volunteers working in the services.



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- Supportive staff and volunteers, giving help and advice

“It has given me an opportunity to get out and meet other people with similar issues. We can discuss our problems in a safe environment. It means I do not feel so isolated. I have also taken part in various social activities which have been arranged at weekends. These have included theatre outings, meals at restaurants and cycling events. I believe that Cornerhouse is providing a vital service to those with mental health issues. The team is very enthusiastic and proactive and deserves all the support and resources it can get in order to continue to grow.”

In conclusion, CornerHouse is a well established local service. In 14/15, they developed their business plan which is aligned to the local integrated commissioning strategy for emotional well-being and mental health and they work in partnership with local statutory and voluntary services to improve mental health in Woking.

CornerHouse have above the county average for referrals and continue to develop their services to meet the needs of local people, such as starting a depression/anxiety support group for younger adults. CornerHouse also provides specific services for Asian women through their SHIFA groups and runs groups and services in areas of deprivation within the borough. At the end of March 2015, CornerHouse were supporting 369 people.

The data demonstrates a growth in caseload (from 284 to 369) over the evaluation period and 90% of people surveyed stated that the support they had received had very much or moderately improved their life. Specifically, CornerHouse enabled people to make and maintain support networks, gave people a reason to get out and about and supported self help and recovery. This was through the courses, groups and activities available and the quality of staff and volunteers. Recovery star outcomes also illustrate the vast majority of people who used the service improved or maintained their well-being.

- Supportive staff and volunteers, giving help and advice
- Enabling self-help and recovery
- Providing personalised help, advice and support

“It has given me a focus and a purpose to aid my recovery. I am extremely grateful to all the staff - it is a lifeline”.

In conclusion, Mary Frances Trust is a well established local service. From the existing base in Leatherhead, covering Mole Valley, they started delivering community connections services in Epsom and Ewell in 2013. Referral numbers in Epsom and Ewell are now slightly above the county average by the end of 2014/15, which is excellent progress for a new service. Mole Valley referral numbers are also above the county average.

Mary Frances Trust continues to develop their services to meet the needs of local people, such as starting a bi-polar support group. They also run a support group for people who have a hoarding disorder, the only one in Surrey, which attracts people from different parts of Surrey. At the end of March 2015, Mary Frances Trust was supporting 179 people in Mole valley and 136 people in Epsom and Ewell.

The data demonstrates an increase in caseload (for both areas from 261 to 315) over the evaluation period and 96% of people surveyed stated that the support they had received had very much or moderately improved their life. Specifically, Mary France Trust enabled people to make and maintain support networks, provided a personalised approach and supported self help and recovery. This was through the courses, groups and activities available and the quality of staff and volunteers. Recovery star outcomes also illustrate the majority of people who used the service improved or maintained their well-being.

- Enabling people to make and maintain a network of support

“It provided an opportunity to focus on something and a positive sense of involvement as well as support and encouragement.”

In conclusion, Richmond Fellowship is a well established local service in East Surrey. From the existing base in Redhill covering Reigate and Banstead, they started delivering community connections services in Tandridge in 2013. Referral numbers in Tandridge were slightly below the county average by the end of 2014/15, however Reigate and Banstead referrals were substantially higher than the county average.

Richmond Fellowship continues to develop services to meet the needs of local people, such as starting art workshops in Tandridge. They run a service user forum which informs service developments and are well connected with other local voluntary and statutory services. At the end of March 2015, Richmond Fellowship was supporting 531 people in Reigate and Banstead and 190 people in Tandridge.

The data demonstrates a growth in caseload over the evaluation period (for both areas from 582 to 721) and 100% of people surveyed stated that the support they had received had very much or moderately improved their life. Specifically, Richmond Fellowship enabled people to make and maintain support networks, and supported self help and recovery. This was through the courses, groups and activities available. Recovery star outcomes also illustrate the vast majority of people who used the service improved or maintained their well-being.

Richmond Fellowship (north west)



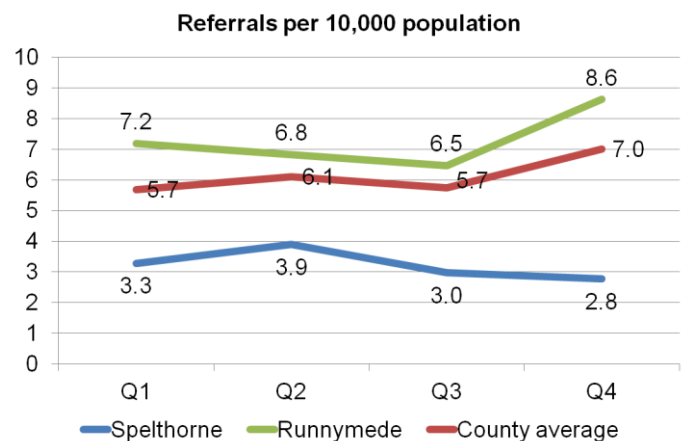
Richmond Fellowship (north west) is the lead provider for the boroughs of Spelthorne and Runnymede and is a well-established voluntary sector organisation. Richmond Fellowship was a new provider of community connections services in April 2013 in Spelthorne and Runnymede. ***Richmond Fellowship works with partner providers to deliver community connections services.*** Through one to one, face to face meetings with clients, Richmond Fellowship identifies people's preferences with regard to accessing mainstream community based activities. There is also a variety of groups provided that people can access.

Richmond Fellowship continuously develops and promotes the service as well as developing partnership working with different external organisations.

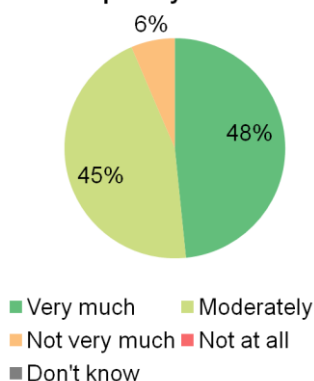
The total population of Spelthorne according to the 2011 Census was 95,598 and Runnymede was 80,510. The population of Surrey was 1,132,390 which means Spelthorne accounted for 8.4% and Runnymede 7.1%.

The graph to the right shows the number of community connections referrals received per 10,000 population for each quarter in year 2 for Spelthorne and Runnymede, as well as the county average for the same period.

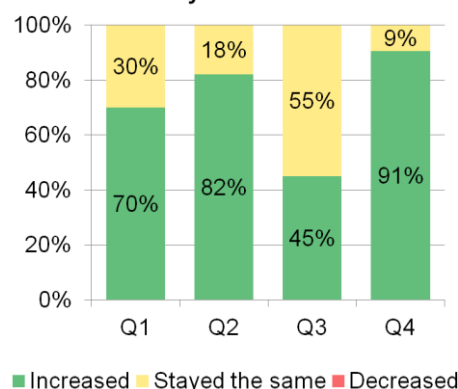
The survey of people using Richmond Fellowship services illustrates improved outcomes, which reinforces the quarterly reporting of recovery star outcomes (see charts overleaf).



Has the service helped to improve your life?



Recovery Star outcomes



93% of respondents said Richmond Fellowship had very much or moderately helped to improve their life. Analysing and exploring the qualitative feedback further, the following key themes that make Richmond Fellowship a service that improves people's lives include:

- Provides a reason for people to get out and about

- Enabling people to make and maintain a network of support
- Appropriate courses, groups and activities available
- Enabling self-help and recovery

“I don't feel so lonely and isolated. It's given me new skills and confidence.”

In conclusion, Richmond Fellowship was a new provider of community connections services in Runnymede and Spelthorne from 2013. Referral numbers in Spelthorne were below the county average by the end of 2014/15, however Runnymede referrals were higher than the county average.

Richmond Fellowship continues to develop services to meet the needs of local people, such as starting an allotment group. They run service user meetings which inform service developments and deliver 1:1 as well as group work. At the end of March 2015, Richmond Fellowship was supporting 333 people in Runnymede and 293 people in Spelthorne.

The data demonstrates a growth in caseload over the evaluation period (for both areas from 561 to 626) and 93% of people surveyed stated that the support they had received had very much or moderately improved their life. Specifically, Richmond Fellowship enabled people to make and maintain support networks, provided a reason to get out and about and supported self help and recovery. This was through the courses, groups and activities available. Recovery star outcomes also illustrate that all people who completed recovery star improved or maintained their well-being.

The Welcome Project

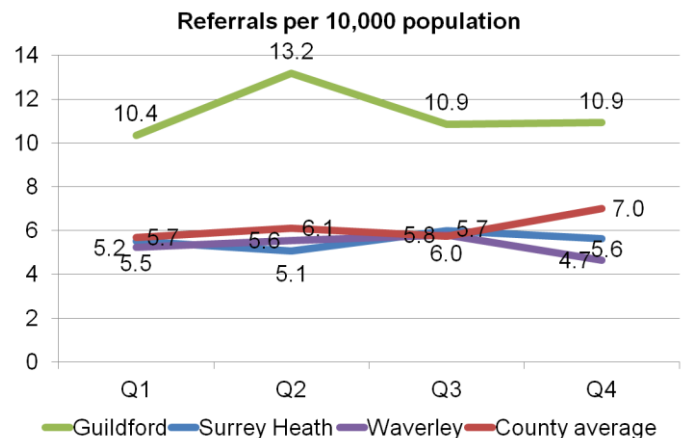


The Welcome Project is the lead provider for the boroughs of Surrey Heath, Guildford and Waverley. ***The services provided by The Welcome Project vary as they are provided in three very different areas and settings.*** In Surrey Heath almost all services are run in the community by staff, volunteers and peers. In Waverley there is a centre in the community which is open three days a week as well as other activities available in other community settings. In Guildford the services are provided mainly through partner organisations; Oakleaf, Guildford Action and Voluntary Action South West Surrey.

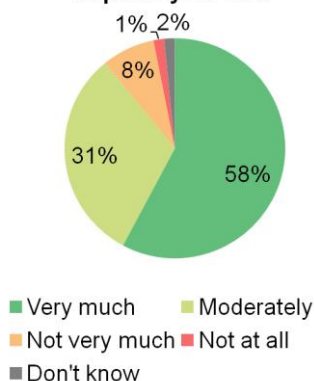
The total population of Guildford according to the 2011 Census was 137,183, Surrey Heath was 86,144 and Waverley 121,572. The population of Surrey was 1,161,300 which means Guildford accounted for 12.1%, Surrey Heath 7.6% and Waverley 10.7%.

The graph to the right shows the number of community connections referrals received per 10,000 population for each quarter in year 2 for Guildford, Waverley and Surrey Heath, as well as the county average for the same period.

The survey of people using The Welcome Project services illustrates improved outcomes, which reinforces the quarterly reporting of recovery star outcomes (see charts below).



Has the service helped to improve your life?



Recovery Star outcomes



89% of respondents said Welcome Project had very much or moderately helped to improve their life. Analysing and exploring the qualitative feedback further, the following key themes that make Welcome Project a service that improves people's lives include:

- Appropriate courses, groups and activities
- Enabling self-help and recovery

- Enabling people to make and maintain a network of support
- Provides a reason for people to get out and about
- Supportive staff and volunteers, giving help and advice

“The Welcome Project gave me time to talk to someone on a regular basis as and when I have needed it. They have also given me help and support with practical issues concerning benefits and also as a carer for someone with dementia. I have also taken part in craft and quiz events at Christmas and Easter when my other commitment (voluntary work) has closed down over the holidays and I am on my own.”

In conclusion, The Welcome Project was a new provider of community connections services in Surrey Heath, Guildford and Waverley from 2013. Referral numbers in Waverley and Surrey Heath were below the county average by the end of 2014/15, however Guildford referrals were the highest in the county.

The Welcome Project continues to develop services to meet the needs of local people, such as starting peer led groups to support health and well-being. They use recovery star as a person-centred tool to enable people to be active in their own recovery. At the end of March 2015, The Welcome Project were supporting 187 people in Surrey Heath, 751 people in Guildford and 332 people in Waverley.

The data demonstrates a growth in caseload (for all areas from 876 to 1,270) over the evaluation period and 89% of people surveyed stated that the support they had received had very much or moderately improved their life. Specifically, The Welcome Project enabled people to make and maintain support networks, gave people a reason to get out and about and supported self help and recovery. This was through the courses, groups and activities available and the quality of staff and volunteers. Recovery star outcomes also illustrate the vast majority of people who used the service improved or maintained their well-being.

Wellness With A Goal



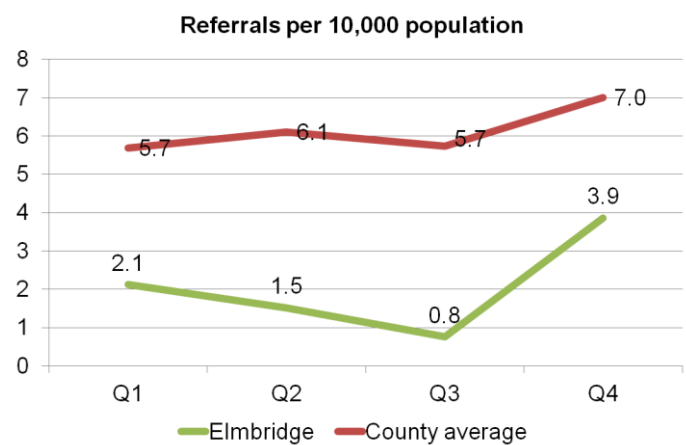
WWAG (Wellness With A Goal) is the lead provider in the borough of Elmbridge. **WWAG is a user-led service with much of the direct support delivered by people with experience of mental health problems.** WWAG is a long established provider of services in Elmbridge, with good long-term knowledge of the people being supported.

WWAG are involved in changing attitudes to mental health through the Time to Change Surrey campaign. They also run a range of courses and groups to support people with mental health problems.

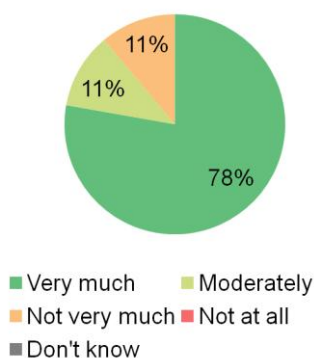
The total population of Elmbridge according to the 2011 Census was 130,875. The population of Surrey was 1,132,390 which means Elmbridge accounted for 11.6% of the county total.

The graph to the right shows the number of community connections referrals received per 10,000 population for each quarter in year 2 for Elmbridge, as well as the county average for the same period.

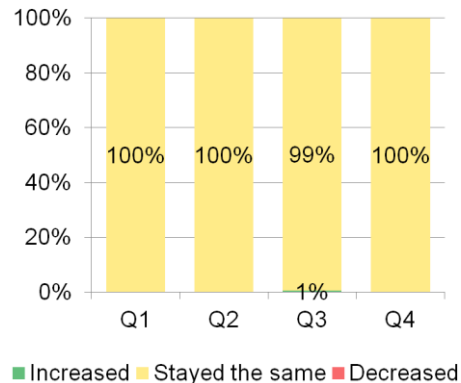
The survey of people using WWAG illustrates improved outcomes (see chart below).



Has the service helped to improve your life?



Recovery Star outcomes



89% of respondents said WWAG had very much or moderately helped to improve their life. Analysing and exploring the qualitative feedback further, the following key themes that make WWAG a service that improves people's lives include:

- Appropriate courses, groups and activities
- Enabling self-help and recovery
- Supportive staff and volunteers, giving help and advice
- Enabling people to make and maintain a network of support

"Knowing that there is someone you can talk to, who understands your situation and can provide

help and support if you need it, means a great deal in life to anyone”.

In conclusion, WWAG has been a local voluntary sector provider of mental health services for many years. 2014/15 was a time of change for WWAG, moving towards supporting people in different ways as well as continuing to support people who had used WWAG services for several years to maintain their well-being. The culture shift required to deliver this was underway in 2014/15. WWAG have below the county average for referrals and they have responded to this by continuing to change their services to meet the needs of local people, such as working with stakeholders to develop a business plan to further develop the work they do. At the end of March 2015, WWAG were supporting 209 people.

The data demonstrates a decline in caseload over the evaluation period (from 286 to 209) and 89% of people surveyed stated that the support they had received had very much or moderately improved their life. Specifically, WWAG enabled people to make and maintain support networks and supported self help and recovery. This was through the courses, groups and activities available and the quality of staff and volunteers.

Conclusions and recommendations

The role that these services play in the mental health pathway is crucial. They bridge the perceived gap between primary and secondary care mental health as well as providing a community based support network for individuals throughout their recovery journey. The services promote independence and work in a person-centred way to enable people to achieve their desired outcomes. They also contribute to avoidance and management of crisis and a reduction in dependence on statutory services. At the end of 2014/15, the average cost per individual accessing community connections services was £118.06.

The key conclusions of the findings outlined in this report are:

- The community connections services are cost effective
- They provide a key strategic importance in the mental health pathway
- They are valued by stakeholders and demonstrate a positive impact

Recommendations

1. Monitor, develop and continue to improve community connections services in light of national and local direction of travel
2. Adult Social Care and Clinical Commissioning Groups to continue to fund community connections services to ensure they are sustainable
3. Commissioning and procurement of future community connections services to be informed by both quantitative (numerical) and qualitative (feedback) data
4. Raise the profile of community connections services, highlighting the positive outcomes, value for money and integral role they play in promoting wellbeing and recovery