

**Community Connections  
Evaluation report  
2017 - 2021**



SURREY

# INTRODUCTION - SURREY

A BRIEF SUMMARY OF THE SERVICE IN SURREY 2017 - 2021

## LEAD PROVIDERS

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### **Catalyst**

Guildford & Waverley, North West  
Surrey, Surrey Heath and Farnham

### **Mary Frances Trust (MFT)**

Surrey Downs

### **Richmond Fellowship (RF)**

East Surrey

## SERVICE DESCRIPTION

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Surrey Community Connections are universal access services that support people with mental health needs to stay well in their communities through social connections and networks. 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. Community Connections lead providers also deliver Safe Havens in partnership with Surrey and Borders Partnership Trust and are a key player in the new primary care integrated mental health services.



## HOW THE SERVICE IS DELIVERED

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The three lead providers work in partnership (both formal sub-contracting and informal) with a range of similar organisations in Surrey to deliver support both on a one to one basis, in groups and via training. Groups include regular drop-in sessions as well as arts and crafts, photography, Pilates, sports and walking groups. Training covers subjects from mindfulness and coping with stress and anxiety to basic IT skills.

All support offered begins with an initial assessment to determine what the individual would like to focus on. The level of support may range from a one-off conversation to regular appointments (time-limited). Where appropriate an individual's progress is measured using a 'Recovery Star' outcome measurement tool.

## NUMBERS SUPPORTED

**Q4 2017-18**

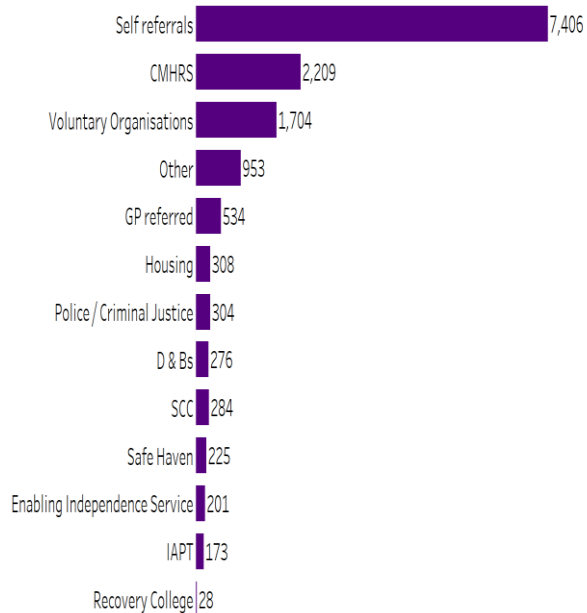
4,323

**Q4 2020-21**

5,823

## ACCESSING SERVICES

All referrals up to 1st Apr 2021



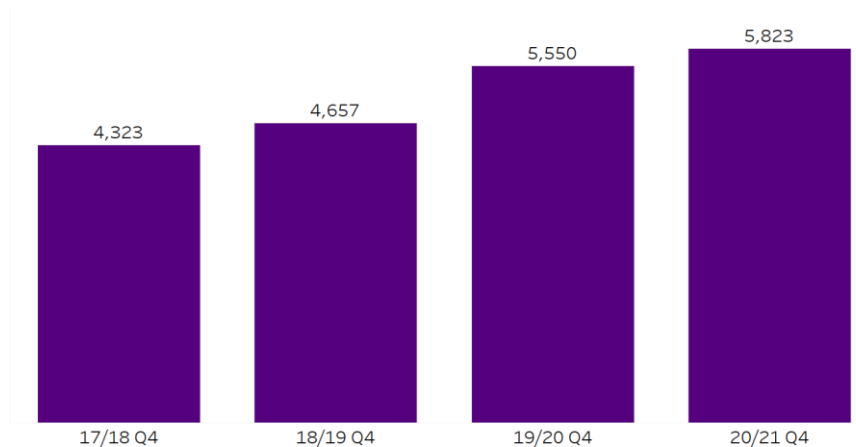
# IMPACT ANALYSIS - SURREY

A BRIEF SUMMARY OF THE SERVICE IN SURREY 2017 - 2021

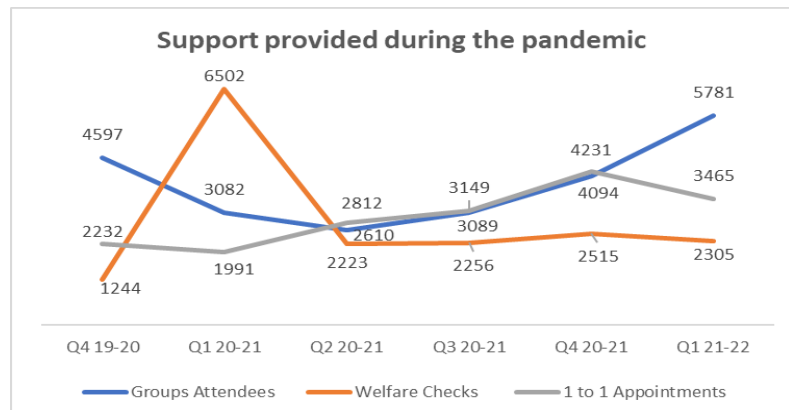
## LEVEL OF DEMAND

Community Connections saw a 23% rise in referrals from the end of 2017-18 to Q3 2019-20, prior to the Covid-19 pandemic which inevitably resulted in fewer people willing or able to access activities (at least initially). Though the pandemic may have kept as many *new* people from attending activities, the providers supported even more of those already known to them during lockdown and quickly mobilising a new virtual service. The number of people supported per quarter across all three lead providers and their partners increased by 35% in the last four years. New referrals are recovering quarter on quarter as lockdowns have come and gone. The service's cost per client has decreased significantly (24%) in the lifetime of the contract.

Total numbers supported



Due to Covid-19, providers now support clients primarily through virtual group sessions and 1 to 1 phone calls, staying in touch throughout the pandemic. There was an inevitable dip in 1 to 1 meetings and group attendance initially, however providers responded quickly, with a concerted effort to carry out welfare checks in Q1 20-21. Now all activities are at pre pandemic levels, despite still operating virtually or by phone.

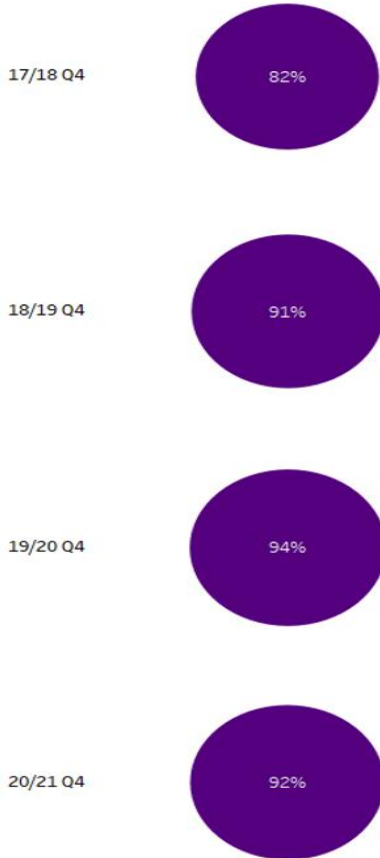


# IMPACT ANALYSIS – SURREY

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## RECOVERY STAR

Clients that have been supported to maintain or improve their mental health



## THE OUTCOME FOR CLIENTS

Clients are encouraged to track their progress using a Recovery Star outcome model. Though there are still some that choose not to take part, the proportion with evidence of their individual progress has increased from 48% in Q4 2017 to 58% in Q4 2020-21. The proportion of clients with mental health outcomes that have either been maintained or increased as a result of the Community Connections service has improved from 82% in Q4 2017/18 to 92% in Q4 2020-21.

Approximately two in three people leave the service following a successful intervention. However, it should be noted that there is work being done to ensure consistency amongst practitioners on the definition of a “successful” intervention.

### Successful interventions

Total closed cases and proportion with a successful outcome

