

VHS Community Link Worker survey (third sector interfaces)

Introduction

Scottish Government has commissioned Voluntary Health Scotland (VHS) to carry out a scoping exercise to help inform the development of a national Community Link Worker programme. The research aims to identify the number and range of Community Link Worker (CLW) initiatives currently involving the third sector in Scotland.

VHS will gather intelligence from:

- The 32 local third sector interfaces (TSIs)
- Direct service providers across the third sector

Who is this survey for?

You are encouraged to complete the survey if you are a Third Sector Interface (TSI).

The survey should be completed only once by each TSI.

Definition of Community Link Working

Community link working is

- An approach (or range of approaches) for connecting people to non-medical sources of support or resources in the community which are likely to help with the health problems they are experiencing.
- Used interchangeably with other terms, such as social prescribing, signposting, supported self management, and community referral.
- Used in primary care and enables staff to draw on non-medical options to support their patients.
- Used with a number of different client groups and draws on a wide range of different community based services, including arts and cultural activities, green space, debt advice, physical activity and leisure, bibliotherapy, learning, volunteering, housing advice, benefits, employment and legal advice (Friedli et al, 2007).
- Person-centred and tailored to the individual's needs irrespective of where it is delivered.

How we will use the survey data

The data will be used to produce a report for the Scottish Government describing the range and nature of CLW programmes / services in the third sector in Scotland. Organisations may well be identified in the report as part of this.

Completing the survey

The survey asks you for information about the CLW programmes / services your TSI is involved with, and some background information about the TSI. You can describe up to five separate programmes / services or none. It should take about 45 minutes to complete. If you cannot complete every question, we would be grateful for as much information as you are able to provide.

Please complete the survey by the extended deadline of Monday 31 October 2016.

If you have any questions about the survey, contact:

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Community Link Worker programmes

This section asks you about CLW programmes / services that involve the third sector in your local authority area. Questions 1 - 5 ask you about the general role of the TSI in relation to different programmes / services. Then you have the option to describe them in more detail.

1. How many Community Link Worker (CLW) programmes / services involving the third sector are you aware of in your local authority area? (Note: see definition in the Introduction. You should include programmes / services that fit the description even if they use a different term). Please list them by name.

2. How many third sector organisations in your TSI area are involved in the management and delivery of CLW programmes / services?

National organisations

Regional organisations

Community organisations

Total

3. How many of these programmes / services are you directly involved in?

4. What is the nature of your involvement in these programmes / services? Please summarise in not more than 100 words.

5. What training and support is available from the following sources for these CLW programmes / services?

	A lot	A little	None
NHS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local authority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TSI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other third sector organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe

6. The next section allows to you to describe in more detail the separate CLW programmes / services in your TSI area that the third sector is involved in. You can describe up to 5 programmes / services. Do you want to describe any?

Yes

No

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Description of first CLW programme / service (1)

Please describe this CLW programme.

7. What is the name of this CLW programme / service?

8. What is the role of third sector service providers in this programme / service? Please tick all that apply.

- They manage the service
- They take referrals from Primary Care
- They make referrals to Primary Care
- They are a partner in the service
- They assess people's needs
- They develop a personal plan with the person
- They signpost to other services
- They support people to take up appropriate services in other organisations
- They support people to take up appropriate services in their organisation
- They build capacity in local third sector organisations
- They provide training and shared learning for local third sector organisations
- They build capacity in Primary Care

Other (please specify)

9. Who is the lead partner in this CLW programme / service? Please select one.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

10. Who are the formal partners in this CLW programme / service? Please tick all that apply.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

11. Who makes referrals to this CLW programme / service? Please tick all that apply.

- GPs
- Practice nurses
- Health Visitors
- Community Psychiatric Nurses
- Social workers
- Third sector organisations
- Word of mouth / recommendation from previous participant
- Self referral

Other (please specify)

12. If this CLW programme / service works with primary care practices, how many does it work with?
Please select from dropdown menu.

13. Approximately how much money is spent annually on staffing costs (manager, CLWs) for this CLW programme / service? Please select from the dropdown menu.

14. Where does the funding come from? Please select all that apply.

- NHS
- Integration Authority
- Local authority
- Scottish Government
- Trust/Foundation
- BIG Lottery
- Self generated (earned) income
- Own fund raising

Other (please specify)

15. What type of funding is it? Please select all that apply.

- Service Level Agreement
- Seed / start-up / development money
- Contract
- Grant
- Fund raising

Other (please specify)

16. Approximately how many managers and CLWs are involved in this CLW programme / service?
Please select from the dropdown menu.

Comment

17. Approximately how many admin support staff are involved in this CLW programme / service? Please
select from the dropdown menu.

Comment

18. What roles do staff perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

19. What is the approximate annual salary of CLWs involved in delivering this CLW programme / service? Please select from the dropdown menu.

20. What is the approximate annual salary of managers involved in delivering this CLW programme / service? Please select from the dropdown menu.

21. How many volunteers are involved in this CLW programme / service? Please select from the dropdown menu.

Comment

22. What roles do the volunteers perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

23. Does the CLW programme / service have staff / volunteers physically based in Primary Care practices? Please select one.

- As their primary base
- On a drop-in / outreach basis
- Both as a primary base and on a drop-in / outreach basis
- No

24. Do you want to describe another CLW programme / service in your TSI area?

- Yes
- No

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Description of second CLW programme / service (2)

Please describe this CLW programme.

25. What is the name of this CLW programme / service?

26. What is the role of third sector service providers in this programme / service? Please tick all that apply.

- They manage the service
- They take referrals from Primary Care
- They make referrals to Primary Care
- They are a partner in the service
- They assess people's needs
- They develop a personal plan with the person
- They signpost to other services
- They support people to take up appropriate services in other organisations
- They support people to take up appropriate services in their organisation
- They build capacity in local third sector organisations
- They provide training and shared learning for local third sector organisations
- They build capacity in Primary Care

Other (please specify)

27. Who is the lead partner in this CLW programme / service? Please select one.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

28. Who are the formal partners in this CLW programme / service? Please tick all that apply.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

29. Who makes referrals to this CLW programme / service? Please tick all that apply.

- GPs
- Practice nurses
- Health Visitors
- Community Psychiatric Nurses
- Social workers
- Third sector organisations
- Word of mouth / recommendation from previous participant
- Self referral

Other (please specify)

30. If this CLW programme / service works with primary care practices, how many does it work with?
Please select from dropdown menu.

31. Approximately how much money is spent annually on staffing costs (manager, CLWs) for this CLW programme / service? Please select from the dropdown menu.

32. Where does the funding come from? Please select all that apply.

- NHS
- Integration Authority
- Local authority
- Scottish Government
- Trust/Foundation
- BIG Lottery
- Self generated (earned) income
- Own fund raising

Other (please specify)

33. What type of funding is it? Please select all that apply.

- Service Level Agreement
- Seed / start-up / development money
- Contract
- Grant
- Fund raising

Other (please specify)

34. Approximately how many managers and CLWs are involved in this CLW programme / service?
Please select from the dropdown menu.

Comment

35. Approximately how many admin support staff are involved in this CLW programme / service? Please
select from the dropdown menu.

Comment

36. What roles do staff perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

37. What is the approximate annual salary of CLWs involved in delivering this CLW programme / service? Please select from the dropdown menu.

38. What is the approximate annual salary of managers involved in delivering this CLW programme / service? Please select from the dropdown menu.

39. How many volunteers are involved in this CLW programme / service? Please select from the dropdown menu.

Comment

40. What roles do the volunteers perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

41. Does the CLW programme / service have staff / volunteers physically based in Primary Care practices? Please select one.

- As their primary base
- On a drop-in /outreach basis
- Both as a primary base and on a drop-in / outreach basis
- No

42. Do you want to describe another CLW programme / service in your TSI area?

- Yes
- No

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Description of third CLW programme / service (3)

Please describe this CLW programme.

43. What is the name of this CLW programme / service?

44. What is the role of third sector service providers in this CLW programme / service? Please tick all that apply.

- They manage the service
- They take referrals from Primary Care
- They make referrals to Primary Care
- They are a partner in the service
- They assess people's needs
- They develop a personal plan with the person
- They signpost to other services
- They support people to take up appropriate services in other organisations
- They support people to take up appropriate services in their organisation
- They build capacity in local third sector organisations
- They provide training and shared learning for local third sector organisations
- They build capacity in Primary Care

Other (please specify)

45. Who is the lead partner in this CLW programme / service? Please select one.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

46. Who are the formal partners in this CLW programme / service? Please tick all that apply.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

47. Who makes referrals to this CLW programme / service? Please tick all that apply.

- GPs
- Practice nurses
- Health Visitors
- Community Psychiatric Nurses
- Social workers
- Third sector organisations
- Word of mouth / recommendation from previous participant
- Self referral

Other (please specify)

48. If the CLW programme / service works with primary care practices, how many does it work with?
Please select from dropdown menu.

49. Approximately how much money is spent annually on staffing costs (manager, CLWs) for this CLW programme / service? Please select from the dropdown menu.

50. Where does the funding come from? Please select all that apply.

- NHS
- Integration Authority
- Local authority
- Scottish Government
- Trust/Foundation
- BIG Lottery
- Self generated (earned) income
- Own fund raising

Other (please specify)

51. What type of funding is it? Please select all that apply.

- Service Level Agreement
- Seed / start-up / development money
- Contract
- Grant
- Fund raising

Other (please specify)

52. Approximately how many managers and CLWs are involved in this CLW programme / service?
Please select from the dropdown menu.

Comment

53. Approximately how many admin support staff are involved in this CLW programme / service? Please
select from the dropdown menu.

Comment

54. What roles do staff perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

55. What is the approximate annual salary of CLWs involved in delivering this CLW programme / service? Please select from the dropdown menu.

56. What is the approximate annual salary of managers involved in delivering this CLW programme / service? Please select from the dropdown menu.

57. How many volunteers are involved in this CLW programme / service? Please select from the dropdown menu.

Comment

58. What roles do the volunteers perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

59. Does the CLW programme / service have staff / volunteers physically based in Primary Care practices? Please select one.

- As their primary base
- On a drop-in /outreach basis
- Both as a primary base and on a drop-in / outreach basis
- No

60. Do you want to describe another CLW programme / service in your TSI area?

- Yes
- No

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Description of fourth CLW programme / service (4)

Please describe this CLW programme.

61. What is the name of this CLW programme / service?

62. What is the role of third sector service providers in this CLW programme / service? Please tick all that apply.

- They manage the service
- They take referrals from Primary Care
- They make referrals to Primary Care
- They are a partner in the service
- They assess people's needs
- They develop a personal plan with the person
- They signpost to other services
- They support people to take up appropriate services in other organisations
- They support people to take up appropriate services in their organisation
- They build capacity in local third sector organisations
- They provide training and shared learning for local third sector organisations
- They build capacity in Primary Care

Other (please specify)

63. Who is the lead partner in this CLW programme / service? Please select one.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

64. Who are the formal partners in this CLW programme / service? Please tick all that apply.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

65. Who makes referrals to this CLW programme / service? Please tick all that apply.

- GPs
- Practice nurses
- Health Visitors
- Community Psychiatric Nurses
- Social workers
- Third sector organisations
- Word of mouth / recommendation from previous participant
- Self referral

Other (please specify)

66. If the CLW programme / service works with primary care practices, how many does it work with?
Please select from dropdown menu.

67. Approximately how much money is spent annually on staffing costs (manager, CLWs) for this CLW programme / service? Please select from the dropdown menu.

68. Where does the funding come from? Please select all that apply.

- NHS
- Integration Authority
- Local authority
- Scottish Government
- Trust/Foundation
- BIG Lottery
- Self generated (earned) income
- Own fund raising

Other (please specify)

69. What type of funding is it? Please select all that apply.

- Service Level Agreement
- Seed / start-up / development money
- Contract
- Grant
- Fund raising

Other (please specify)

70. Approximately how many managers and CLWs are involved in this CLW programme / service?
Please select from the dropdown menu.

Comment

71. Approximately how many admin support staff are involved in this CLW programme / service? Please
select from the dropdown menu.

Comment

72. What roles do staff perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

73. What is the approximate annual salary of CLWs involved in delivering this CLW programme / service? Please select from the dropdown menu.

74. What is the approximate annual salary of managers involved in delivering this CLW programme / service? Please select from the dropdown menu.

75. How many volunteers are involved in this CLW programme / service? Please select from the dropdown menu.

Comment

76. What roles do the volunteers perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

77. Does the CLW programme / service have staff / volunteers physically based in Primary Care practices? Please select one.

- As their primary base
- On a drop-in /outreach basis
- Both as a primary base and on a drop-in / outreach basis
- No

78. Do you want to describe another CLW programme / service in your TSI area?

- Yes
- No

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Description of fifth CLW programme / service (5)

Please describe this CLW programme.

79. What is the name of this CLW programme / service?

80. What is the role of third sector service providers in this CLW programme / service? Please tick all that apply.

- They manage the service
- They take referrals from Primary Care
- They make referrals to Primary Care
- They are a partner in the service
- They assess people's needs
- They develop a personal plan with the person
- They signpost to other services
- They support people to take up appropriate services in other organisations
- They support people to take up appropriate services in their organisation
- They build capacity in local third sector organisations
- They provide training and shared learning for local third sector organisations
- They build capacity in Primary Care

Other (please specify)

81. Who is the lead partner in this CLW programme / service? Please select one.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

82. Who are the formal partners in this CLW programme / service? Please tick all that apply.

- NHS
- Local authority
- Third Sector Interface (TSI)

Other third sector organisation (please specify)

83. Who makes referrals to this CLW programme / service? Please tick all that apply.

- GPs
- Practice nurses
- Health Visitors
- Community Psychiatric Nurses
- Social workers
- Third sector organisations
- Word of mouth / recommendation from previous participant
- Self referral

Other (please specify)

84. If the CLW programme / service works with primary care practices, how many does it work with?
Please select from dropdown menu.

85. Approximately how much money is spent annually on staffing costs (manager, CLWs) for this CLW programme / service? Please select from the dropdown menu.

86. Where does the funding come from? Please select all that apply.

- NHS
- Integration Authority
- Local authority
- Scottish Government
- Trust/Foundation
- BIG Lottery
- Self generated (earned) income
- Own fund raising

Other (please specify)

87. What type of funding is it? Please select all that apply.

- Service Level Agreement
- Seed / start-up / development money
- Contract
- Grant
- Fund raising

Other (please specify)

88. Approximately how many managers and CLWs are involved in this CLW programme / service?
Please select from the dropdown menu.

Comment

89. Approximately how many admin support staff are involved in these CLW service? Please select from the dropdown menu.

Comment

90. What roles do staff perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

91. What is the approximate annual salary of CLWs involved in delivering this CLW programme / service? Please select from the dropdown menu.

92. What is the approximate annual salary of managers involved in delivering this CLW programme / service? Please select from the dropdown menu.

93. How many volunteers are involved in this CLW programme / service? Please select from the dropdown menu.

Comment

94. What roles do the volunteers perform? Please tick all that apply.

- They manage the service
- They assess people's needs
- They make referrals to other organisations
- They support people on a 1:1 basis
- They help with admin functions (including IT and website maintenance)
- They provide links with other community organisations
- They provide intelligence about what is available locally
- They build capacity in local third sector organisations
- They build capacity in primary care teams

Other (please specify)

95. Does the CLW programme / service have staff / volunteers physically based in Primary Care practices? Please select one.

- As their primary base
- On a drop-in /outreach basis
- Both as a primary base and on a drop-in / outreach basis
- No

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Measuring effectiveness

This section asks you about what approaches are used by third sector organisations delivering CLW services to measure effectiveness. It does not ask for specific evaluation data.

96. Please rank in order of importance the following outcomes for people which third sector CLW programmes / services aim to achieve (1= most important).

<input type="checkbox"/>	<input type="text"/>	Improved socio-economic situation (eg housing, benefits & practical support, foodbank, clothing store)
<input type="checkbox"/>	<input type="text"/>	Positive lifestyle change
<input type="checkbox"/>	<input type="text"/>	More able to access and use available information and support
<input type="checkbox"/>	<input type="text"/>	More able to 'navigate' health and other services
<input type="checkbox"/>	<input type="text"/>	Improved relationship with professionals
<input type="checkbox"/>	<input type="text"/>	Able to adapt to a diagnosis
<input type="checkbox"/>	<input type="text"/>	Being seen as a 'whole' person
<input type="checkbox"/>	<input type="text"/>	Increased resilience for dealing with crises through support and networks
<input type="checkbox"/>	<input type="text"/>	Increased knowledge of groups and services available
<input type="checkbox"/>	<input type="text"/>	Improved access to community facilities
<input type="checkbox"/>	<input type="text"/>	Positive travel on employability pathway (eg having accessed educational or training opportunities)
<input type="checkbox"/>	<input type="text"/>	Improved general health, living well, and a self-management strategy
<input type="checkbox"/>	<input type="text"/>	Improved confidence and self esteem
<input type="checkbox"/>	<input type="text"/>	Reduced anxiety and depression

97. Please rank in order of importance the following outcomes for communities which third sector CLW programmes / services aim to achieve (1 = most important).

<input type="checkbox"/>	<input type="text"/>	Develop stronger community / general practice links
<input type="checkbox"/>	<input type="text"/>	Establish referral pathways
<input type="checkbox"/>	<input type="text"/>	Increase referrals to community based resources
<input type="checkbox"/>	<input type="text"/>	More appropriate referrals to community based resource through understanding the service they offer
<input type="checkbox"/>	<input type="text"/>	Resolve shared problems jointly
<input type="checkbox"/>	<input type="text"/>	Impact on NHS services
<input type="checkbox"/>	<input type="text"/>	Impact on local authority services
<input type="checkbox"/>	<input type="text"/>	Impact on community resources to help people live well
<input type="checkbox"/>	<input type="text"/>	Impact on the local community
<input type="checkbox"/>	<input type="text"/>	Develop ('bridging') social capital

98. What are the main strengths of third sector organisations being involved in CLW programmes / services? Please summarise in less than 100 words.

99. What are the main challenges to third sector organisations of being involved in CLW programmes / services? Please summarise in less than 100 words.

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Future developments

This section asks you about the future of CLW programmes.

100. What unmet patient needs are you aware of that third sector CLW programmes / services could address? Please summarise in not more than 100 words.

101. What are the sustainability challenges for third sector organisations involved in CLW programmes / services? Please rank in order of importance. (1 = most important)

☰	<input type="text"/>	Funding is inadequate to cover costs
☰	<input type="text"/>	Dependency on individual relationships rather than agreed systems and processes
☰	<input type="text"/>	The capacity and willingness of primary care staff to engage with third sector organisations
☰	<input type="text"/>	The capacity and willingness of third sector organisations to engage with primary care staff
☰	<input type="text"/>	Third sector organisations' staff turnover
☰	<input type="text"/>	Primary care's capacity and skills to evaluate services
☰	<input type="text"/>	Third sector organisations' capacity and skills to evaluate services
☰	<input type="text"/>	Local community organisations' capacity to take on new referrals
☰	<input type="text"/>	The lack of agreed competencies and skillsets for staff delivering CLW programmes

102. Please describe the skills and experience needed by staff who are delivering CLW programmes / services.

103. Please describe in not more than 100 words what would be the most effective way of using the third sector in developing CLW programmes.

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About your TSI

Please give us some information about your TSI.

104. Which TSI does this survey provide information about? Please select one from the dropdown menu.

105. How many of your staff have a (partial or total) focus on health?

Partial

Total

106. Please summarise in not more than 100 words their job role in relation to health.

107. Please describe your relationship with your local Integration Authority(s) (Health & Social Care Partnership). Please select one.

- We work closely with our Integration Authority(s)
- We are starting to build a relationship with our Integration Authority(s)
- We do not currently work with our Integration Authority(s)

Comment

108. Please describe your relationship with Primary Care. Please select one.

- We work closely with Primary Care
- We are starting to build a relationship with Primary Care
- We do not currently work with Primary Care

Comment

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Thank you

Thank you for completing the survey. We appreciate this has taken a lot of your time, and we are most grateful.