

## VHS Community Link Worker survey (third sector service providers)

### 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:

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

Who is this survey for?

You should complete this survey if:

- You are a third sector organisation, and
- You are involved in Community Link Worker (CLW) programmes / services

A separate survey is being conducted with TSIs.

### 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 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 your CLW programmes / services and some background information about your organisation. It should take no more than 45 minutes to complete. If you cannot complete every question, we would be grateful for as much information as you are able to provide.**

**If you are involved in more than one CLW programme / service (eg in different geographical areas or local authorities), you may choose to complete a separate survey for each one.**

**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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### Describing your Community Link Worker service

**Please provide some information about your CLW programme(s) / service(s).**

1. In which local authority areas are your CLW programme(s) / service(s) operating? Tick all that apply.

- Aberdeen City
- Aberdeenshire
- Angus
- Argyll & Bute
- Comhairle nan Eilean Siar
- Clackmannanshire
- Dumfries and Galloway
- Dundee
- East Ayrshire
- East Dunbartonshire
- Edinburgh
- East Lothian
- East Renfrewshire
- Falkirk
- Fife
- Glasgow
- Highland
- Inverclyde
- Midlothian
- Moray
- North Ayrshire
- North Lanarkshire
- Orkney
- Perth & Kinross
- Renfrewshire
- Scottish Borders
- Shetland Islands
- South Ayrshire
- South Lanarkshire
- Stirling
- West Dunbartonshire
- West Lothian

2. What role does your organisation play in the your CLW programme / service? Please tick all that apply.

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

Other (please specify)

3. Who is the lead partner in your CLW programme / service? Please select one.

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

Other third sector organisation (please specify)

4. Who are your formal partners in your CLW programme / service? Please tick all that apply.

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

Other third sector organisation(s) (please specify)

5. Who makes referrals to your CLW programme / services? 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)

6. If you work with primary care practices, how many do you work with? Please select from dropdown menu.

7. Please summarise in not more than 100 words your CLW programme / service.

8. Approximately how much money do you spend annually on staffing costs (manager, CLWs) for your CLW programme / service? Please select from the dropdown menu.

9. 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)

10. 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)

11. Until when is your CLW programme / service currently funded? Please select one from the dropdown menu.

12. How many managers and CLWs are involved in delivering your CLW service? Please select from the dropdown menu.

Comment

13. How many admin support staff are involved in your CLW service? Please select from the dropdown menu.

Comment

14. What roles do your 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)

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

16. What is the approximate annual salary of managers involved in delivering your CLW programme / services? Please select from the dropdown menu.

17. How many volunteers are involved in your CLW service? Please select from the dropdown menu.

Comment



18. What roles do your 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)

19. Do you 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

20. What training and support is available from the following sources for your organisation's CLW programme?

	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

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### Measuring effectiveness

**This section asks you about what approaches you use to measure effectiveness. It does not ask for specific evaluation data.**

21. Please rank in order of importance the following outcomes for people which your CLW programme / service aims to achieve (1= most important).

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

22. Please rank in order of importance the following outcomes for communities which your CLW programme / service aims 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

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

24. 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.**

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

26. 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="checkbox"/>	<input type="text"/>	Funding is inadequate to cover costs
<input type="checkbox"/>	<input type="text"/>	Dependency on individual relationships rather than systems
<input type="checkbox"/>	<input type="text"/>	The capacity and willingness of primary care staff to engage with third sector organisations
<input type="checkbox"/>	<input type="text"/>	The capacity and willingness of third sector organisations to engage with primary care staff
<input type="checkbox"/>	<input type="text"/>	Third sector organisations' staff turnover
<input type="checkbox"/>	<input type="text"/>	Third sector organisations capacity and skills to evaluate services
<input type="checkbox"/>	<input type="text"/>	Local community organisations capacity to take on new referrals

27. 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 organisation

**Please give us some information about your organisation.**

28. What is the name of your organisation?

29. Who is the key contact person and what are their contact details?

Name

Role

Telephone

Email

30. Which of the following best describes your organisation? Please choose one.

- Registered charity
- Voluntary organisation or community group
- Social enterprise
- Housing Association

Other (please specify)

31. Which of the following categories best describes the overall work of your organisation. Please select as many as apply.

- Health
- Social care
- Children and young people's services
- Older people's services
- Disability services
- Housing
- Advice and advocacy
- Community development
- Financial inclusion
- Befriending

Other (please specify)

32. What is your organisation's annual income? Please select from the dropdown menu.

33. 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

34. 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

## VHS Community Link Worker survey (third sector service providers)

Thank you

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