

COLLABORATING TO SUPPORT A STRONG, INCLUSIVE AND RESILIENT INVERCLYDE



Community Link Workers

Patient quote *"Not all heroes wear capes."*

SUPPORTING

We are commissioned to deliver Community Link Workers who are based in GP practices across Inverclyde to mitigate the impact of the social determinants of health in our local patient population.

Community Link Workers provide a wrap-around service within the GP multi-disciplinary teams which links Primary Care more closely with community resources for the benefit of patients.

Community Link Workers enable patients to feel more supported in the knowledge they can access quick response support with the non-clinical issues they are facing which can impact their overall health and wellbeing.

CONNECTING

We build relationships with our patient population by active listening, identifying their priorities and discussing options for progression – this ensures our interactions are person-led, encourages informed decisions and supports patient empowerment.

Community Link Workers actively engage with local organisations, projects and resources to ensure we have up to date and relevant information about local and national provision that can be shared with our patient population through GP practices.

REPRESENTING

Community Link Workers participate in local network and strategic meetings to be included in local decision-making processes and ensure feedback about patient experience is being heard.

EVOLVNG

Community Link Workers provide opportunities for early intervention and prevention work to be done to avoid escalation to other health and care services.

OUTCOMES 2024/25

1573 patients supported from across 13 GP practices in Inverclyde

6602 encounters/contacts with patients;

4187 onward referrals to the appropriate agencies for patients

Inverclyde Community Link Worker Team were one of 3 finalists for the inaugural Scottish Community Link Worker Team of the Year Award at the Scottish CLW Network Conference this year.

Partnership & Engagement

"Valuing our residents' living experience within the stigma project working group made such a positive impact on their recovery journey". Member of the Challenge Stigma Steering group

SUPPORTING

We offer bespoke 1-to-1 governance and funding advice to groups and individuals to promote healthy organisations and proactive support.

We utilise our communications platforms as a space to effectively share best practice & information relevant to third sector organisations.

CONNECTING

We create opportunities and spaces for the third sector to come together through a range of networks to support partnership working, knowledge exchange and cross-sectoral collaboration.

CVS Inverclyde Networks include:
Resilience Network
Best Start in Life Network
Learning Disabilities Network
Leaders Network
Employability Network
Volunteer Coordinators Network
Third Sector Community Justice Forum
Adults Services Providers Forum.

REPRESENTING

We advocate and influence on behalf of our members across various levels of public sector spaces to maximise the third sector's contribution to the design and delivery of health and social care services in Inverclyde.

OUTCOMES 2024/25

Improved collaborative working between the local third sector and our public sector partners.

Ensuring the third sector and its volunteers are recognised as active members of Inverclyde's health and social care workforce.

Developed a 'Recovery Oriented System of Care' approach across the third sector, which resulted in more holistic support and services for our community.

EVOLVNG

We use our communication channels to tell the story of the third sector and its impact and as a campaigning space to raise awareness of issues that impact the sector's ability to respond to need and to thrive.

We foster a culture of innovation to amplify the strengths of the third sector and to build its capacity to best respond to the needs of local people.

We host Inverclyde Life, the local service directory, which is the one-stop shop for exploring services and supports in the community. This is a valuable tool used by individuals and professionals alike.

Volunteering and Social Enterprise Development

"Volunteers are not paid, not because they are worthless, but because they are priceless"

SUPPORTING

The skills, knowledge and connections gained from participating in volunteering opportunities can make a significant difference to our community and to the lives of local people.

We support people to access volunteering opportunities.

We offer practical support and advice and collaborate with a range of public and community partners.

CONNECTING

We work cooperatively to deliver positive destinations for disengaged and underrepresented young people.

We find, facilitate and develop organisations that benefit our community's society or environmental good.

We engage with existing social enterprises to develop and grow capacity.

REPRESENTING

We promote and recognise volunteering by supporting young people in gaining the National Saltire Awards.

We celebrate local people and recognise the power and advantages they offer through volunteering.

EVOLVNG

We develop skills and experience for young people through volunteering.

We support, partner and offer training for local volunteer organisations to help recruit, onboard and develop volunteers.

Our volunteer coordination offers individuals the opportunity to learn new skills and develop themselves with opportunity to move from volunteering onto further education, full time employment positions or just gaining a sense of personal growth, satisfaction and/or wellbeing.

We develop and offer a suite of online training for both new and existing social enterprises.

OUTCOMES 2024/25

243 Young people received Saltire Awards

42 organisations hosted volunteers

18 volunteer mentors trained in working with volunteers

5 new social enterprises created

77 organisations took part in training to develop their social enterprise

Shortlisted for the Social Enterprise Academy Awards 2025 in the Buy Social category (outcome pending)



COLLABORATION FOR CHANGE

