Making Connections Walsall - Introduction

Introduction

Making Connections Walsall (MCW) was originally commissioned in 2017 by Public Health, as a social prescribing service for the lonely and isolated older residents of the borough. The service was extended through the pandemic, with the 4 hubs adapting very quickly to the new requirements and very high demand. Since then, the service has been re-procured (single point of contact & 4 hubs) in readiness for the new financial year in April 2022. This new service is available to all Walsall residents of all ages.

Report interpretation

Difference between client, assessment, goals

Client: In the original specification for MCW, each referral was entered onto the DCRS system as a new client, even if the resident was a repeat service user. However, as the service developed, the specification was modified, so that each resident had only one DCRS client record. This variation is important to note when interpreting the number of clients over time. Also note the client type filter, which can be either Covid or MCW. Most of the Covid clients were processed by creating an assessment and then performing a quick sign-off and signposting resident as appropriate. Therefore, there aren't many goals created for these assessments, due to the limited time available, the social connectors needed to process each referral as quickly as possible, from the data entry perspective, whilst maintaining a robust service.

Assessments & Goals: Each client can have one or more assessments and each assessment can have zero or many goals (which are the targets or objectives).

Document information

Report created by: David Hughes
Data source: Data Collection & Reporting Service (DCRS)
Date created: 21 Feb 2022

Walsall Council

PROUD OF OUR PAST, OUR PRESENT AND FOR OUR FUTURE

Making Connections Walsall - Client summary

Source: DCRS (Data Collection & Reporting Service)

Total residents

Number of residents by Month:
- April: 40
- May: 36
- June: 41
- July: 24
- August: 50
- September: 47
- October: 40
- November: 44
- December: 24
- January: 24
- February: 21
- March: 36

(2022 / 2023)
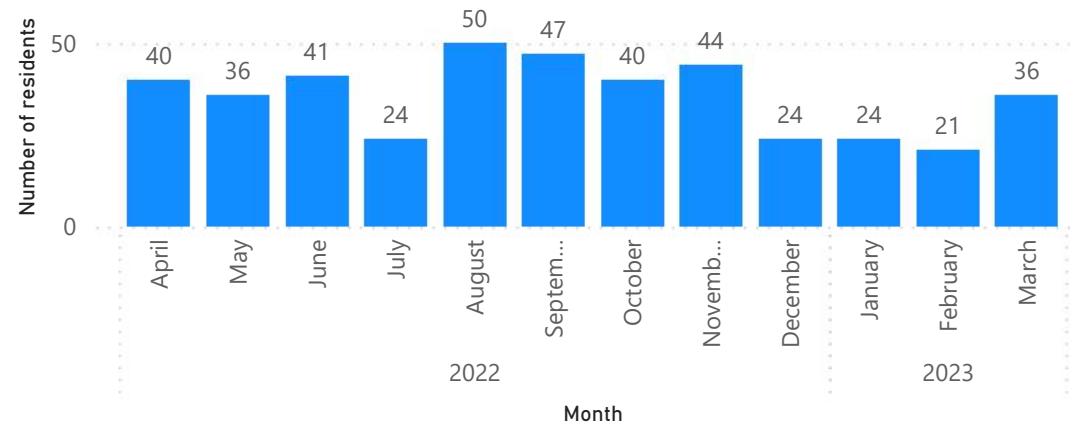
Electoral ward
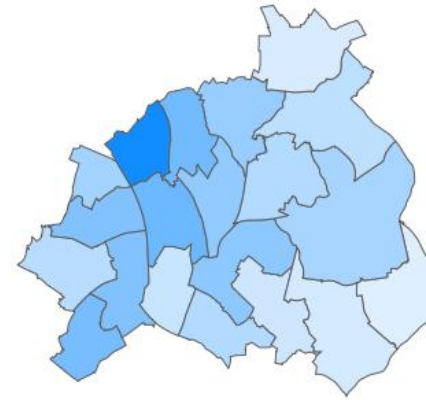
LSOA (Lower Super Output Area)
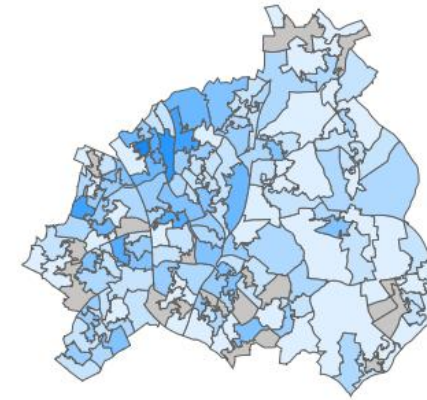
client_type	n	%
Making Connections	391	91.6%
COVID_19	36	8.4%
Total	**427**	**100.0%**

Locality	n	%
West	129	30.2%
North	125	29.3%
East	103	24.1%
South	70	16.4%
Total	**427**	**100.0%**

Gender	
Female	277
Male	145
Other	

Residents age

Number of residents by 5 year age groups:
2, 4, 6, 9, 11, 9, 11, 25, 24, 18, 34, 41, 59, 52, 69, 29, 7
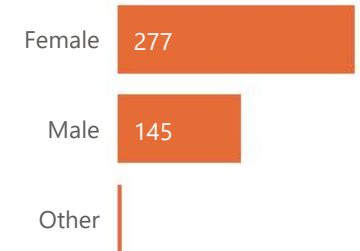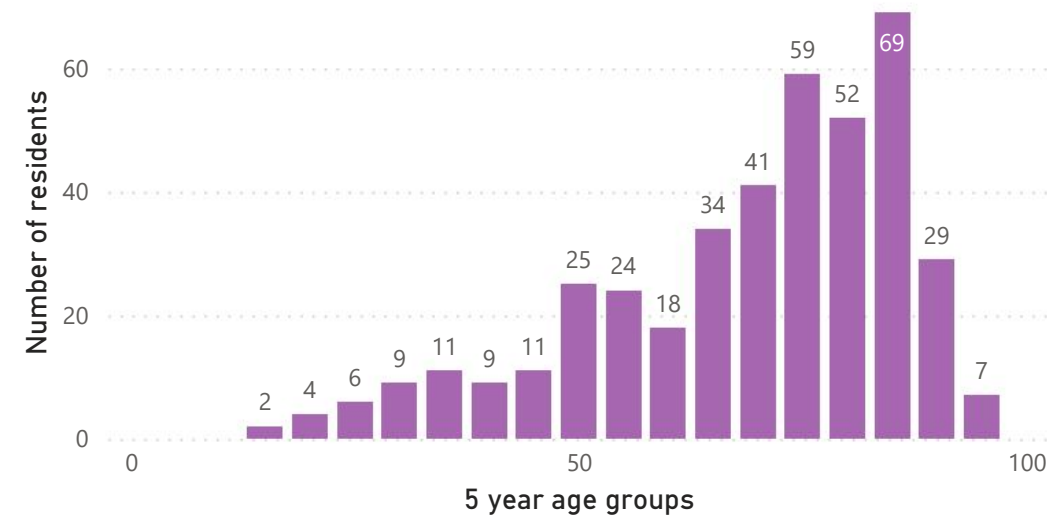
ethnicity	n	%
A: White _ British	304	71.2%
99: Not Known	43	10.1%
Z: Not Stated	39	9.1%
H: Asian or Asian British _ Indian	17	4.0%
M: Black / Black British _ Caribbean	9	2.1%
I: Asian or Asian British _ Pakistani	5	1.2%
N: Black / Black British _ African	3	0.7%
L: Asian / Asian British _ Other background	2	0.5%
B: White _ Irish	1	0.2%
E: Mixed _ White and Black African	1	0.2%
G: Mixed _ Any Other Mixed Background	1	0.2%
J: Asian / Asian British _ Pakistani	1	0.2%
S: Any other ethnic group	1	0.2%
Total	**427**	**100.0%**

consider_themselves_disabled	n	%
Not disabled	189	44.3%
Disabled	122	28.6%
Not Known	116	27.2%
Total	**427**	**100.0%**

long_term_physical_health_condition	n	%
Yes	285	66.7%
Not stated	114	26.7%
No	17	4.0%
Unknown	11	2.6%
Total	**427**	**100.0%**

Total residents

427

Total contacts

1823

Making Connections Walsall - Assessment & Goals Summary
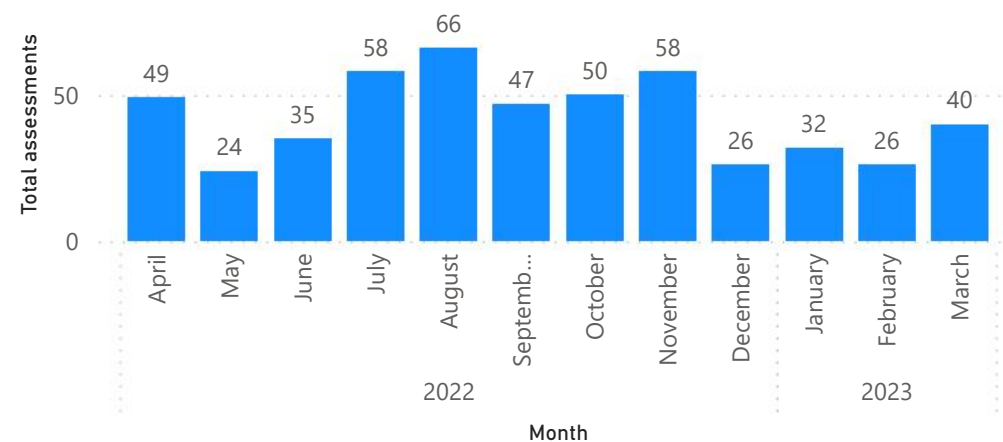*Source: DCRS (Data Collection & Reporting Service)*

01/04/2022 | 31/03/2023

Assessments

Assessments 511

Locality_Name	n	%
East	108	21.1%
North	138	27.0%
South	122	23.9%
West	143	28.0%
Total	**511**	**100.0%**

local_issue	n	%
Not recorded	311	60.9%
Loneliness & isolation	154	30.1%
Emotional wellbeing	41	8.0%
Financial concerns	4	0.8%
Bereavement	1	0.2%
Total	**511**	**100.0%**

Goals 456

goal	n	%
Reduce anxiety/low mood	148	32.5%
Actions to enable goal achievement	106	23.3%
Connect more: Join a group	83	18.2%
Information required	44	9.7%
Be active: Find an enjoyable activity	38	8.3%
Build confidence/independence	18	3.9%
Learn something new: Take a course/Start new hobby	11	2.4%
Give/volunteer more: Volunteer/Help somebody	4	0.9%
Take more notice of the environment: Take time to enjoy the moment	4	0.8%
Total	**456**	**100.0%**

referral_source	n	%
GP or other primary care services	208	40.7%
Local authority Services	171	33.5%
Community / voluntary services	45	8.8%
Self	43	8.4%
Intermediate care team	20	3.9%
Emotional wellbeing services	12	2.3%
Community & District Nursing	8	1.6%
Hospital services	2	0.4%
Advice and Guidance	1	0.2%
Fire Service	1	0.2%
Total	**511**	**100.0%**

employment_status	n	%
Retired	341	66.7%
Unemployed	67	13.1%
Permanently Sick / Disabled	63	12.3%
Response declined	16	3.1%
Employed: routine / manual	9	1.8%
Full time carer	7	1.4%
Temporary sick	4	0.8%
Employed: intermediate occupations	2	0.4%
Looking after home or family full time	2	0.4%
Total	**511**	**100.0%**

sign_off_reason	n	%
Not signed off	128	25.0%
Only wanted some information	120	23.5%
Could not contact client	82	16.0%
Plan completed	74	14.5%
Not ready to make changes	33	6.5%
Other	21	4.1%
Signpost only	18	3.5%
Plan part completed	16	3.1%
Not eligible	7	1.4%
Chose an alternative service	5	1.0%
Inability to continue	3	0.6%
Client deceased	2	0.4%
Client DNAs (Did not attend)	1	0.2%
Mini Health MOT Only	1	0.2%
Total	**511**	**100.0%**

referral_to	n	%
Community / voluntary services	290	63.7%
Other (put details in 'Referral_other')	33	7.2%
Not recorded	22	4.8%
Local authority services	20	4.4%
Lifestyle change/support services	19	4.2%
Leisure activity	17	3.7%
Emotional Wellbeing Services	14	3.1%
Bereavement Support	9	2.0%
GP or other primary care services	9	2.0%
Citizens advice	7	1.5%
Advice and Guidance	5	1.1%
Dementia cafe	5	1.1%
Lunch Club	5	1.1%
Disability services	1	0.2%
Total	**456**	**100.0%**

Walsall Council

PROUD OF OUR PAST, OUR PRESENT AND FOR OUR FUTURE