



Quarterly Report

1 October - 31 December 2024

Contents:

| | |
|---------|--------------------------|
| Page 2 | Key Findings |
| Page 6 | Service Members Feedback |
| Page 7 | New Developments |
| Page 8 | Appendix 1 |
| Page 9 | Appendix 2 |
| Page 9 | Appendix 3 |
| Page 10 | Acknowledgements |

This report looks at the performance of the support services delivered by Stepping Stones for the period 1 October – 31 December 2024.

Key Findings – Stepping Stones

Referrals

We received 254 referrals in this period

- Almost 35.8% of referrals were received from WDHSCP sources
- 3.1% of referrals were from the Primary Care Mental Health Team
- 39.4% of referrals were from West Dunbartonshire GPs
- 21.7% of referrals were from self/informal sources
- 40% of referrals chose to use video/phone calls for their 1st assessment
- 57% referrals from Clydebank, 22% from Dumbarton, 21 % from Vale of Leven.

Service Usage in this Period

- 139 people attended an initial assessment of their mental health needs (85%)
- 85% of assessments that were offered were attended
- 802 support appointments were offered with an individual support attendance rate of 85%, 64% for Guided Self Help, 86% for Enhanced Guided Self Help with Person Centred Counselling services experiencing 83% turn up rate.

Groups

11 different types of social and activity groups were offered in the report and there was a total of 502 attendances shared among 88 members.

The types of groups included:

- Peer Support Group: Bereavement and Loss Peer Group (13 members attended)
- Peer Support Group: Lived Experience Panel (6 members attended)
- Peer Support Group: Photography (13 members attended)
- Peer Support Group: Relaxation Clydebank (12 members attended)
- Peer Support Group: WRAP (8 members attended)
- Resilient Communities: Clydebank Social (13 members attended)
- Resilient Communities: Dumbarton Social (30 members attended)
- Resilient Communities: Men's Group (10 members attended)
- Resilient Communities: Walking Group Clydebank (12 members attended)
- Resilient Communities: Walking Group Dumbarton (11 members attended)
- Resilient Communities: Women's Group (10 members attended)

Waiting Times

Average waiting times for assessment and one to one services from receipt of referral to Stepping Stones were as follows:

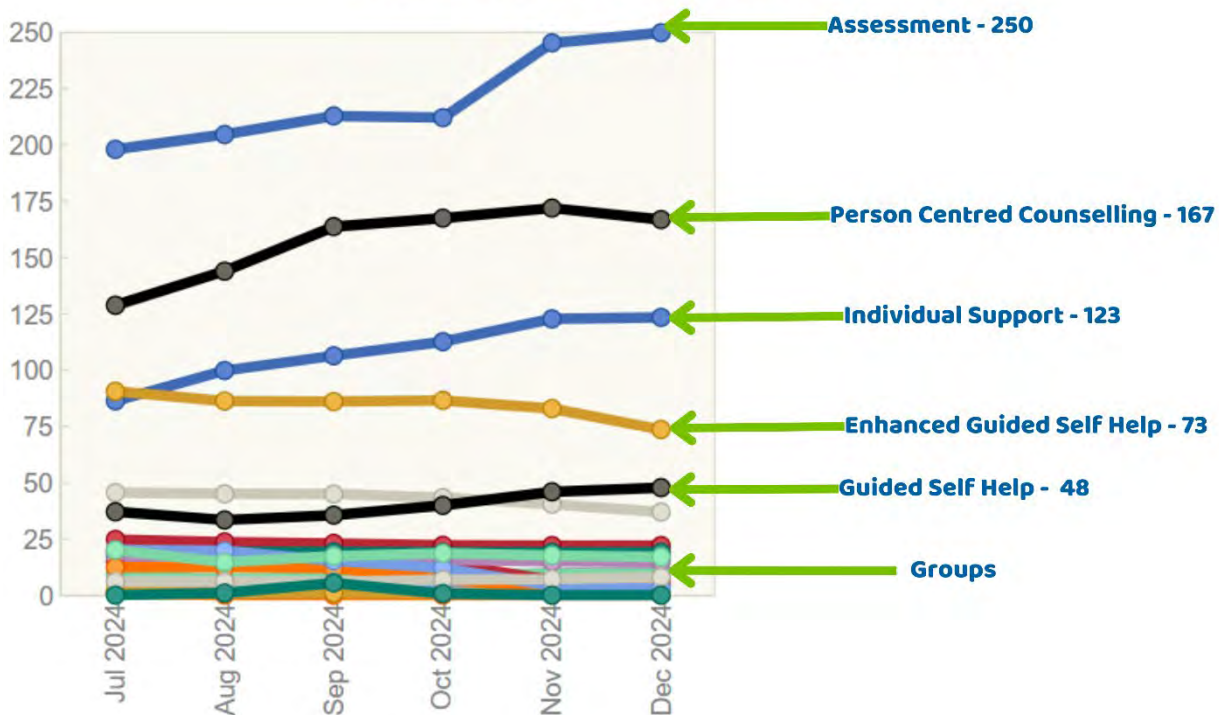
- 1st Assessments - 12 weeks

- Individual Support - 48 weeks
- Person Centred Counselling - 28 weeks
- Guided Self Help - 36 weeks
- Enhanced Guided Self Help - 39 weeks

From the graphics below you will note that the numbers of people on counselling and enhanced guided self-help (8-12 sessions) waiting lists have reduced, the individual support and guided self-help (4-6 sessions) have increased slightly. There has been a spike in the numbers on our assessment waiting list.

Overall, the waiting lists trend has stabilised and we expect a decrease in the average waiting lists in the next year as the recruitment of staff, volunteers and trainees starts to impact the service. Up to date waiting times are available from our homepage on our website @ www.stepstones.org.uk.

Average Waiting Times @ 31 December 2024



Outcomes

Psychological - The Clinical Outcome Routine Evaluation (CORE) system helps us to measure how effective our one-to-one support services are and provide us a baseline with which to identify our outcomes (Appendix 2).

- Using the CORE10 questionnaire for one-to-one support, we established that in all modalities combined, an average drop of 4.5 points was achieved
- Individually, Person Centred Counselling had an average 6-point reduction,
- Individual Support had an average 3.4-point reduction.
- Guided Self Help had an average 7.7-point increase,

- Enhanced Guided Self Help had an average of 7.1-point reduction, however, the sample was low and this was based on 3 service members CORE10 data.

Individual Support and Counselling – We note that from 1 October – 31 December 2024, the following outcomes were achieved:

- 12 people signposted to additional support services
- 1 person received a National Entitlement Card
- 3 people undertook Financial Inclusion
- 1 person had housing issues resolved
- 1 person accessed support for nutrition
- 6 people undertook physical activity
- 9 people became active in social networking
- 1 person undertook education / training
- 1 person undertook voluntary work

Demographics

- In this period, we received 89 (35%) referrals for men and 165 for women. The highest number of referrals received for men was in the 26-35 age range and women in the 35-46 age range. Information on those who attended or failed to attend assessments offered in this period are in Appendix 3.

Reasons for referral

In this period, our most common reasons for referral for those who attended their assessment were Anxiety (137), Stress (128), Sleeping Pattern Poor (123), Unhappy (117), Depression (103), Low Confidence (92), Changing Mood (86), Low Motivation (84), Low Mood (79), Changing Behaviour (71), Worries (71), Bereavement (62).

62 people attended assessment in this period looking for bereavement support (10 of whom were due to bereavement caused by suicide).

In their first assessment meeting, 41 people indicated that they had experienced suicidal thoughts in the previous week.

Staffing, Volunteers and Trainees report

- The staffing complement is 11.6 WTE comprising – 0.8 WTE Operations Director, 1 WTE Service Manager, 1 WTE Business Administration Team Leader, 0.4 WTE Support Team Leader, 0.6 WTE Group Support Worker, 1.1 WTE Group Peer Support Worker, 1.2 WTE Peer Support Workers, 0.7 WTE Admin Assistant, 0.6 WTE Person Centred Counsellors, 1 WTE Counselling Supervisor, 3 WTE Support Workers.
- Volunteers – 3 Person Centred Counsellors and 1 Guided Self Help worker.
- Facilitators – 1 freelance Tai Chi instructor, 1 Reiki instructor, 1 part time counsellor, 4 external supervisors.
- Trainees - 14 trainees offered 1-1 appointments during this period covering Person Centred Counselling (up to 16 sessions), Guided Self Help (up to 6 sessions) and Enhanced Guided Self Help (8-12 sessions).
- In the period of the report, 4.71 days (0.6%) were lost to staff sickness.

Training and Continuous Professional Learning

- 2 staff undertook “Lamplight database review” training.
- 1 staff undertook “International Bereavement Education Conference. Bereavement in the modern world: Kindness in the chaos.” training.
- 1 staff undertook “How do we embed co-production across Scotland” training.
- 1 staff undertook “Menopause Awareness” training.
- 1 staff undertook “Equality, Diversity and Inclusion” training.
- 2 staff undertook “Creating Hope with Peer Support” training.

Service Delivery

Our services can be accessed in person in the following locations across West Dunbartonshire. We also offer limited hybrid access to support services.

- Stepping Stones, Clydebank
- Clydebank Library
- Ben View Resource Centre, Dumbarton
- Riverside Parish Church, Dumbarton
- Clydebank Walking Group, Clydebank Bandstand
- Dumbarton Walking Group, Levensgrove Fountain

Service Member Feedback

Person Centred Counselling – What worked well!

- *Coping better with situations I used to worry about. Felt good to be listened to and not judged. Stopping my thoughts running away with me, leading to better sleep.*
- *I have a more realistic view of and belief in my strengths. More confidence in asserting my needs. Better acceptance that we all have different needs and different times and I can acknowledge my limitations and understand that living within them is a strength and self-care - necessary self-care. Stronger feeling about focusing on what is right for me and caring less about what others think or may be thinking. My opinion of my life and needs is what is important.*
- *Recognising that I can set boundaries. I can say no to things I don't want to do. I feel more confident in myself. I have a way to go but I am so much better than when I started to see Ali.*
- *To be able to talk about parts of my life to someone without them referencing about events in their own life. It's nice to be allowed to vent your concerns and be listened to. It was good that Ruth would break down on what I was speaking about and looking at possible issues within that conversation that could or is effecting or haunting my everyday life and looking for ways of closure and moving on. Also putting on mechanisms into place to try and avoid stress and negativity.*

Person Centred Counselling Challenges

- *The long waiting list is difficult but I do understand that this is a demands and resource issue.*

Enhanced Guided Self Help – What worked well!

- *I can get out the house. My anxiety is more manageable. I have tools that I can use to manage it.*
- *Feeling more confident knowing I have people to turn to.*
- *I received support with social anxiety disorder. Hannah was really helpful and helped me see that sometimes life isn't as scary as I think and helped me with way to help my anxieties.*

Enhanced Guided Self Help Challenges

- *See people sooner as I waited a very long time to receive support.*

Individual Support – What worked well!

- *Very helpful & I would have struggled more than I have been doing without the support of Ashley. She made me feel that I wasn't challenging situations alone. Stepping Stones have went above & beyond with the support they have giving me and i'm still receiving. It stopped me from isolation myself like I have done many a time in the past. They helped me to get heard which is excellent as it taken 16 years for that to happen. They do their best to meet your goals & make you feel*

you have a purpose & a focus in your life. It's all about you & your wellbeing which is really important. I can't thank Ashley & Stepping Stones enough for everything they have done for me with the support I have received & the way they have helped me through difficult life situations. Thank you so much Ashley & your team.

- *I am beginning to recognise that I can achieve some things.*
- *Helped me manage my finances, supported me through bereavement, helped me deal with stressors a bit better and supported me to manage work/life balance and declutter my mind and my house which has been very beneficial.*

Guided Self Help – What worked well!

- *Someone to talk to and listen to my issues and give me stuff to help me cope.*
- *Jackie has been a great support and I have really felt comfortable and have been able to open up in our sessions. She has helped me have a better understanding of my anxiety triggers and habits I have formed and how they are impacting my day to day life and experiences.*

New Developments

Staff recruitment and reorganisation

We finalised our recruitment following our award for the National Lottery funded project “Stepping up for Neurodiversity!” during Celebrating Neurodiversity Week! We will officially launch the project on Friday 21st March 2025 and a flyer, with joining instructions, is embedded below.



Celebrating
Neurodiversity Week

Fundraising

We successfully raised £2524 from our Kiltwalk Campaign 2024. Furthermore, a member of the public held a Hallowe'en event and raised £1200 for Stepping Stones. In addition, with the support of the West Dunbartonshire Community Mental Health and Wellbeing Fund we will set up a Women's Group in the Dumbarton/ Alexandria area, following a successful application that drew in £9963. This will focus on confidence building, self-esteem, reducing isolation, education sessions around mental health and gender inequality. All free reserve will be used to bolster our Petrie – Shanks Member Benefit Fund.



Petrie-Shanks
Members Benefit Fund

Appendix 1

Referral Sources:

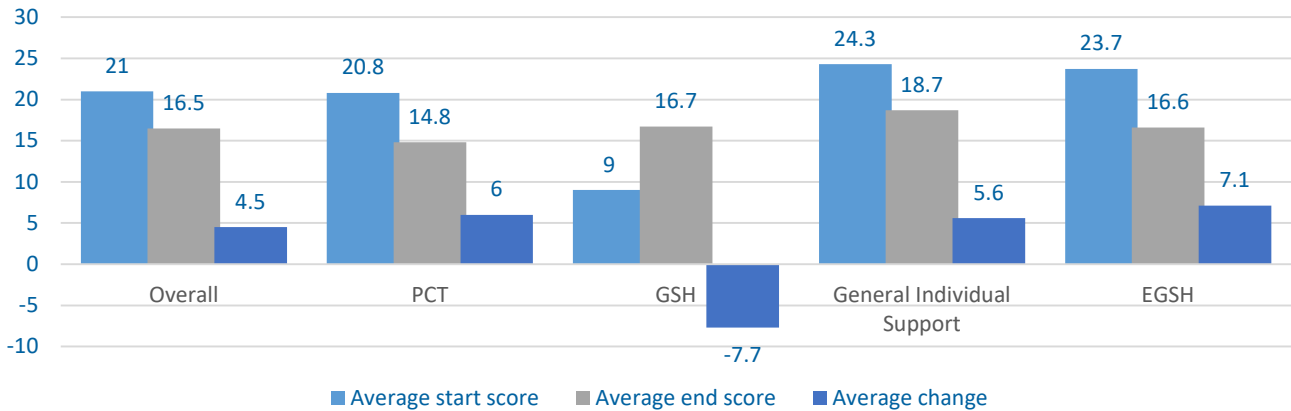
| | Ref | Attended & Service Offered | Did not Engage | Inappropriate | Ongoing |
|-----------------------------------|-------------|----------------------------|----------------|---------------|--------------|
| 3rd Sector | 5 | 3 | 0 | 0 | 2 |
| CAMHS | 1 | 0 | 1 | 0 | 0 |
| Community Addiction Team | 5 | 3 | 0 | 0 | 2 |
| Community Link Worker | 4 | 0 | 1 | 0 | 3 |
| Family or Friend | 8 | 3 | 1 | 0 | 4 |
| Former member | 10 | 4 | 1 | 1 | 4 |
| GP Alexandria | 28 | 12 | 9 | 0 | 7 |
| GP Clydebank | 51 | 19 | 9 | 6 | 17 |
| GP Dumbarton | 18 | 5 | 2 | 1 | 10 |
| GP Old Kilpatrick | 3 | 1 | 1 | 0 | 1 |
| Goldenhill Resource Centre | 17 | 8 | 6 | 0 | 3 |
| Jobcentre Plus | 2 | 0 | 1 | 0 | 1 |
| LAAS | 1 | 0 | 1 | 0 | 0 |
| NHS GG&C | 21 | 3 | 2 | 0 | 16 |
| Primary Care MH Team | 8 | 3 | 3 | 0 | 2 |
| Riverview Resource Centre | 9 | 3 | 0 | 1 | 5 |
| SAMH DBI | 2 | 0 | 2 | 0 | 0 |
| SWD Justice Services | 6 | 3 | 0 | 0 | 3 |
| Self | 37 | 14 | 11 | 0 | 12 |
| Social Work Department | 4 | 1 | 0 | 0 | 3 |
| WD Carers Centre | 1 | 1 | 0 | 0 | 0 |
| Wellbeing Nurse Alexandria | 4 | 0 | 1 | 0 | 3 |
| Wellbeing Nurse Clydebank | 4 | 2 | 0 | 0 | 2 |
| Wellbeing Nurse Dumbarton | 2 | 1 | 0 | 0 | 1 |
| Wellbeing Nurse Service Riverview | 2 | 0 | 1 | 0 | 1 |
| Work Connect | 1 | 1 | 0 | 0 | 0 |
| Total | 254 | 90 | 53 | 9 | 102 |
| Percentage | 100% | 35.4% | 21% | 3.5% | 40.1% |

Appendix 2

CORE10 Outcomes (1 October – 31 December 2024):

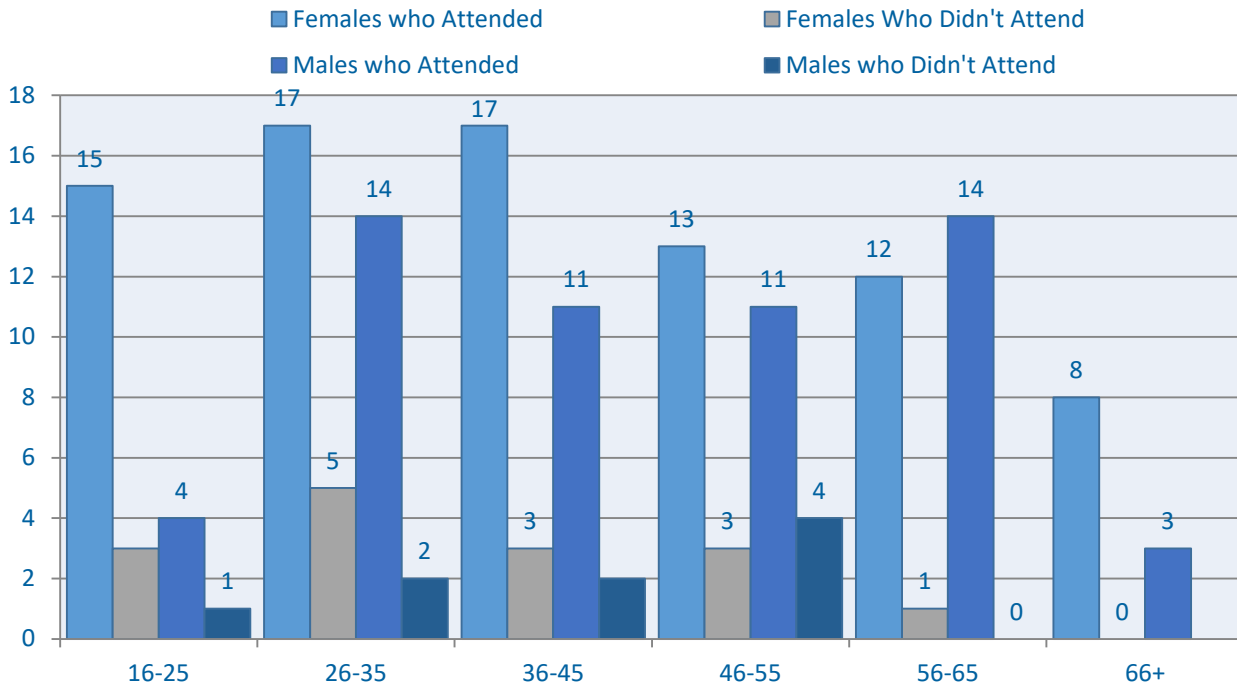
The CORE addresses global distress and is therefore suitable for use as an initial screening tool and outcome measure highlighting symptoms of distress and flagging up where there may be situations where the members is at risk of harm to self and others.

Start and End Core 10 Score by Intervention Type



Appendix 3

Age and gender of those who attended or did not attend assessment:




Acknowledgements

Stepping Stones is a registered charity. We are grateful for the funding we receive from West Dunbartonshire Health and Social Care Partnership, our small donors and other funding partners.

Stepping Stones
Social Economy Centre
63 Kilbowie Road
Clydebank
G81 1BL

- ❖ 0141 9412929
- ❖ admin@stepstones.org.uk
- ❖ www.stepstones.org.uk

Charity No: SC 019270,
Company No: SC 213904
Care Inspectorate Registration no. CS2016353166

Follow us on; 



Funded by the following agencies with thanks.



**West Dunbartonshire
Health & Social Care Partnership**

▶ WITH SUPPORT FROM
**WEST DUNBARTONSHIRE
COMMUNITY MENTAL HEALTH
AND WELLBEING FUND**