



Quarterly Report

1 January - 31 March 2024

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

Key Findings – Stepping Stones

Referrals

We received 224 referrals in this period

- Almost 69% of referrals were received from WDHSCP sources
- 6.3% of referrals were from the Primary Care Mental Health Team
- 29.9% of referrals were from West Dunbartonshire GPs
- 21.4% of referrals were from self/informal sources
- 52% of referrals chose to use video/phone calls for their 1st assessment
- 53% referrals from Clydebank, 25% from Vale of Leven, 22% from Dumbarton.

Service Usage in this Period

- 163 people attended an initial assessment of their mental health needs (73%)
- 92% of assessments that were offered were attended
- 1208 support appointments were offered with an individual support attendance rate of 85%, 84% for Guided Self Help and Enhanced Guided Self Help with Person Centred Counselling services experiencing 83% turn up rate.

Groups

10 different types of social and activity groups were offered in the report and there was a total of 126 members attending.

The types of groups included:

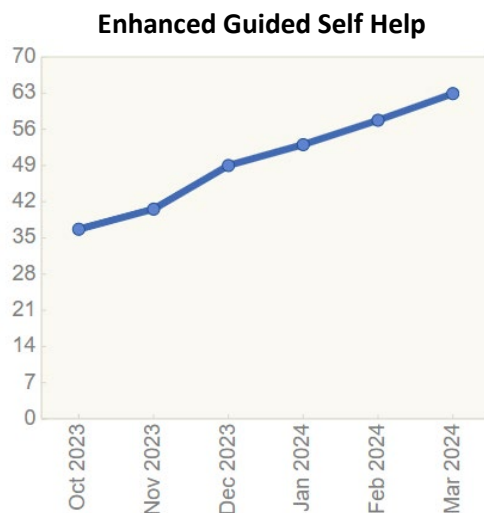
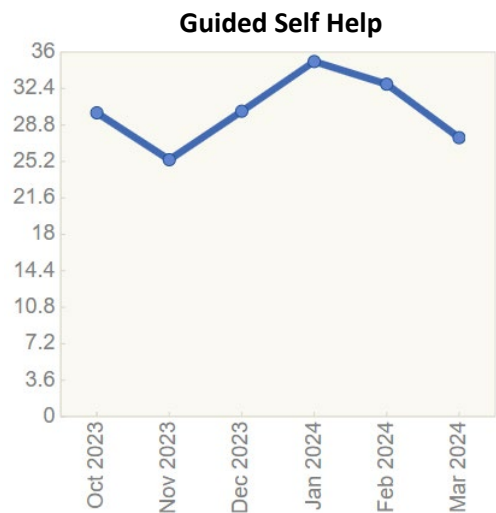
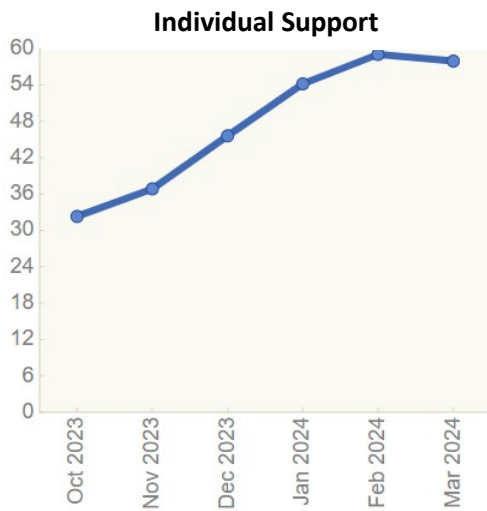
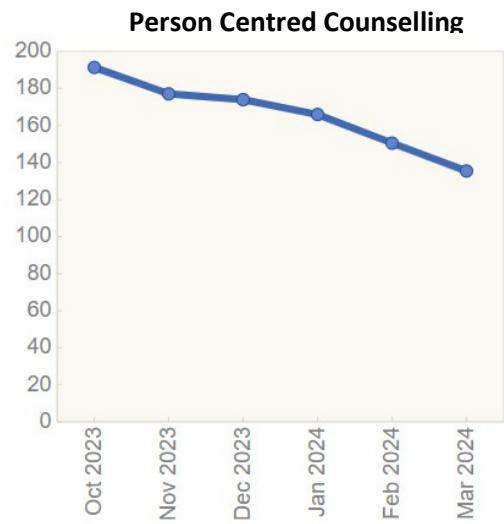
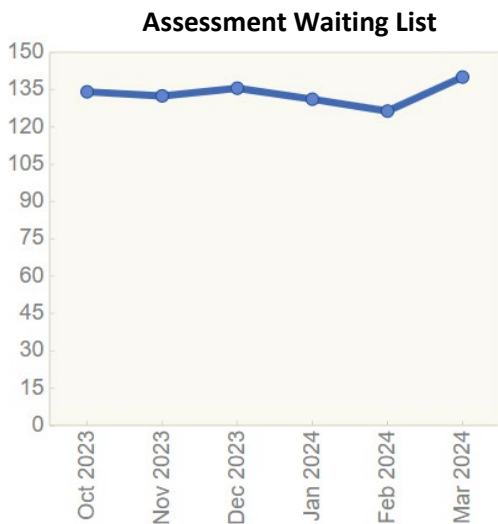
- Bereavement and Loss Peer Group (12 members attended)
- Peer Support Group: Relaxation Clydebank (15 Members attended)
- Peer Support Group: Relaxation Dumbarton (9 Members attended)
- Peer Support Group: T'ai Chi (12 Members attended)
- Peer Support Group: WRAP (8 Members attended)
- Clydebank Social Group (10 members attended)
- Dumbarton Social Group (27 members attended)
- Clydebank Walking Group (11 members attended)
- Dumbarton Walking Group (8 members attended)
- Women's Group (14 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 - 8 weeks
 - Individual Support - 21 weeks
 - Person Centred Counselling - 25 weeks
 - Guided Self Help - 20 weeks
 - Enhanced Guided Self Help - 21 weeks

Waiting Times (Continued)

From the graphics below you will note that the counselling list is trending downwards, guided self-help waiting lists has reduced slightly and the assessments have increased slightly. There has been a spike in the individual support and enhanced guided self-help waiting lists.



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 7.5 points was achieved
- Individually, Person Centred Counselling had an average 5.3 point reduction, Guided Self Help had an average 4.1 point reduction, Enhanced Guided Self Help had an average of 12.3 point reduction and Individual Support had an average 4.8 point reduction.

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

- 10 people signposted to additional support services
- 2 people received a National Entitlement Card
- 3 people received support with welfare benefits
- 1 person had housing issues resolved
- 2 people accessed support for nutrition
- 7 people undertook physical activity
- 5 people became active in social networking
- 3 people were supported to access education & training
- 2 people undertook voluntary work

Demographics

- In this period, we received 90 referrals for men and 134 for women. The highest number of referrals received for both men and women were in the 26-35 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 (144), Poor Sleep (123), Stress (122), Unhappy (105), Depression (97), Low Confidence (84).

63 people attended assessment in this period looking for bereavement support (6 of whom were due to bereavement caused by suicide).

In their first assessment meeting, 33 people indicated that they had experienced suicidal thoughts in the previous week.

Staffing, Volunteers and Trainees report

- The staffing complement is 9.2 WTE comprising - 1 WTE Operations Director, 1 WTE Business Administration Team Leader, 1 WTE Support Team Leader, 1 WTE Counselling Supervisor, 1 WTE Support Workers, 0.6 WTE Group Support Worker, 0.8 WTE Group Peer Support Worker, 0.6 WTE Person Centred Counsellors, 1.2 WTE Peer Support Workers, 1 WTE Admin Assistant.
- Volunteers – one Relaxation Class Facilitator and one Guided Self Help Support Worker.
- Facilitators – One freelance Tai Chi instructor for our classes.
- Trainees - 18 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, 16 days (2.7%) were lost to staff sickness.

Training and Continuous Professional Learning

- 2 staff undertook “PVG & Signatory training Parts 1, 2 & 3” training.
- 1 staff undertook “SIPCEP foundation layer topics” training.
- 1 staff undertook “ASIST” training.

Service Delivery

Our services can be accessed in the following locations across West Dunbartonshire.

- Clydebank Library
- Clydebank Health and Care Centre
- Clydebank Community Sports Hub
- Ben View Resource Centre, Dumbarton
- Riverside Church, Dumbarton
- Vale Centre for Health and Care, Alexandria.

Service Member Feedback

Person Centred Counselling – What worked well!

- *Helping me face my bereavement and work difficulties, giving me a confidence boost and talking to someone that was really understanding has helped me with facing my situation.*
- *I felt very well supported by Ali. She always listened so carefully and empathised and because of this was able to get to the root of my worries. I feel much better in myself now and feel better equipped for the future. I would like to thank Stepping Stones for providing this service for me at a very difficult time in my life. It has been invaluable. A huge thank you to Ali for everything. I will never forget it.*
- *I felt well listened to, well supported and cared for. I feel more aware of how I am feeling and how to process certain thoughts and feelings that I experience. I understand now that I can detach myself from others problems, but still be a good friend, partner, family member, midwife etc.*
- *Just offloading a lot of pent up emotions. Having that safe space and support. Having a sympathetic understanding view from a professional. I was very scared of opening up but after doing so with such a kind person I feel its done wonders for how I face the world.*

Person Centred Counselling Challenges

- *Decrease waiting time.*
- *I would say longer treatment times as I feel I was getting used to opening up about my issues near the end of the 8 weeks and I am gutted that's them stopped.*

Individual Support – What worked well!

- *Since I've started having sessions at stepping stones, I began noticeably feeling better, compared to the times when I first came. Now I feel more confident and think positively, less critically, I admit my advantages and follow my productivity, give myself a chance to adapt to changes without giving any negative predictions, I find that I am going the right way.*
- *Helped with building my confidence and self esteem, otherwise I would not be here without your support. Thank you.*
- *I appreciated having someone outside of my group to talk to without judgement. The breathing exercises were a massive help to me.*

Individual Support Challenges

- *Have shorter waiting lists.*

Guided Self Help – What worked well!

- *Better at weighing up everyday situations to cope better with them. Feel I can be in the zone to distract myself from anything negative round about me*
- *I now have a plan of action on how to manage my mental wellbeing going forward. I'm feeling more optimistic on how I will handle my mental health in the future.*

New Developments

Staff recruitment and reorganisation

We have undergone a mini re-organisation following our succession planning policy review and we intend to recruit a Services Manager for the support service. This new post will also take on the mantle of Registered Manager with the Care Inspectorate and replaces the Support Team Leader post.

Fundraising

We have successfully raised £9860 with the support of the West Dunbartonshire Community Mental Health and Wellbeing Fund. The new funding will allow us to develop a Men's Group within the Clydebank area focussing on peer support and mental health and wellbeing initiatives.

In this period, we submitted an application to the National Lottery to support the development of support services for people with neuro diversity challenges and common mental health problems. We expect a decision by the end of July 2024.

The Kiltwalk is an annual event which benefits many charities across Scotland. This year we have entered a team of 6 people in the Glasgow event and expect to raise over £1000 to boost our Members Benefit Fund.



Shanks Petrie
Members Benefit Func

Changes to referral process

We have made changes to our referral process harnessing the new communication technologies made available to Stepping Stones following our recent premises move. The main changes are that we have developed a referral hotline for self-referrals, all assessments will be offered by telephone, unless there is identified need for video or face to face and referral forms will be available for WDHSCP agencies with whom we have existing referral protocols. Full information is available on our [website here](#).

New WDHSCP Quarterly Monitoring requirements

WDHSCP have changed the way in which we are required to report our Quality Outcomes. Therefore, after 14 years or so, this will be the last quarterly report in this format.

Official opening of new premises

This Stepping Stones board led event was held in April 2024. The event was well supported by politicians of all colours, as well as members and staff of Stepping Stones.



Stepping Stones
Opening Day

Appendix 1

Referral Sources:

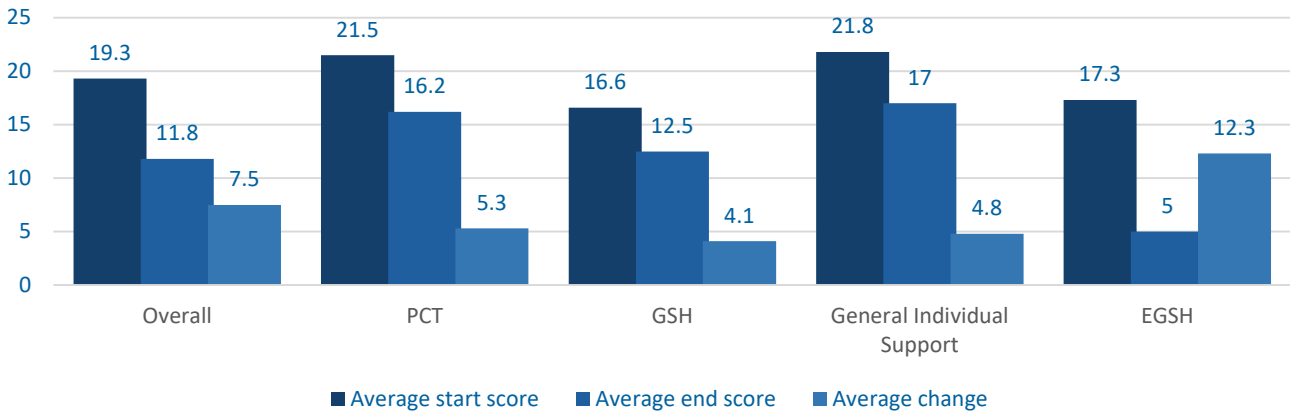
	Ref	Attended & Service Offered	Did not Engage	Inappropriate	Onward signposting	Ongoing
3 rd Sector	5	4	1			
CAMHS	10	5	2			3
Community Addiction Team	4	3	1			
Community Link Worker Service	15	10	3	2		
Family or Friend	5	3		1		1
Former member	6	4		2		
GP Alexandria	19	10	6	2		1
GP Clydebank	31	21	6	2		2
GP Dumbarton	14	10	4			
GP Old Kilpatrick	3	2			1	
Goldenhill Community MH Resource Centre	8	6	2			
Independent Sector	2	2				
NHS GG&C	4	2	1			1
Primary Care MH Team	14	13				1
Riverview Community MH Resource Centre	6	3	1	1		1
SAMH DBI	2	1	1			
SWD Justice Services	6	4			1	1
Self	30	18	7	3		2
Social Work Department	6	2	2	1		1
WD NHS Mental Health Crisis Team	1	1				
WD NHS Parenting Services	1					1
WDC Housing Options & Homeless	1	1				
WDC Working 4 U	1	1				
Wellbeing Nurse Alexandria	8	6	2			
Wellbeing Nurse Clydebank	17	13	2	1		1
Wellbeing Nurse Dumbarton	4	3	1			
Womens' Nurse Service Riverview	1		1			
Total	224	148	43	15	2	16
Percentage		66	19	7	1	7

Appendix 2

CORE10 Outcomes (1 January – 31 March 2024):

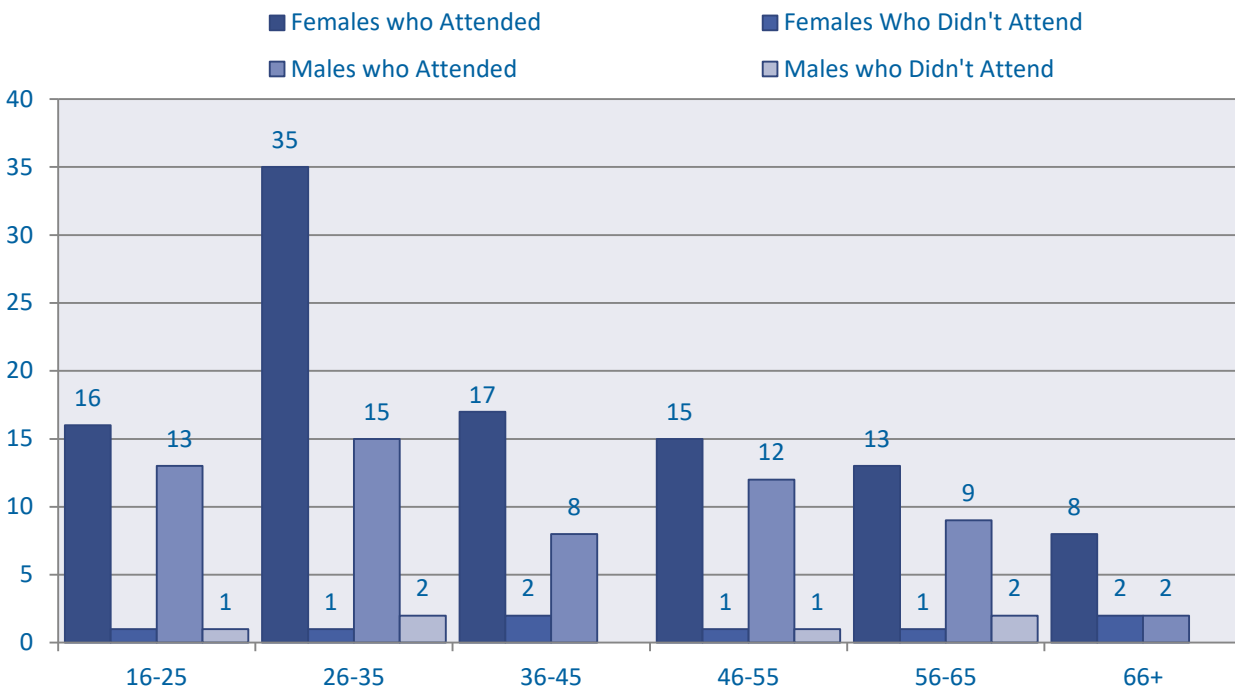
The CORE addresses global distress and is therefore suitable for use as an initial screening tool and outcome measure highlighting symptoms of distress and flagging up where there may be situations where the members is at risk of harm to self and others.

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.

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Care Inspectorate Registration no. [CS2016353166](#)

Follow us on;



Funded by the following agencies with thanks.

West Dunbartonshire
Health & Social Care Partnership



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