



# Aberdeen Links Service (ALS)

Overview of Data from Aberdeen Links Service: 1<sup>st</sup> August 2018 – 14<sup>th</sup> July 2021

## Referrals

### 1. Referral Pathway

During the contract September 2018 to July 2021 the ALS received 5210 referrals. The majority of referrals to CLP s came from GPs (72% of all referrals), which can be seen in Figure 1 . Other members of the practice team also referred to CLPs; nurses, community psychiatric nurses (CPN), mental health practitioners (MHP) and admin staff made up 16% of referrals and 1% of referrals were recorded as a patients request.

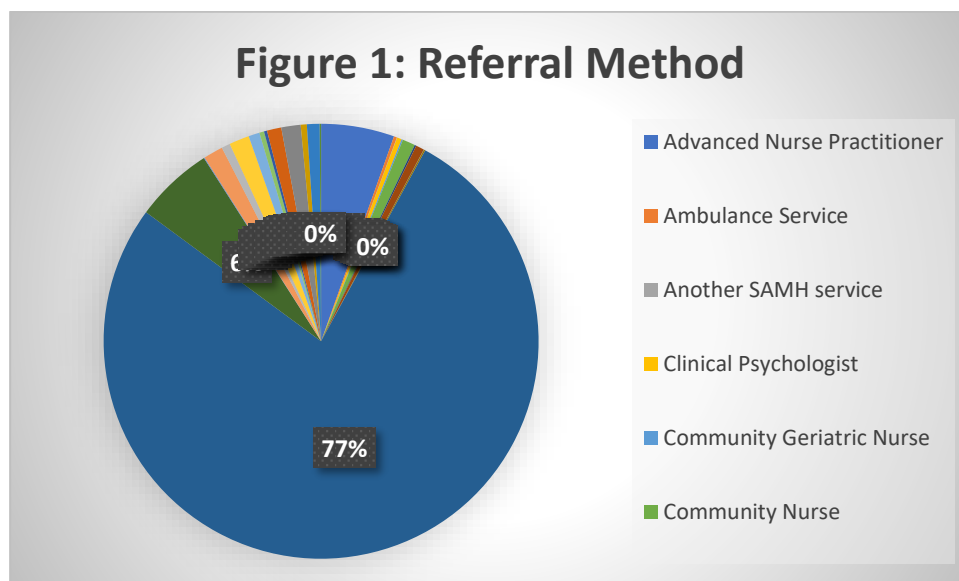
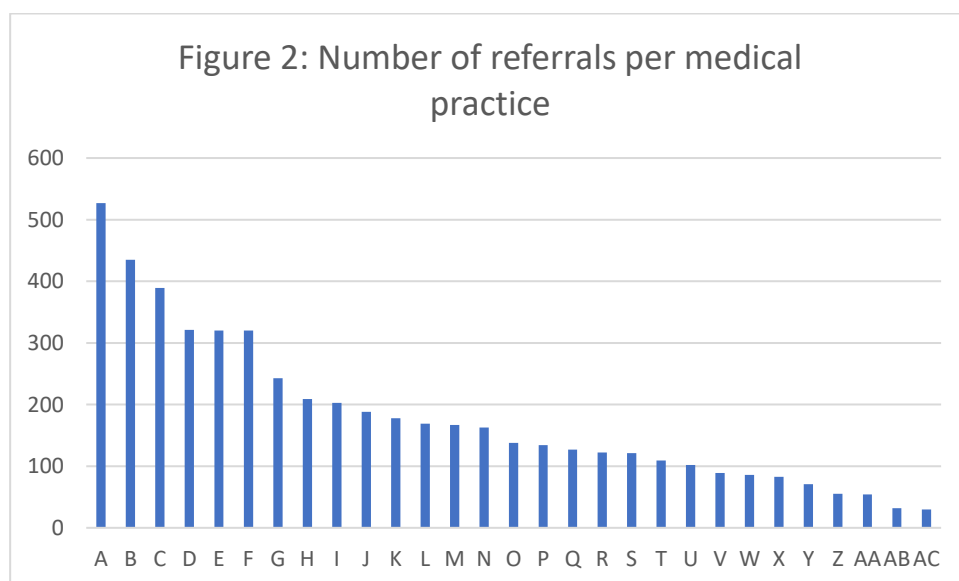
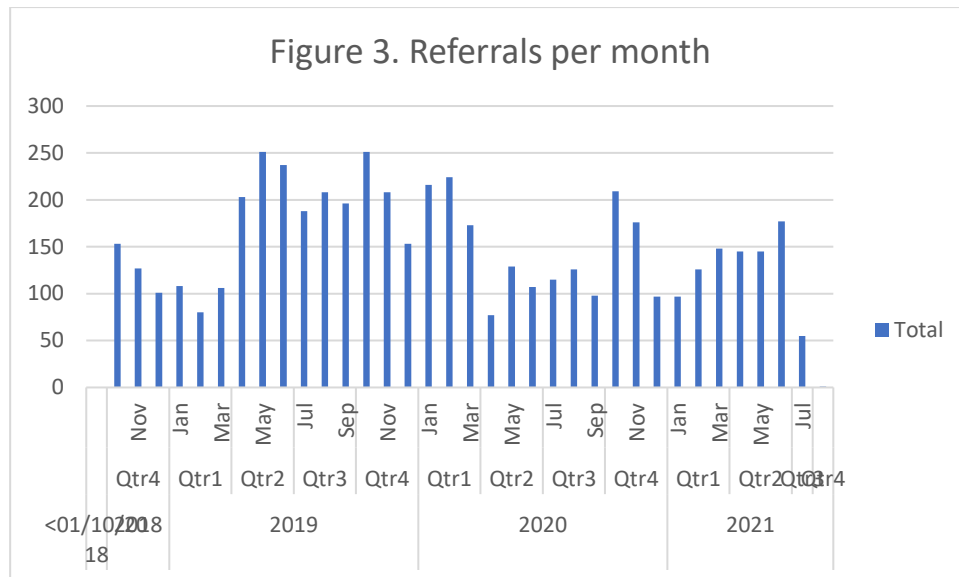


Figure 2 shows the number of referrals per medical practice, ranging from 30 to 527.



Monthly referral data shows the number of clients referred to CLPs each month in comparison to the yearly average of 166 referrals per month (Figure 3). There was an impact on referral numbers due to the pandemic. However, referral numbers have increased as the service is seeing more referrals from practices.



The main referral reasons were recorded and detailed in Table 1. Mental Health, Benefits/ Finance and Isolation are the most common main referral reasons.

Referral Reasons Referral Reason	Percentage of referrals
Mental Health	26%
Benefits	11%
Finance & Money	10%
Isolation	13%
Housing and Homelessness	9%
Meaningful activity	3%
Employment	3%
Care	3%
Dementia	2%
Bereavement	2%
Carers	2%
Addiction - Alcohol	1%
Post Diagnostic Support (PDS)	1%
Other	1%
Conditions	1%
Shielding and/or crisis line	1%
Abuse	1%
Physical Health	1%
Addiction - Illegal Drugs	1%
Families	1%
Weight management	1%
Parenting	1%
Relationships	1%

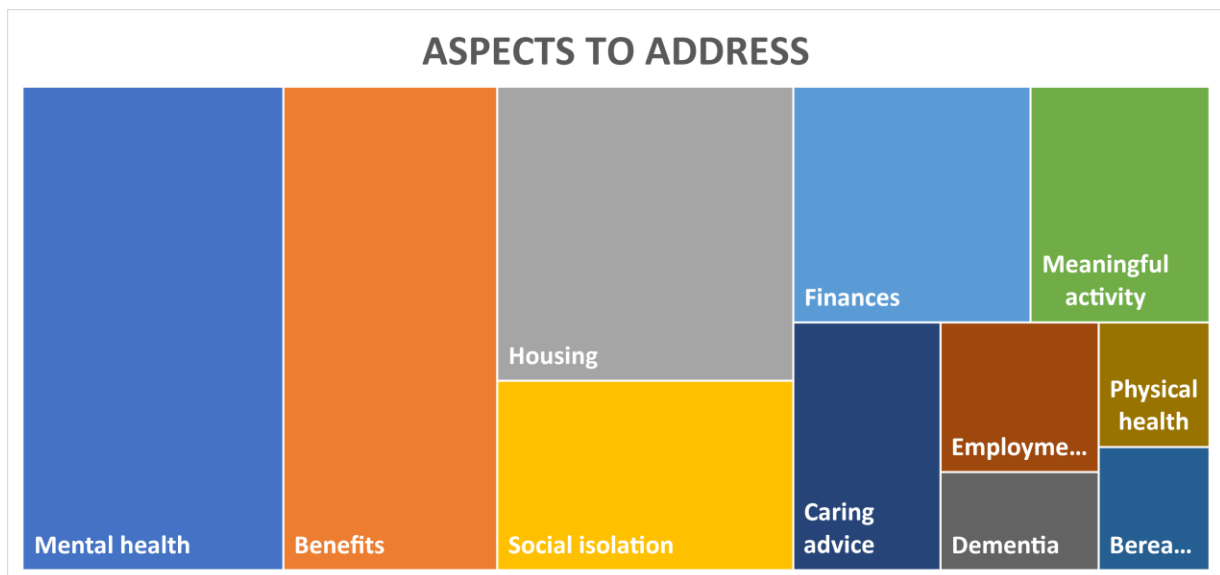
## 2. Engagements:

On average, each client attended 3 face-to-face engagements with their CLP. Further analysis shows where there is an inverse relationship in the number of engagements per client. 45% of clients had one engagement, 22% had two, 12% had 3, 8% had four, 4% had five, 2% had six and 6% had seven or more.

The CLPs also engaged with clients by email, letter, text and telephone. The number of non-face to face contact averaged at 8 per client.

### Aspects to address:

CLPs discussed with the patients which aspects they would like to address, Thematic analysis of the different aspects is present in Figure, which shows that mental health was raised most frequently, housing, welfare and social isolation were also common aspects to address.

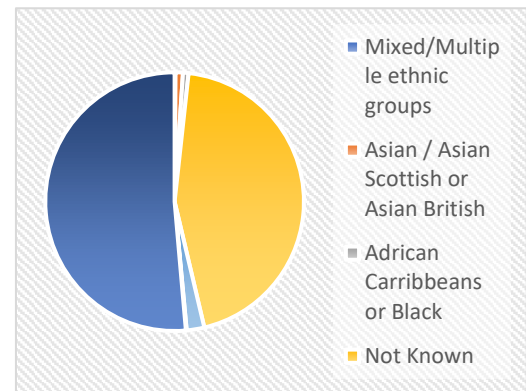
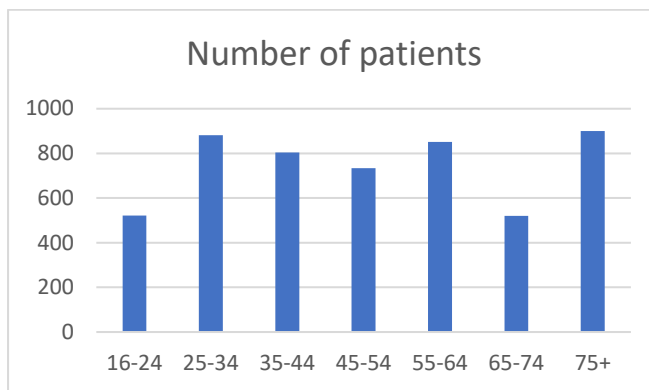


## 3. Demographics

### 3.1 Gender, Age and Ethnicity.

During the period 1<sup>st</sup> August 2018 – 14<sup>th</sup> July 2021 the Aberdeen Links Project engaged with 5211 clients. Of these 3104 were female, 2093 were male, 14 did not identify as male or female.

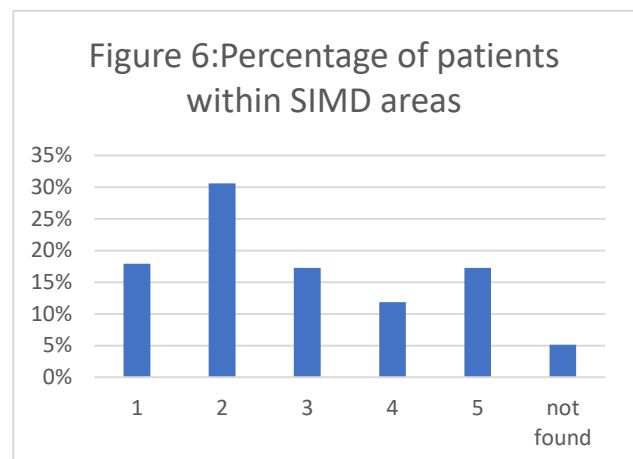
The age of the clients ranged from 16-102 with an average age of 51. Figure 4 presents the number of clients per age group, showing the age groups which engage most frequently.



### 3.2 Household

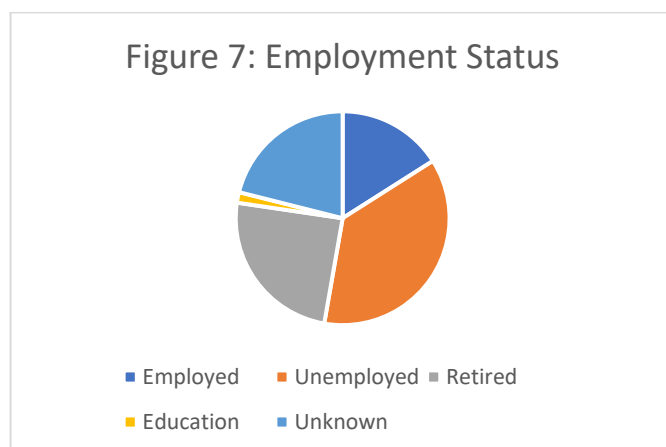
Household arrangements was recorded as part of the process. This indicated that 34% of all patients lived alone.

Household	Percentage
On Own	34%
Not Known	30%
Self + Partner	11%
Self + Child(ren)	10%
Self + Partner + Child(ren)	6%
With Parents	5%
Sharing	2%
(blank)	1%



### 3.3 Employment

The employment status of 1502 individuals was recorded and is displayed in Figure 7. 36% of patients were unemployed, 16% were employed, 24% were retired, A further breakdown of the unemployed clients found that 1325 patients were unemployed over 12 months with 50% of those patients being unemployed for over 36 months.



### 3.4 Disabilities and Health Issues:

The disabilities and health issues of the clients were recorded by the CLPs and can be seen in Table as a percentage of all service users. Over a third of all CLW clients seen by the service were reported as having a mental health condition (37%). After this the most frequently reported were long term conditions (10%), physical/mobility impairments (8%), memory loss (4%) and chronic pain (4%).

<b>Disabilities/Health Issues</b>	<b>% of patients</b>
Mental health	37%
None identified	18%
Longstanding illness	10%
Physical/Mobility Impairment	8%
(blank)	4%
Memory loss	4%
Chronic pain	4%
Other	2%
Learning difficulties	2%
Visual impairment	1%
Hearing impairment	1%

#### 4. Onward Referrals

Of the clients who engaged with a CLW during the period 1<sup>st</sup> August 2018 – July 14<sup>th</sup> 2021, 6588 referrals to onward services. Table 6 lists the number of referrals to each service category, along with the percentage of all referrals. The most common onward referrals were mental health, benefits and housing. The Service category with most services referred to was Activity, Mental Health and Conditions.

CLPs also referred patients to a 423 different providers. 60% of referrals were to Third Sector organisations.

Service Category	Number	Percentage of all referrals
Mental Health	1242	19%
Benefits	858	13%
Housing & Homelessness	573	9%
Finance & Money	475	7%
Activity	425	6%
Health & Social Care Services	339	5%
Conditions	338	5%
Food & Fuel Poverty	293	4%
Social Isolation	265	4%
Employment	260	4%
Transport & Mobility	215	3%
Rights & Representation	164	2%
Carers	159	2%
Volunteering	127	2%
Families	125	2%
Physical Activity	111	2%
Bereavement	109	2%
Abuse	105	2%
Weight Management	68	1%
Learning	62	1%
Dementia	59	1%
Other	216	3%

Service Category	Number of services/resources
Activity	82
Mental Health	52
Conditions	44
Housing & Homelessness	33
Finance & Money	24
Health & Social Care Services	22
Families	21
Social Isolation	21
Employment	20
Learning	17
Rights & Representation	17
Food & Fuel Poverty	16
Bereavement	15
Volunteering	14
Abuse	13
Weight Management	13
Physical Activity	12
Benefits	11
Transport & Mobility	11
Learning Disability	9
Identity	8
Relationships	8
Carers	7
Addiction (Alcohol)	6
Addiction (Gambling)	5

The Services who received over 100 onward referrals are listed below. These 14 organisations account for 42% of all onward referrals.

Financial Inclusion Team – Aberdeen City Council
Department of Work and Pensions
VSA
SCARF
Penumbra
Cairns Counselling
Bon Accord Care

CFINE
Housing – Aberdeen City Council
Aberdeen Foyer
ACIS
Citizens Advice Scotland
Community Chaplaincy Listening Service
Sport Aberdeen

**Across all of the SIMD areas the main service providers that were referred onto were:**

- ACC Financial Inclusion Team
- CFINE
- Department of Work and Pensions