

Annual Personalised Care ARRS Workforce Survey 2024

Overview

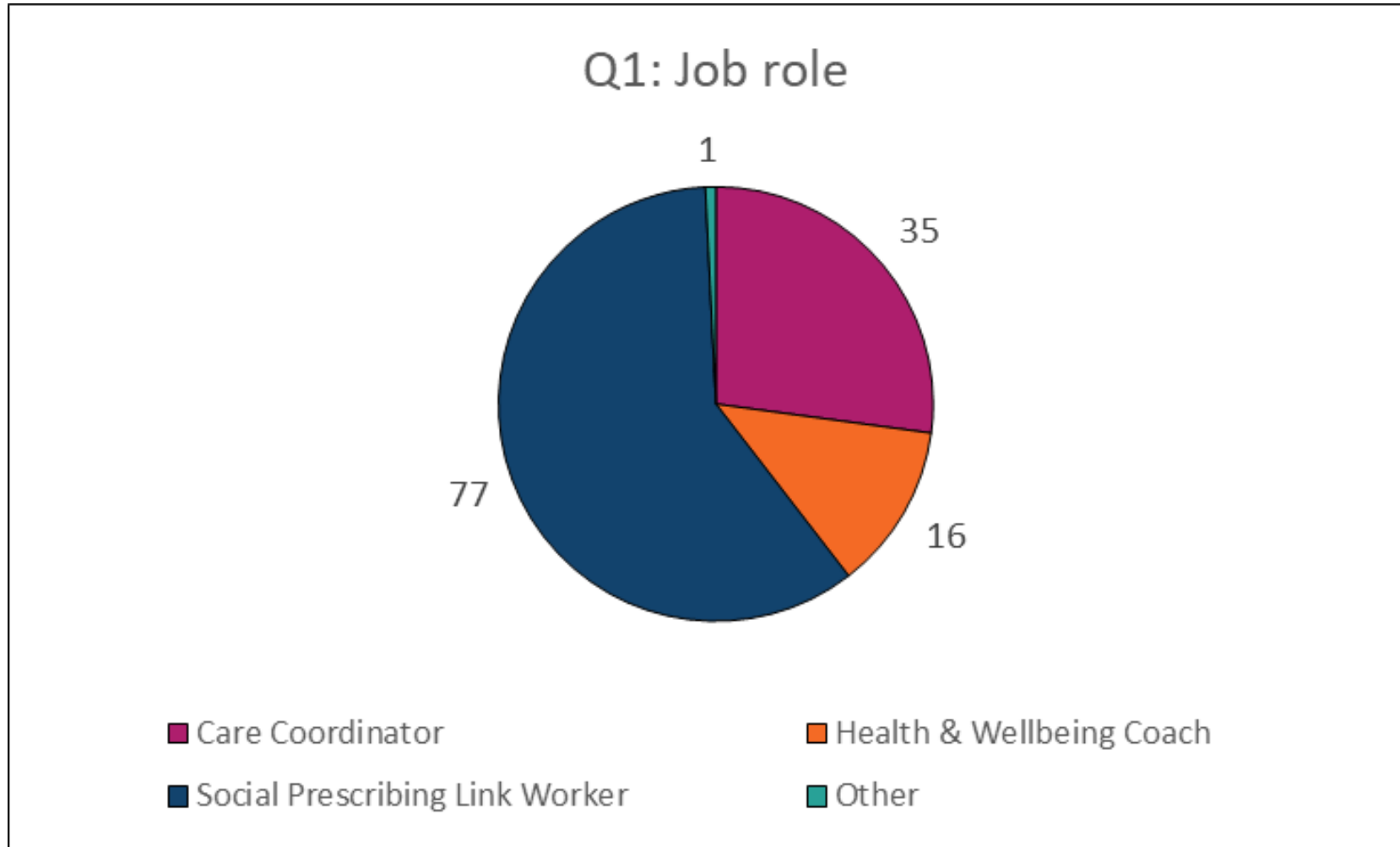
- The annual survey took place in early 2025. Thank you to all those who responded!
- The survey comprised 35 questions and covered a number of areas, including:
 - 1) Make-up of the workforce
 - 2) How people feel about their role and wider support
 - 3) Caseload levels and time spent with clients
 - 4) Training and development
 - 5) Supervision and support.
- Detailed analysis follows.

Survey Responses

- A total of 129 responses were received, as follows:
 - 35 Care Coordinators
 - 16 Health and Wellbeing Coaches
 - 77 Social Prescribing Link Workers
 - 1 'Other' ('all of the above')
- Response rates are shown below:

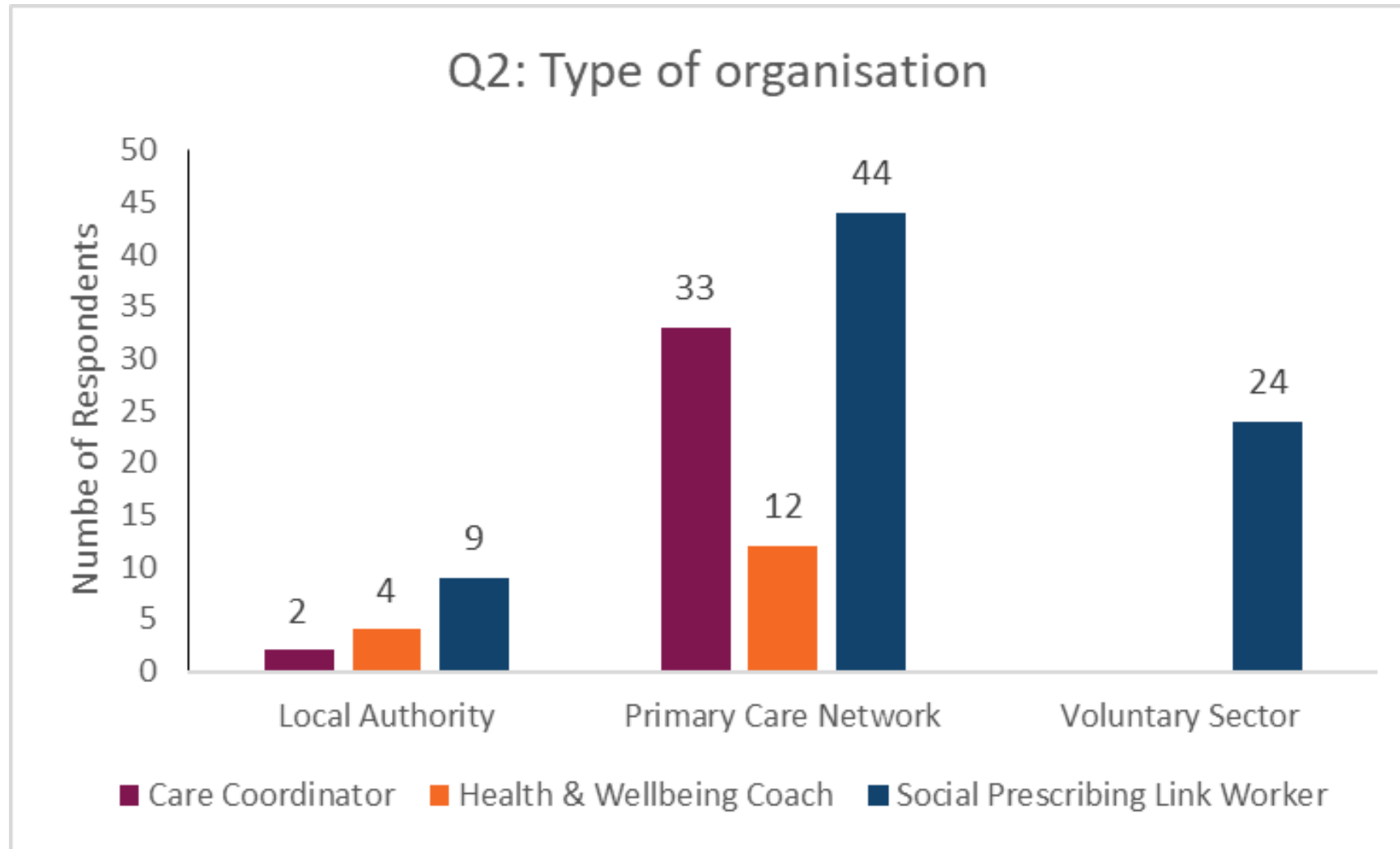
| Role | Number of Responses | Total Population | % Response |
|--------------------------------|---------------------|------------------|--------------|
| Care Coordinator | 35 | 127 | 27.6% |
| Health & Wellbeing Coach | 16 | 23 | 69.6% |
| Social Prescribing Link Worker | 77 | 250 | 30.8% |
| Sub-total | 128 | 400 | 32.0% |
| Other | 1 | n/a | n/a |
| Total | 129 | 400 | 32.3% |

Q1 Which job role best aligns with your responsibilities?

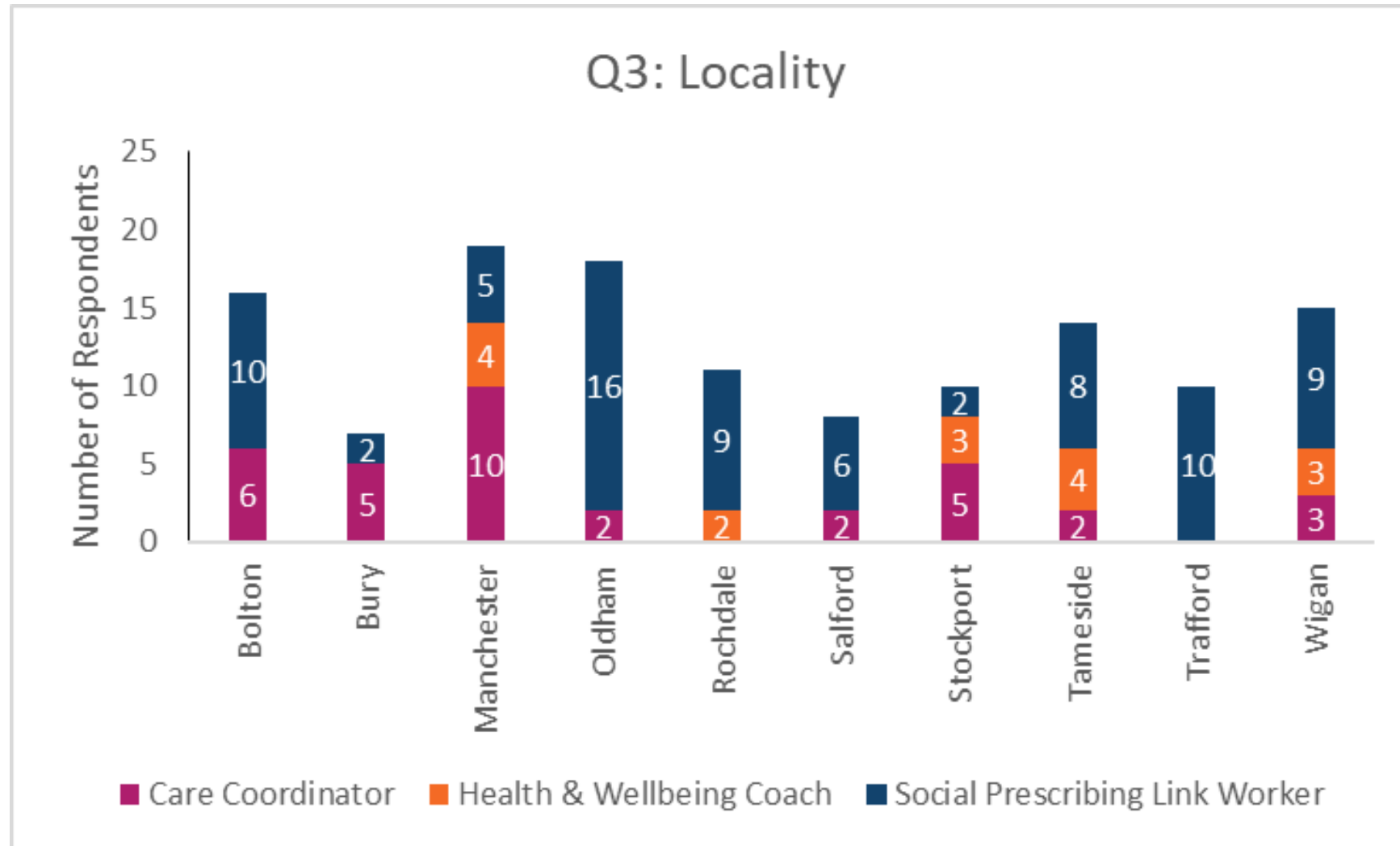


For the purpose of the presentation of the results, the record marked as 'other (all of the above)' has been excluded from the analysis of the remaining questions.

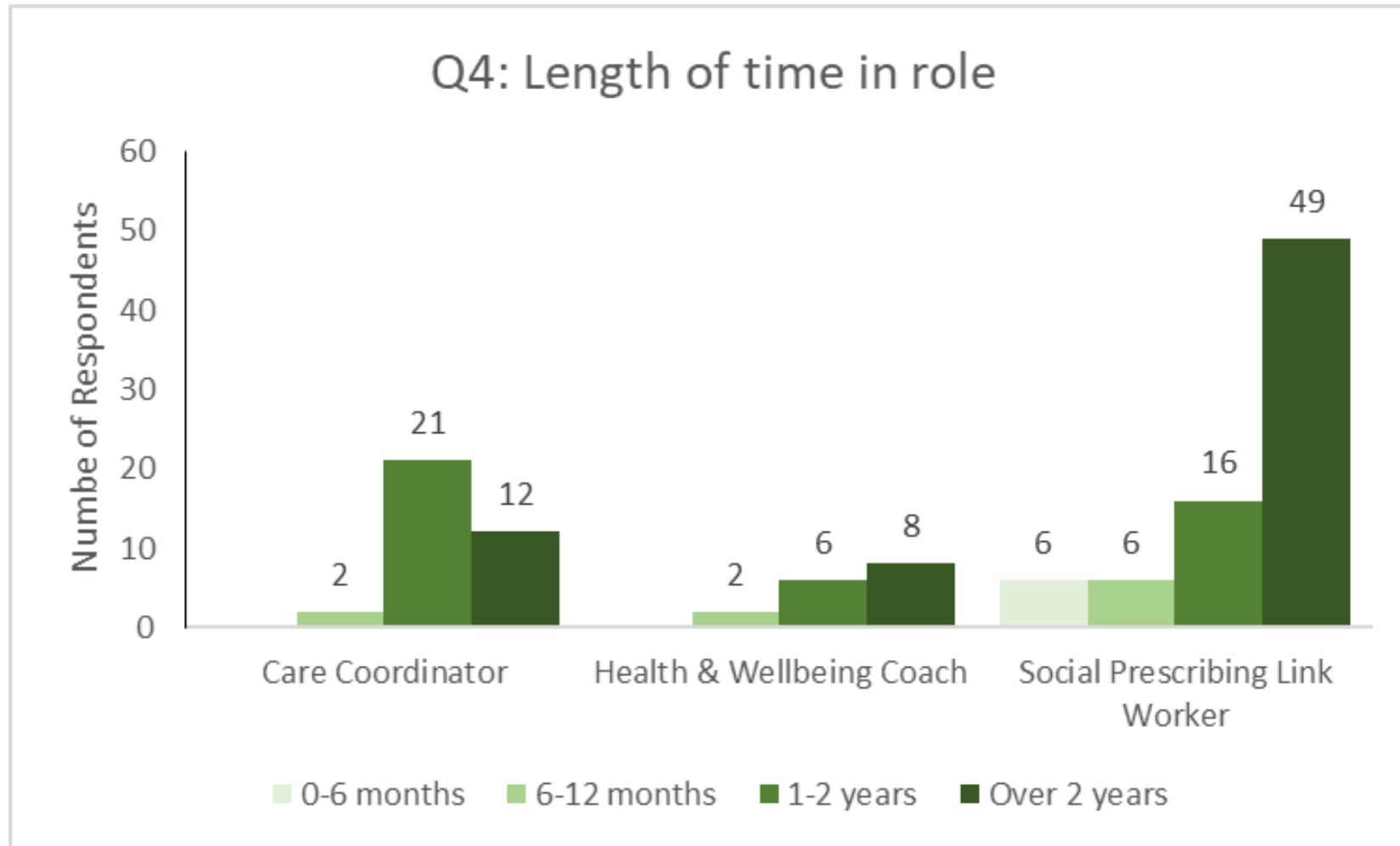
Q2 Which type of organisation are you employed by?



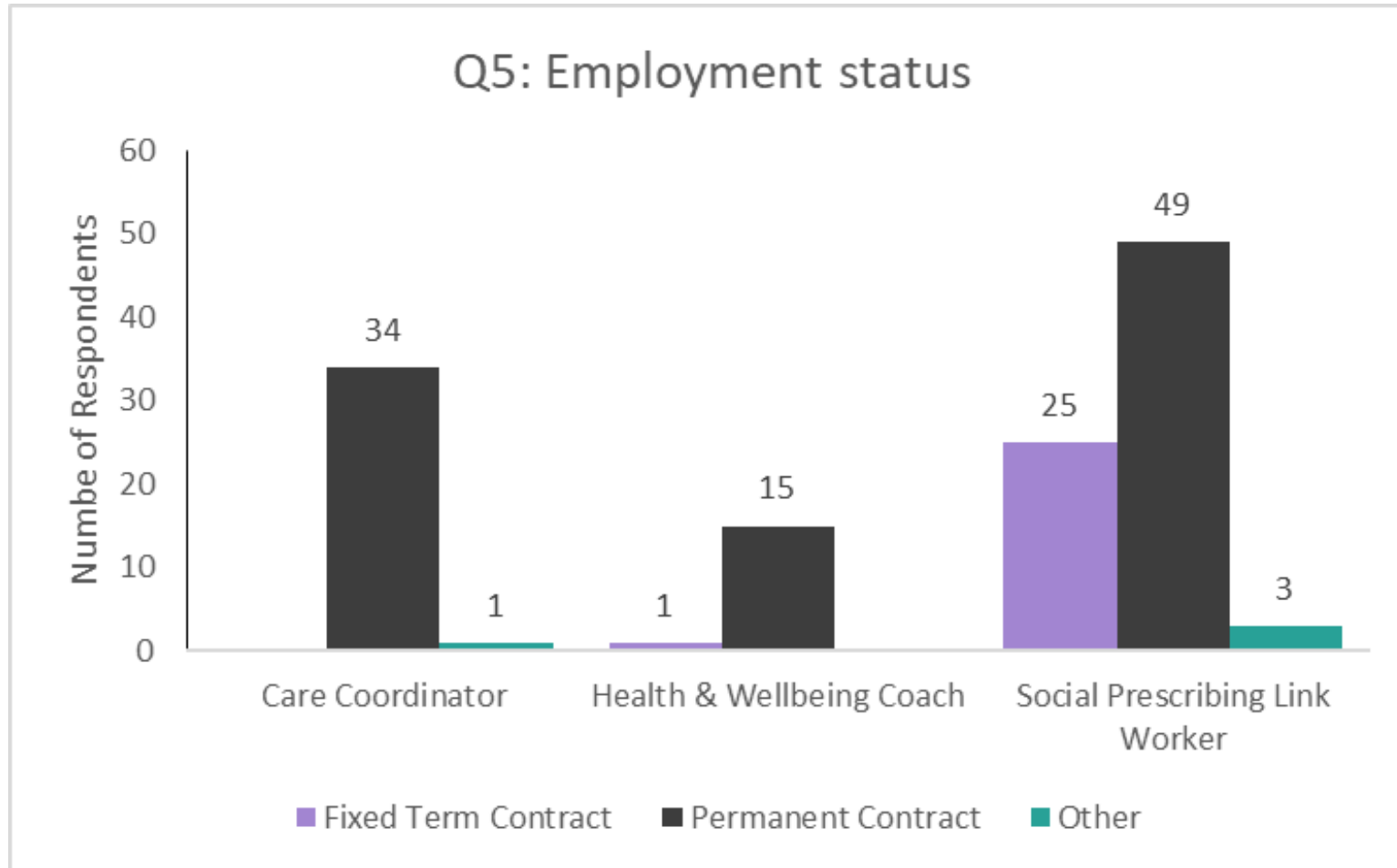
Q3 Which locality do you predominantly work in?



Q4 How long have you been in your current role?



Q5 What is your employment status?

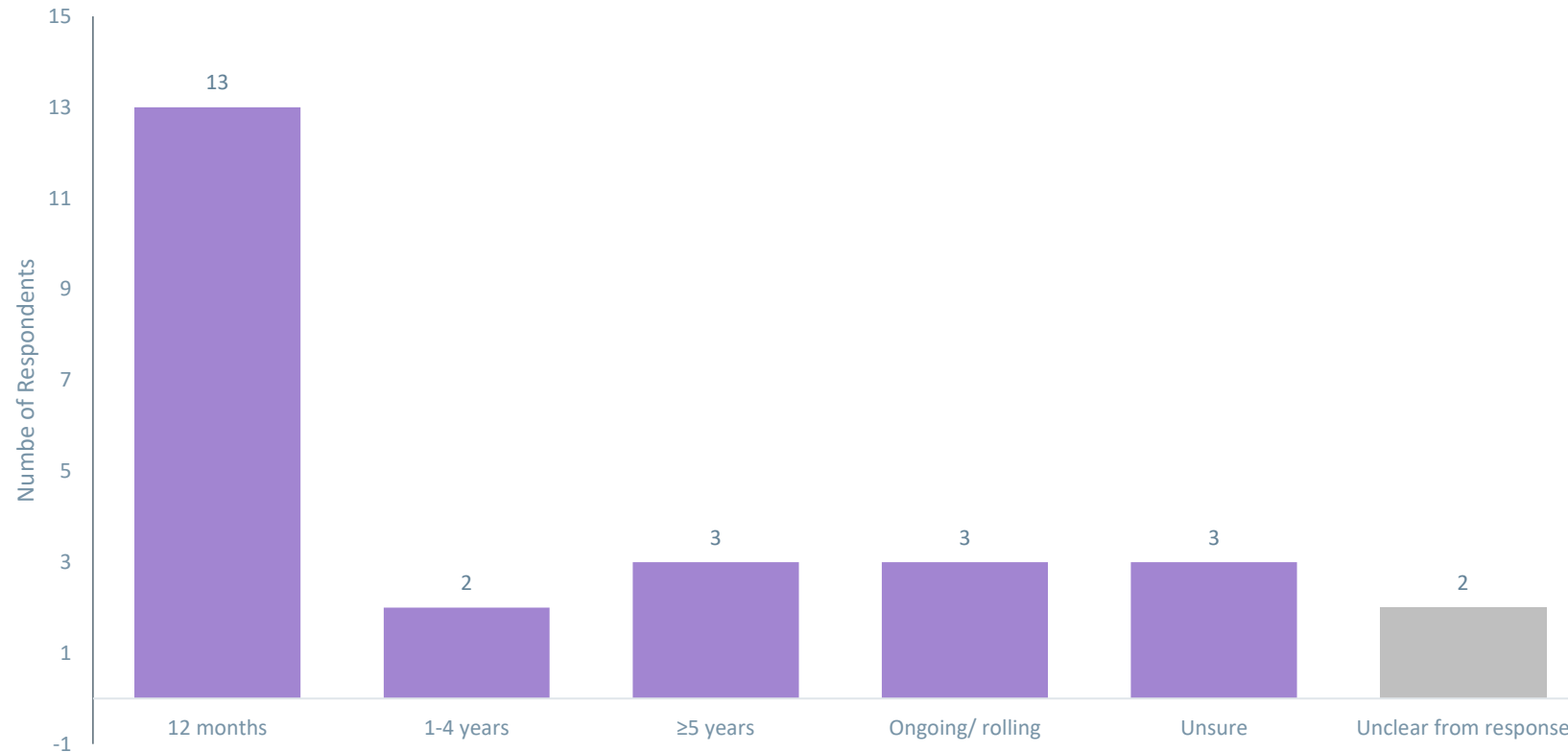


The four responses in the 'other' category were:

- 2 awaiting contract renewal
- 1 secondment (12 month)
- 1 ARRS funded

Q6 If you answered "yes" to a fixed term contract, please specify the length of your contract

Q6: Length of fixed term contract

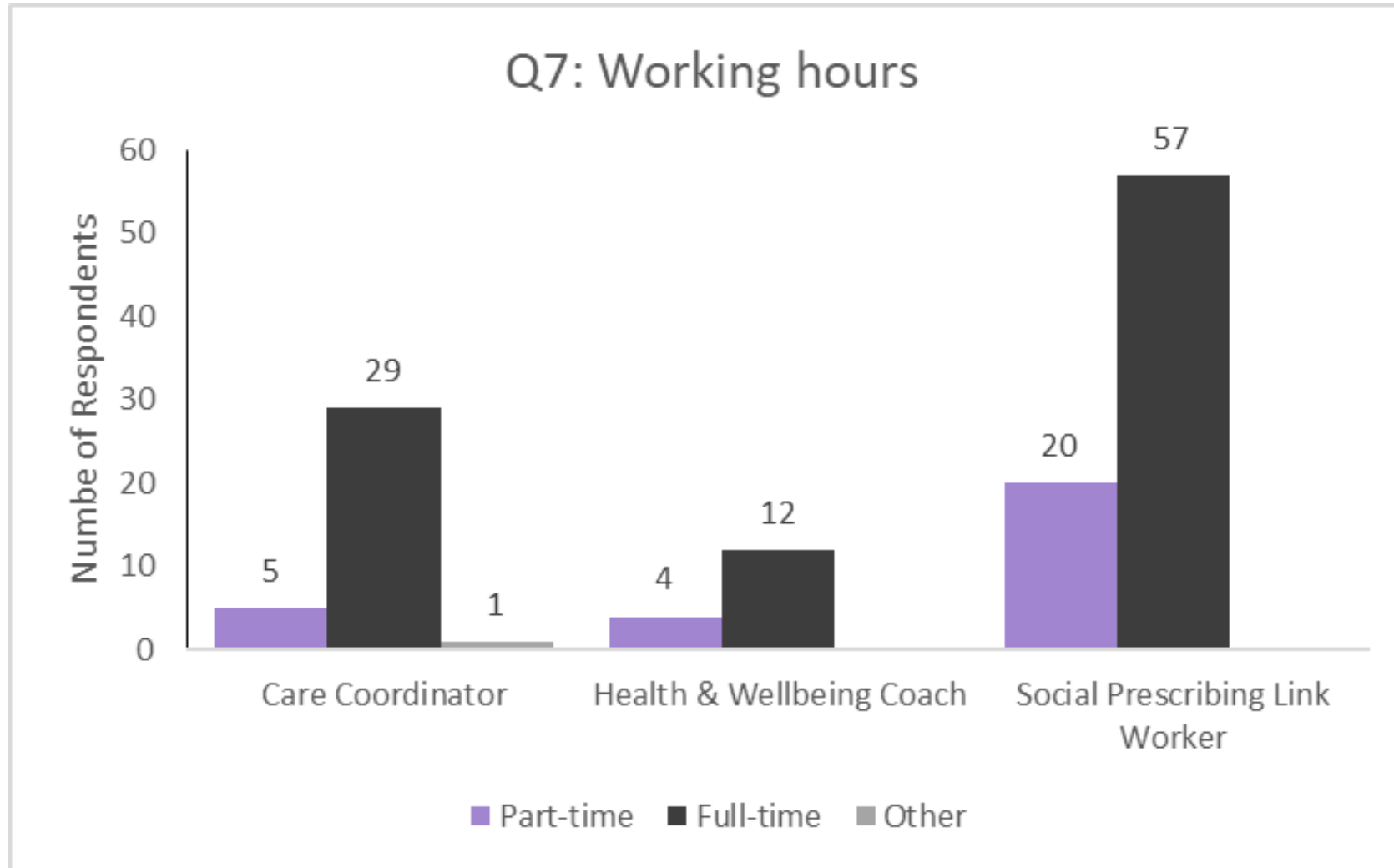


Two respondents provided comments as follows:

- April 2025
- Initially 8 months, but may be extended to 6 years

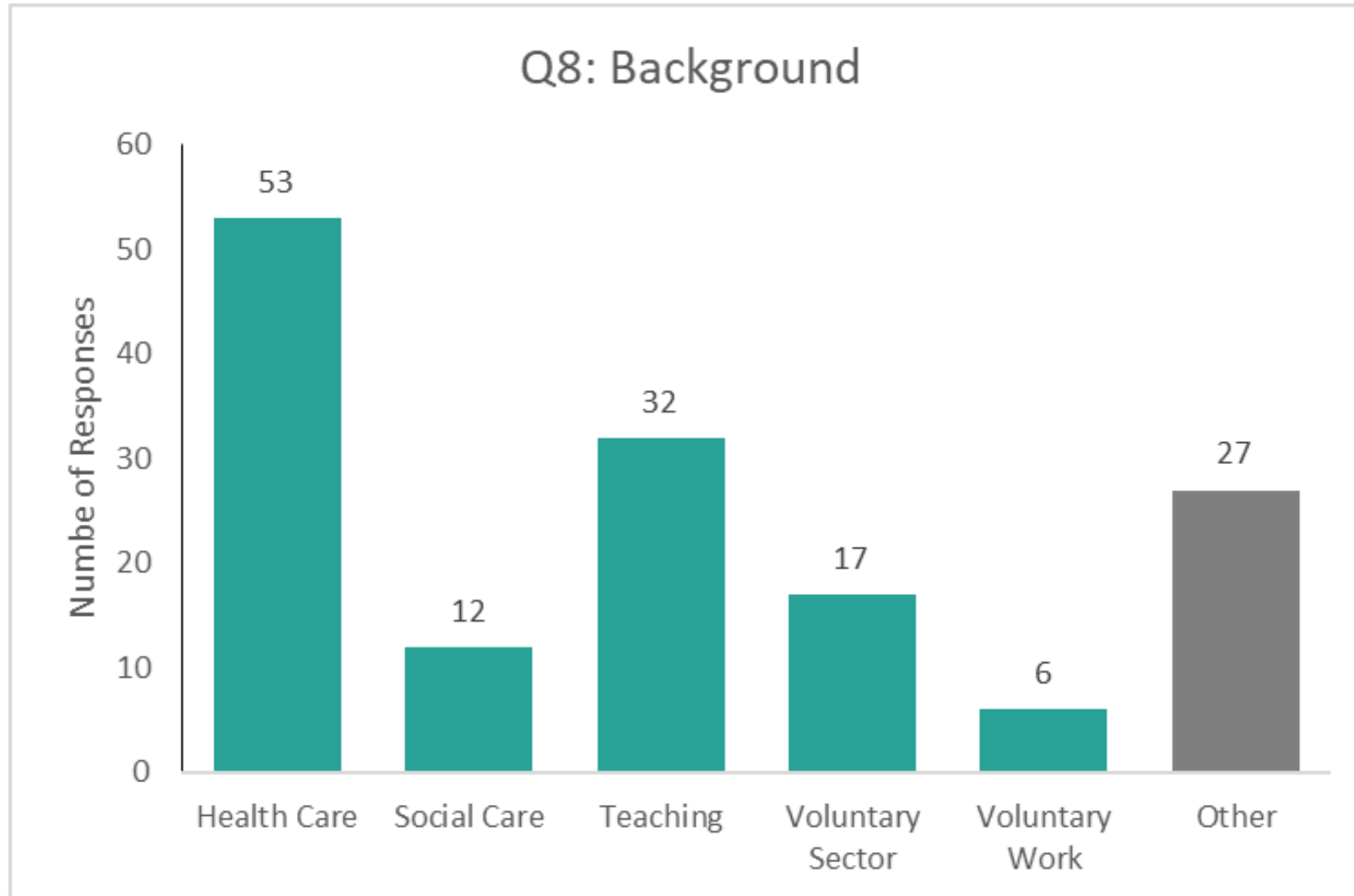
As it was not possible to determine the length of the contract from these responses, they have been included in the 'unclear' category.

Q7 What are your working hours?



The respondent in the 'other' category advised that they worked 36 hours.

Q8 What was your background before entering this role?

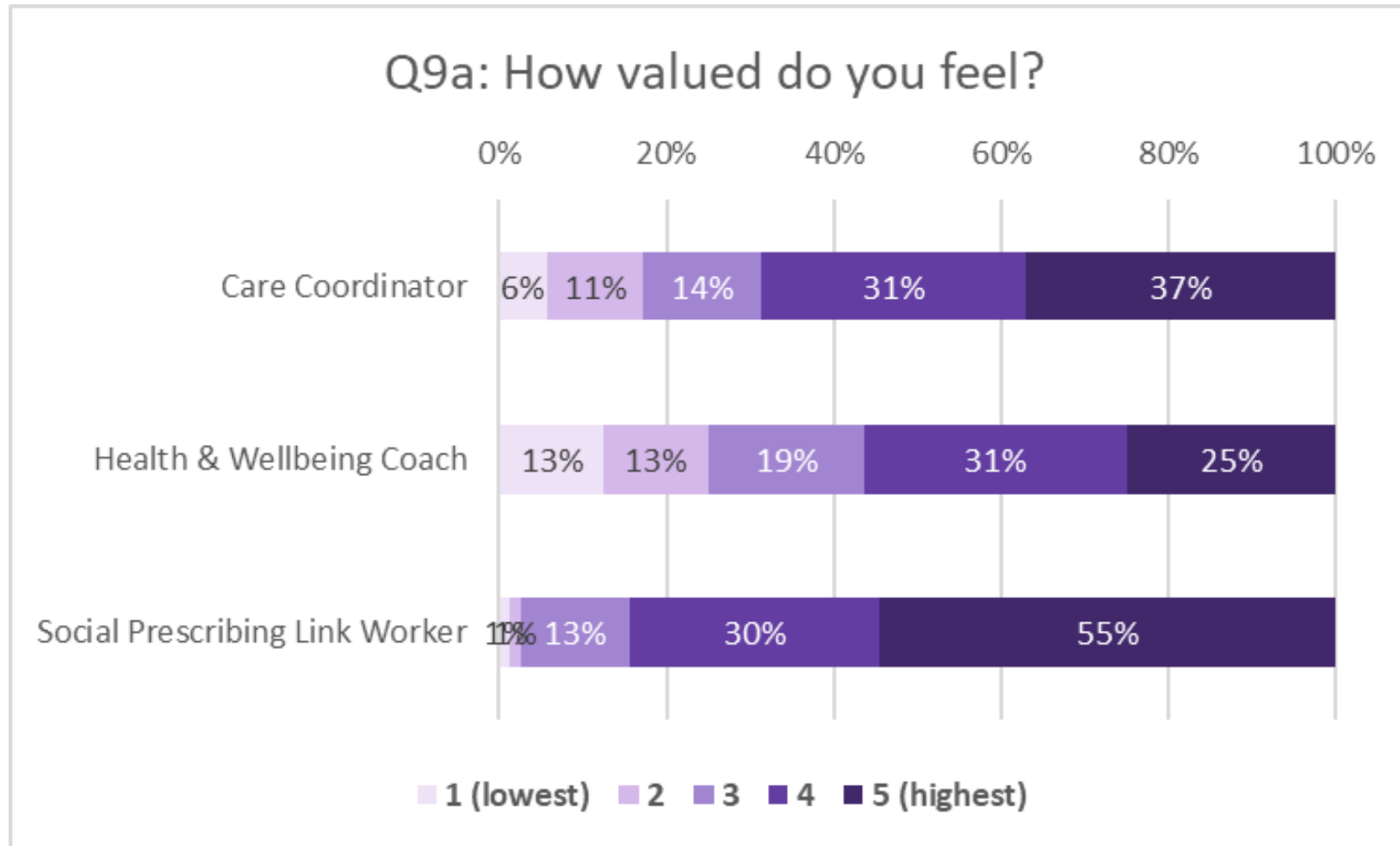


The responses in the 'other' category were varied. Some examples are:

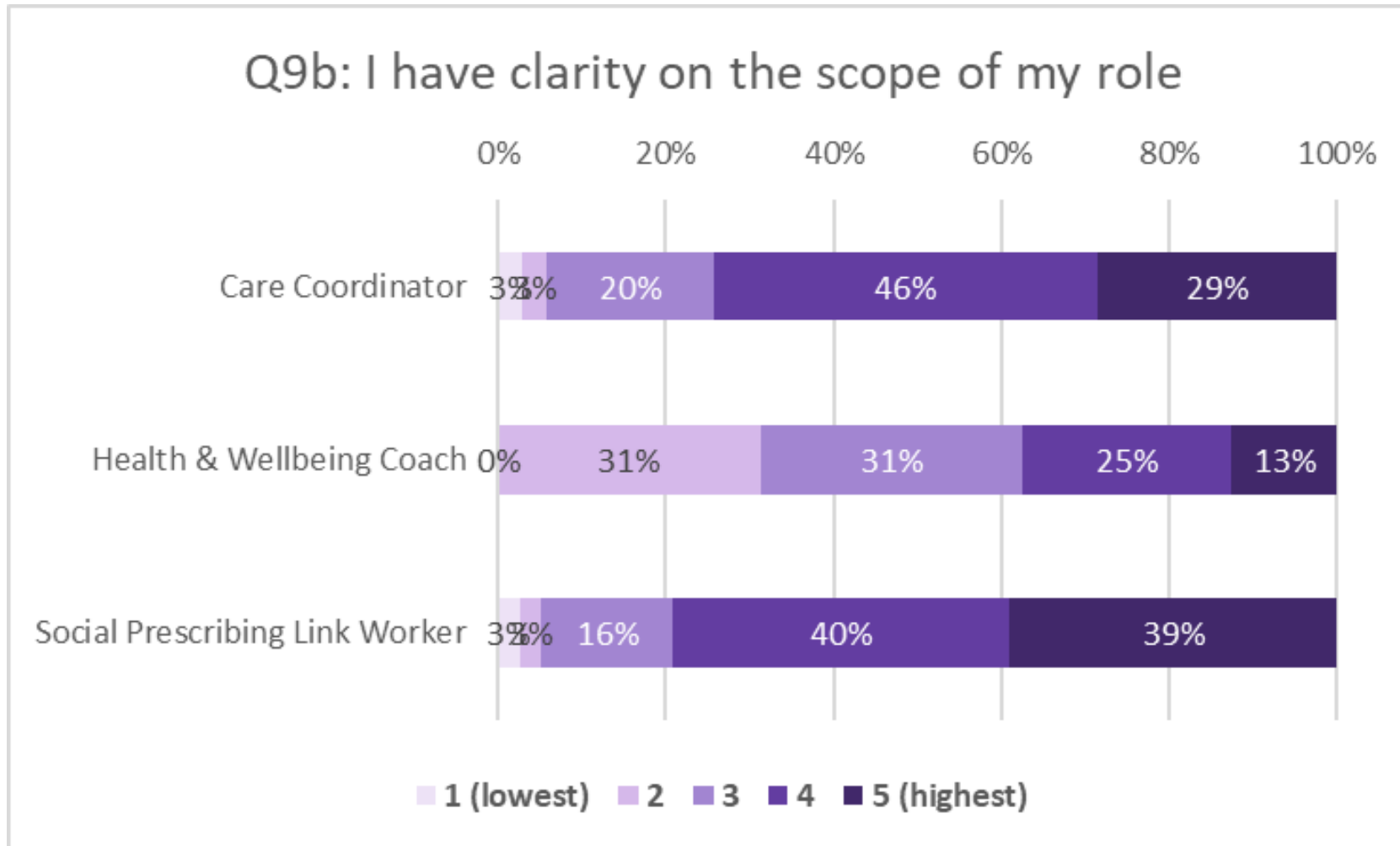
- Children's Services
- Pharmacy
- Leisure
- Sports Development
- Engineering
- Financial Advice
- 'None of the above'

NB: Respondents were able to select more than one option, and as a result, the overall total shown here is more than the number of respondents.

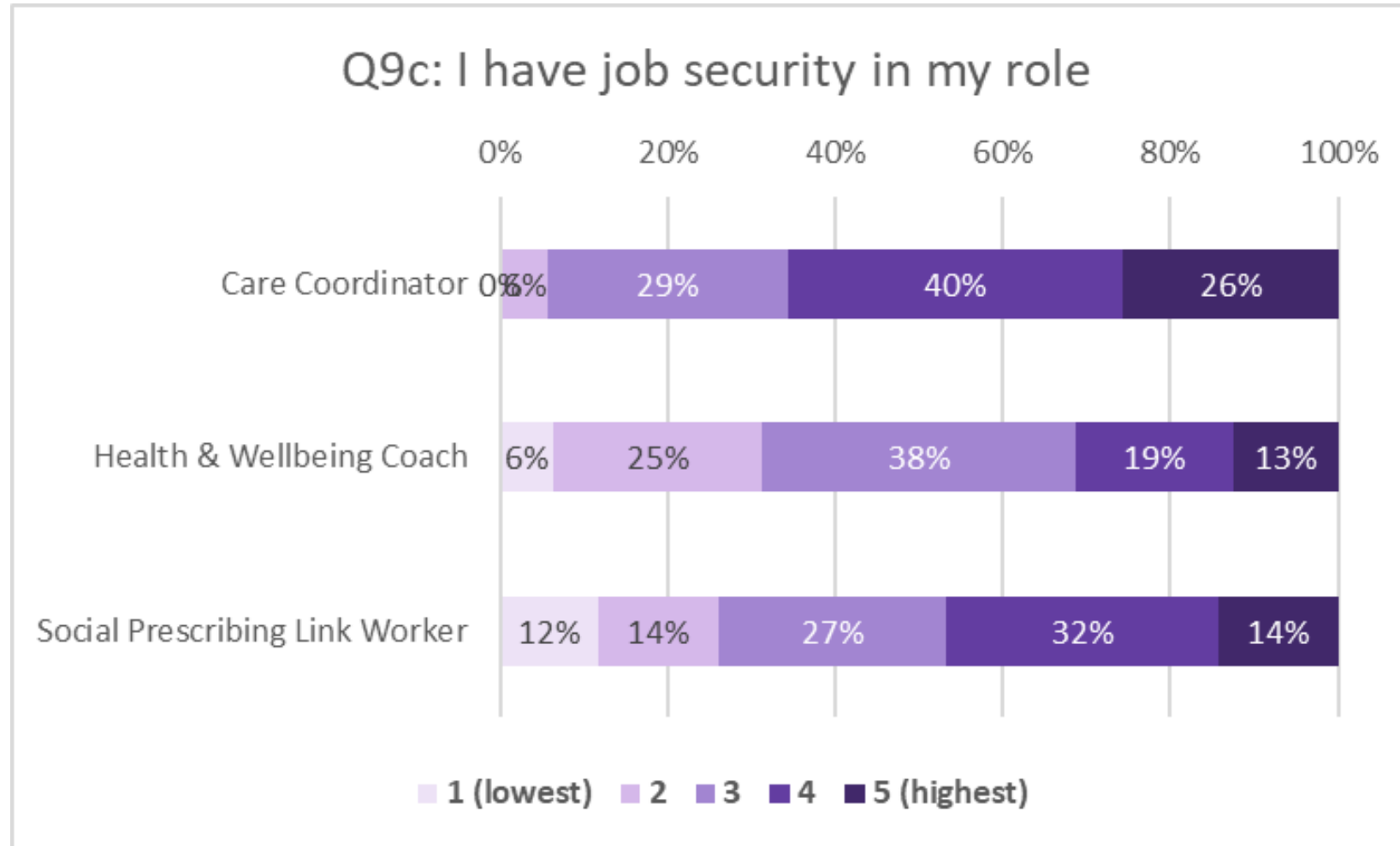
Q9a How valued do you feel in your role by other colleagues?



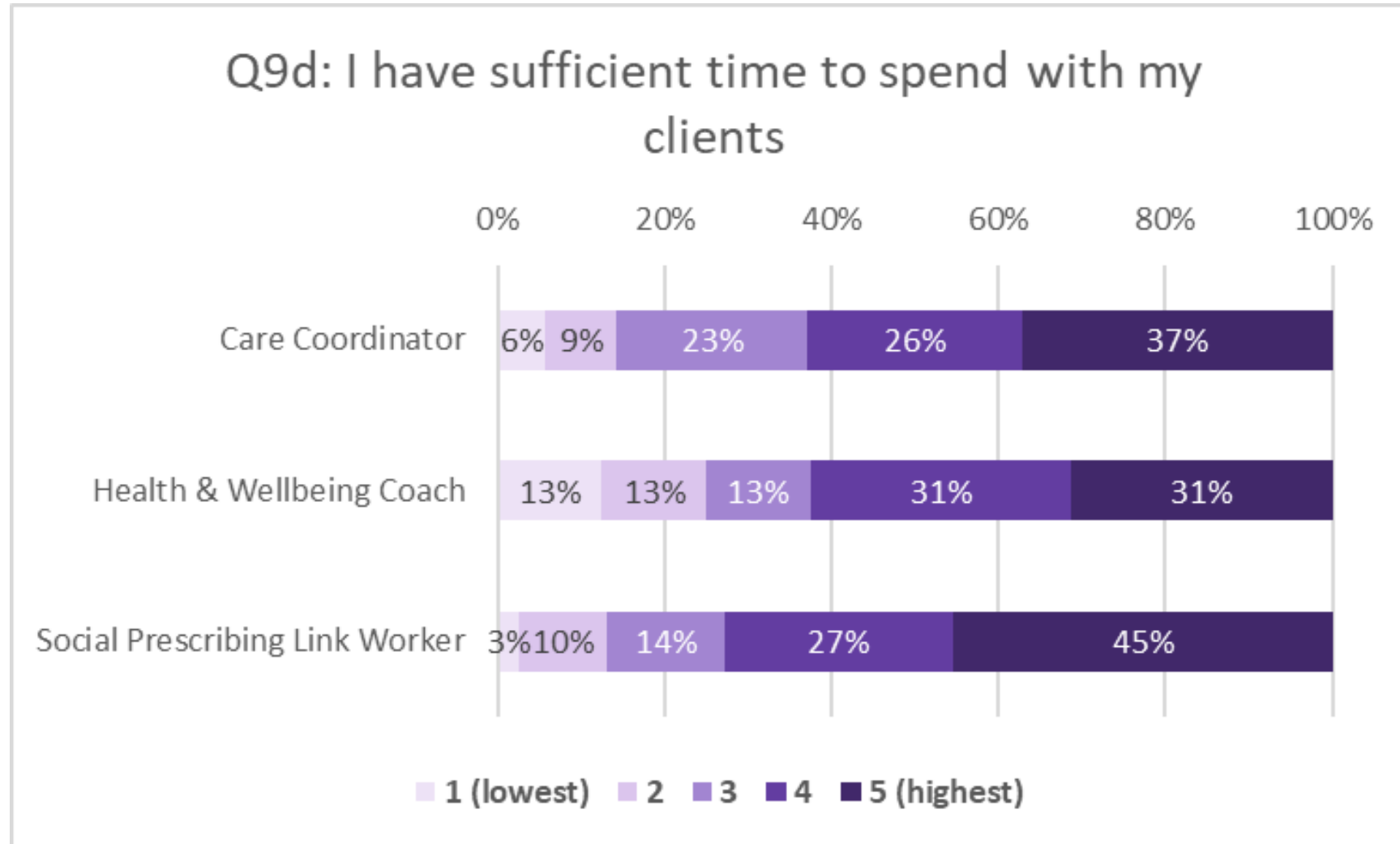
Q9b I have clarity on the scope of my role



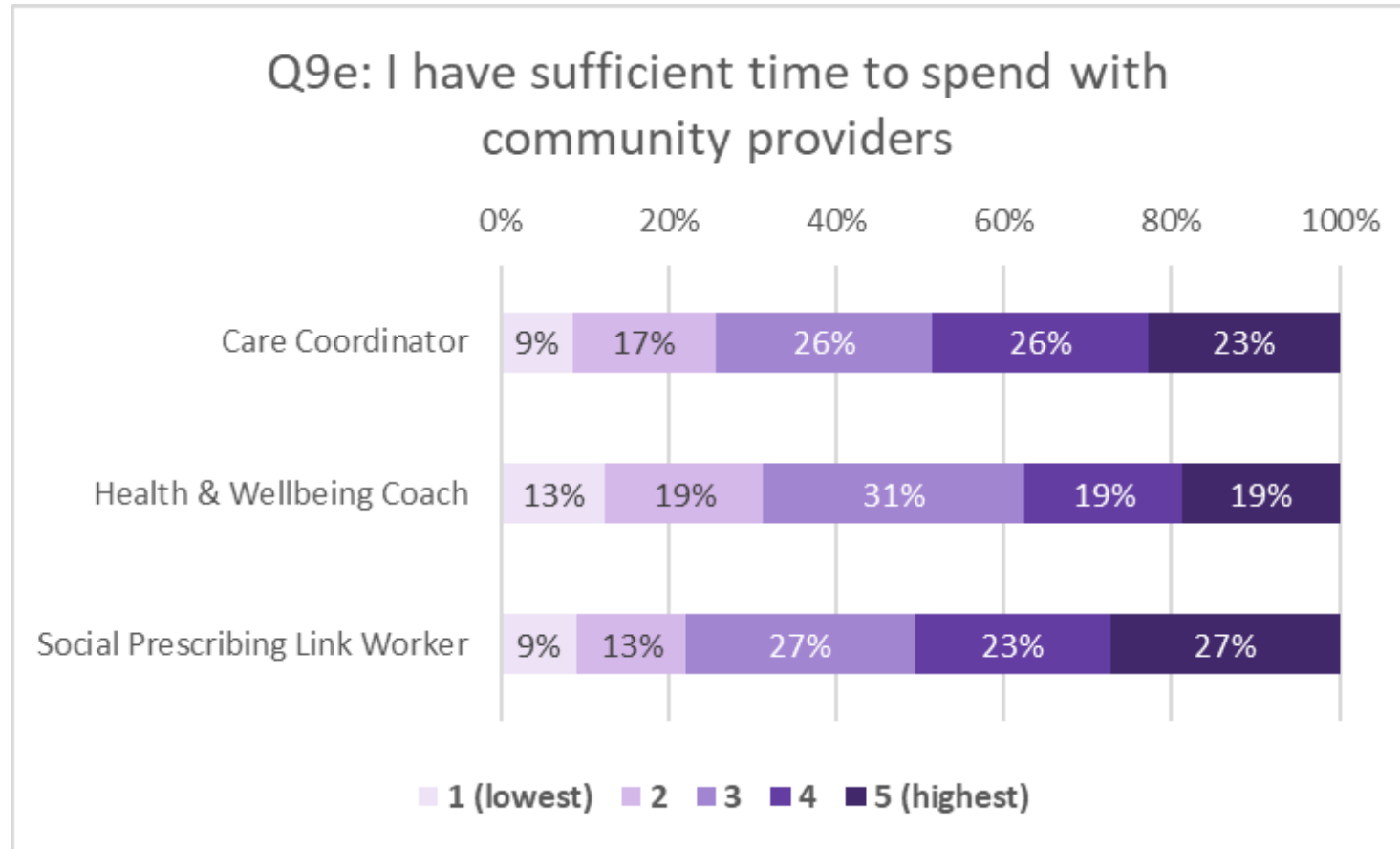
Q9c I have job security in my role



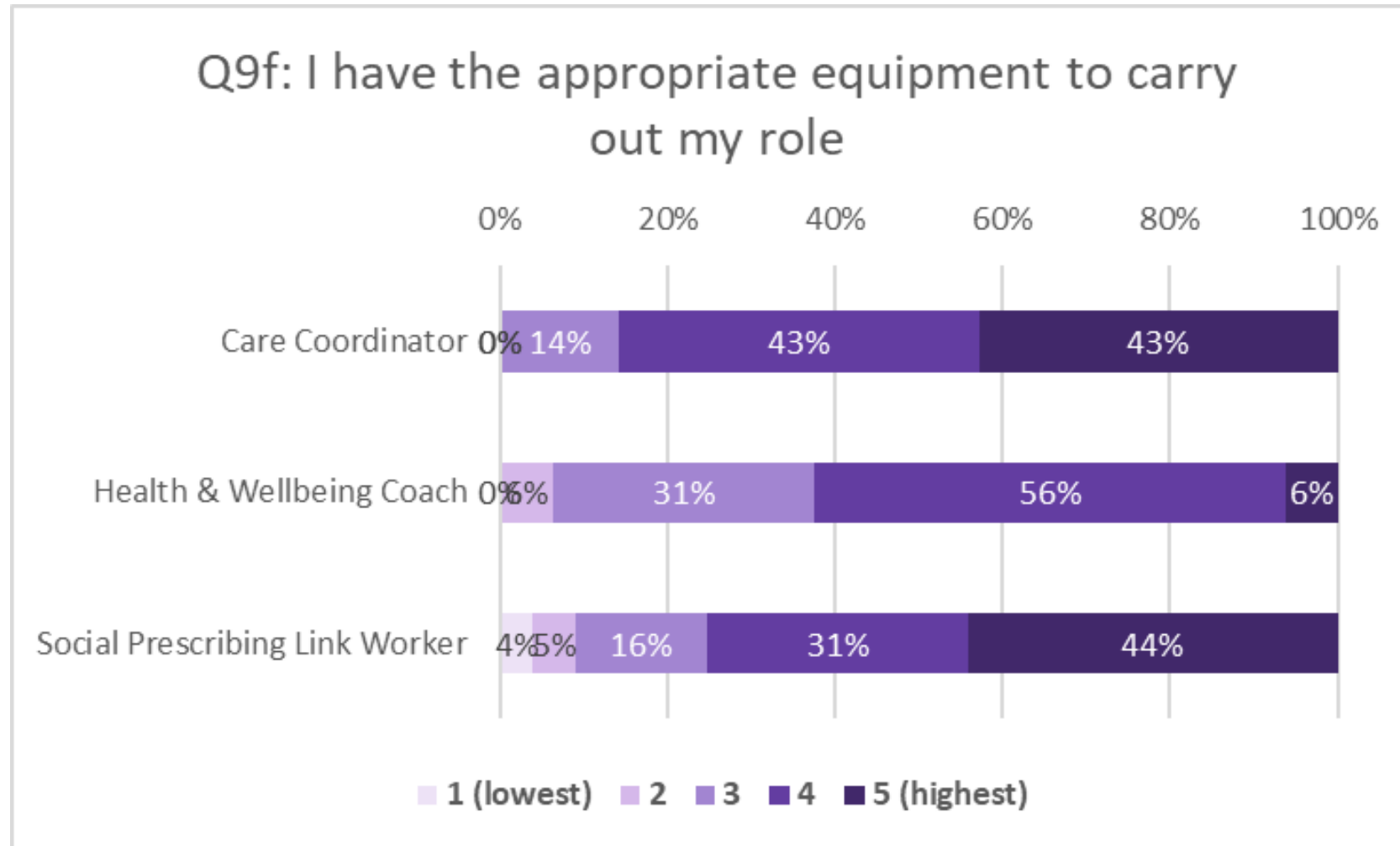
Q9d I have sufficient time to spend with my clients



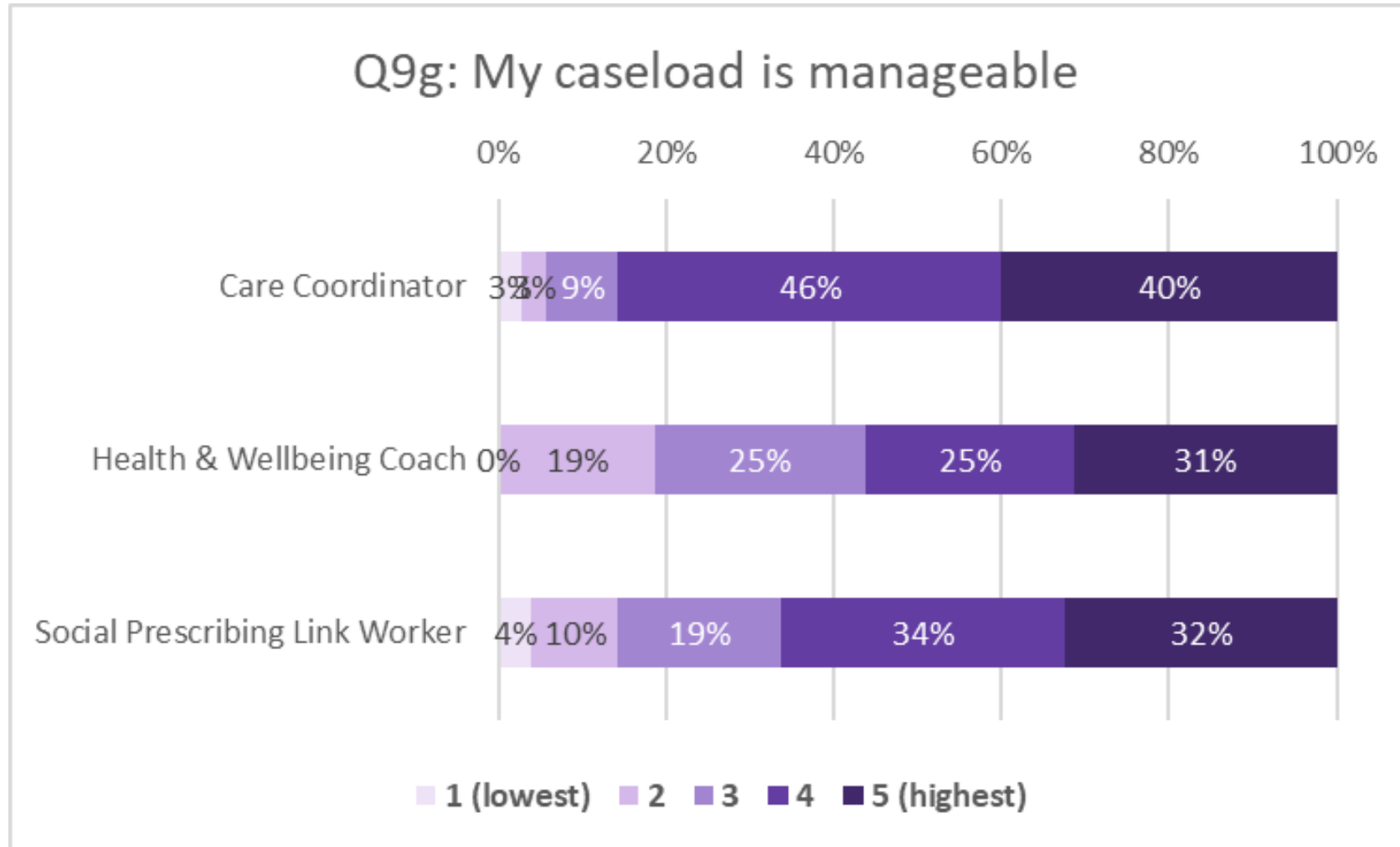
Q9e I have sufficient time to spend with community providers



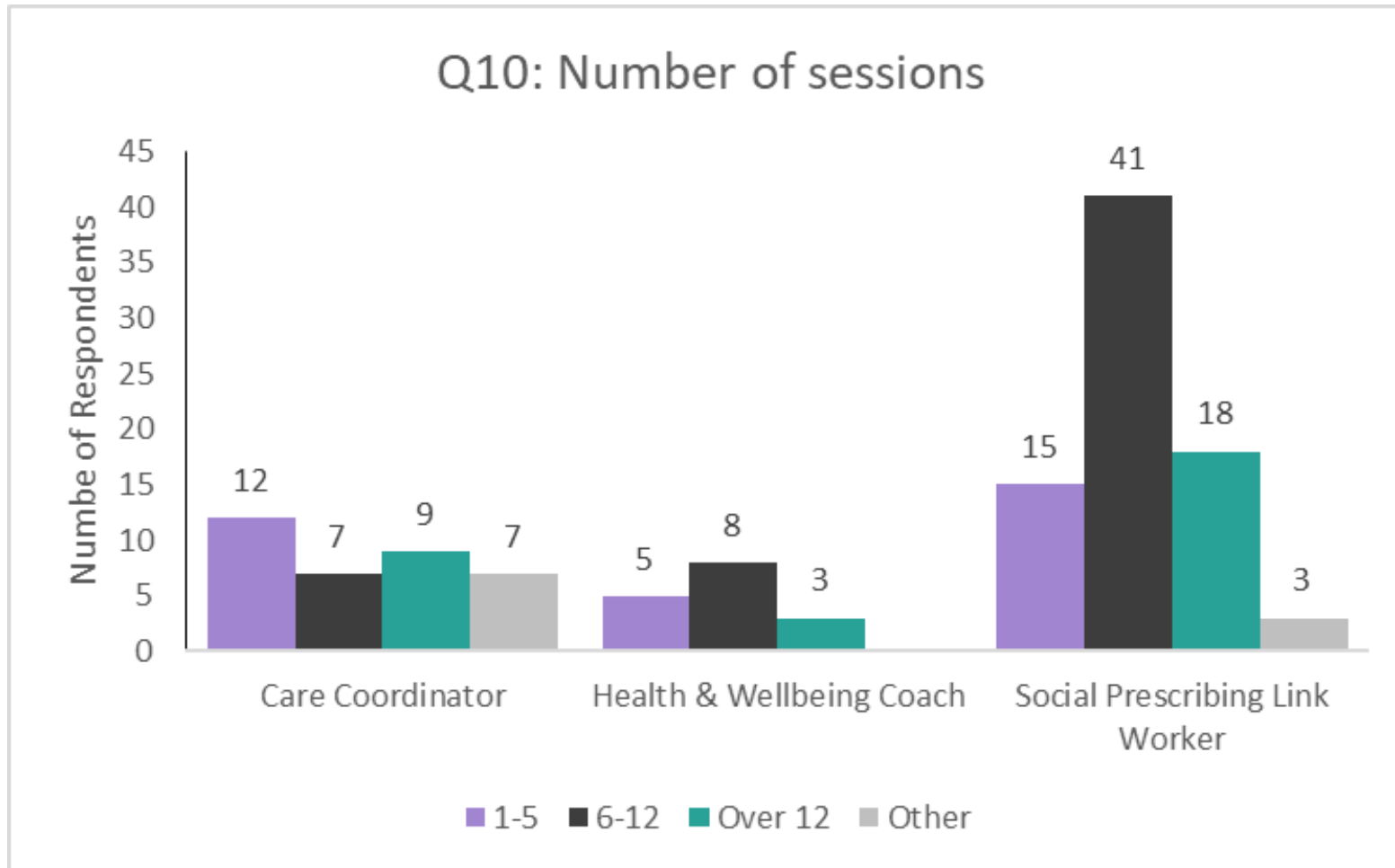
Q9f I have the appropriate equipment to carry out my role



Q9g My case load is manageable



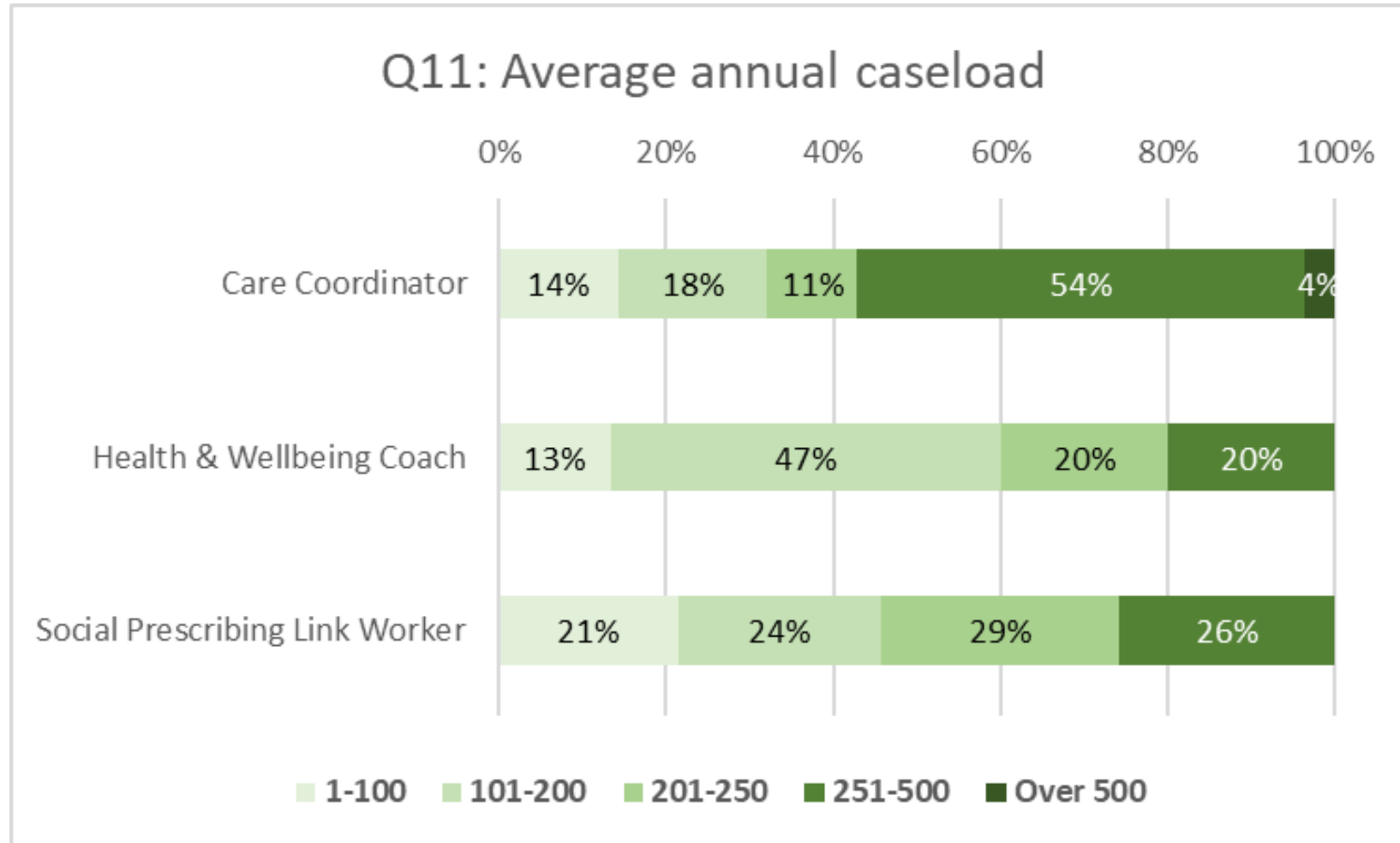
Q10 How many sessions do you spend working with your clients?



Responses noted in the 'other' category were:

1. Average varies depending on patient needs.
2. A lot of time is spent going through care plans
3. Adhoc
4. Mainly calling patients
5. n/a

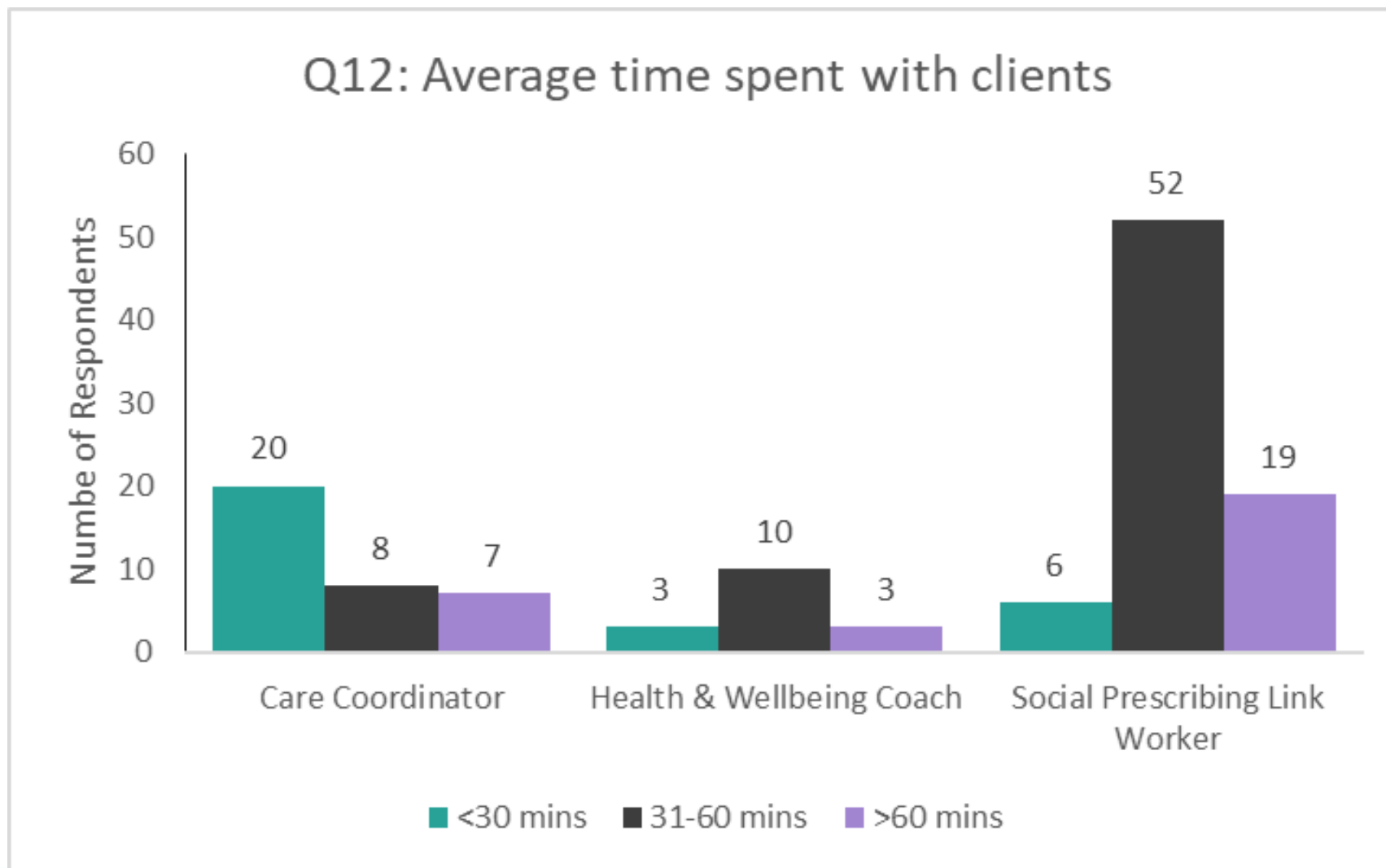
Q11 What is your average caseload over the course of a year?



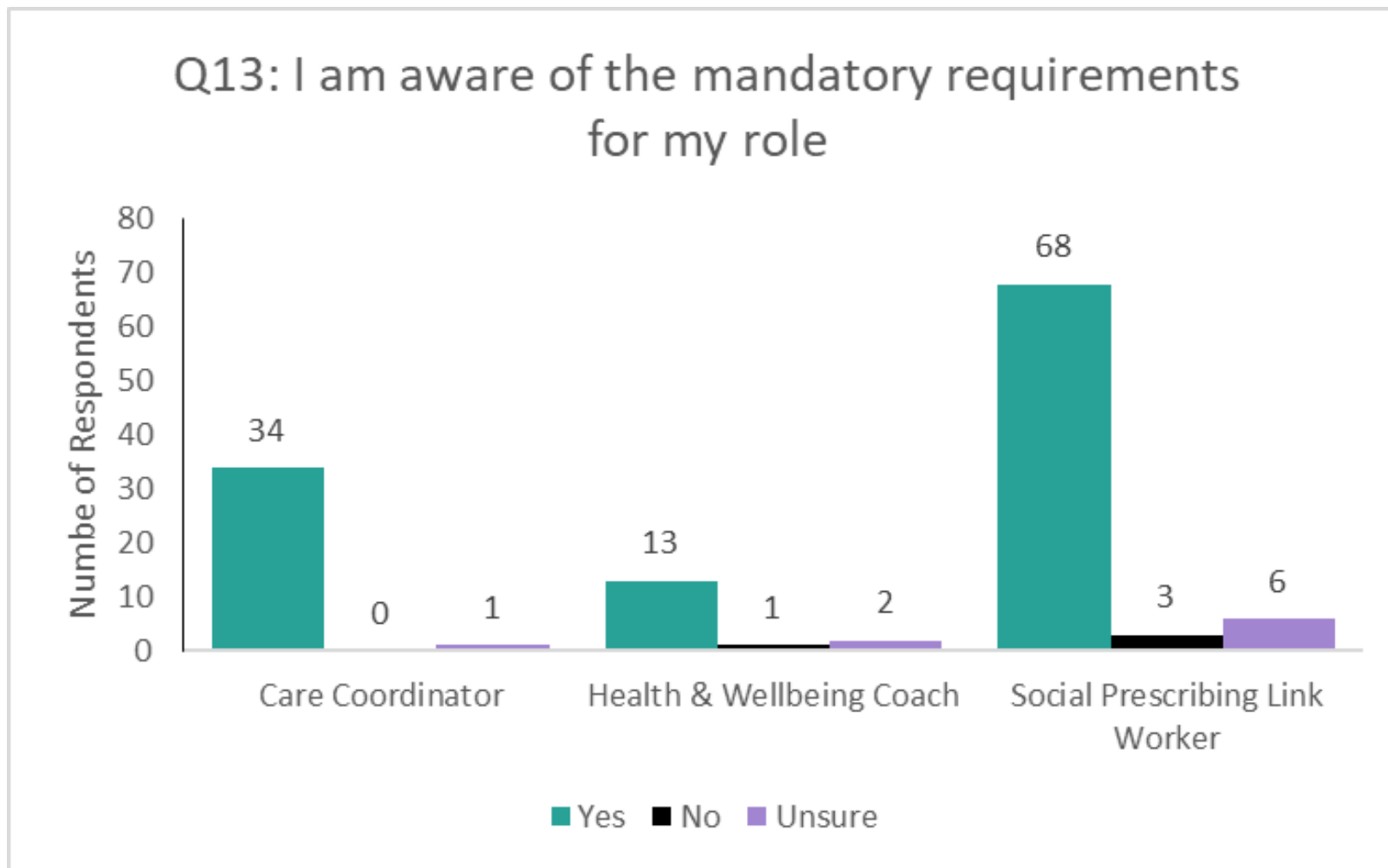
The percentages in the chart have been calculated based on 113 responses. The remaining 15 responses were 'free text'. Those responses are shown below:

- I have to contact over 5000 patients but there is only a handful I actually spend time with.
- On average 1 per day
- Unknown
- Unsure of this question
- Varies
- New to role (2 responses)
- n/a (8 responses)

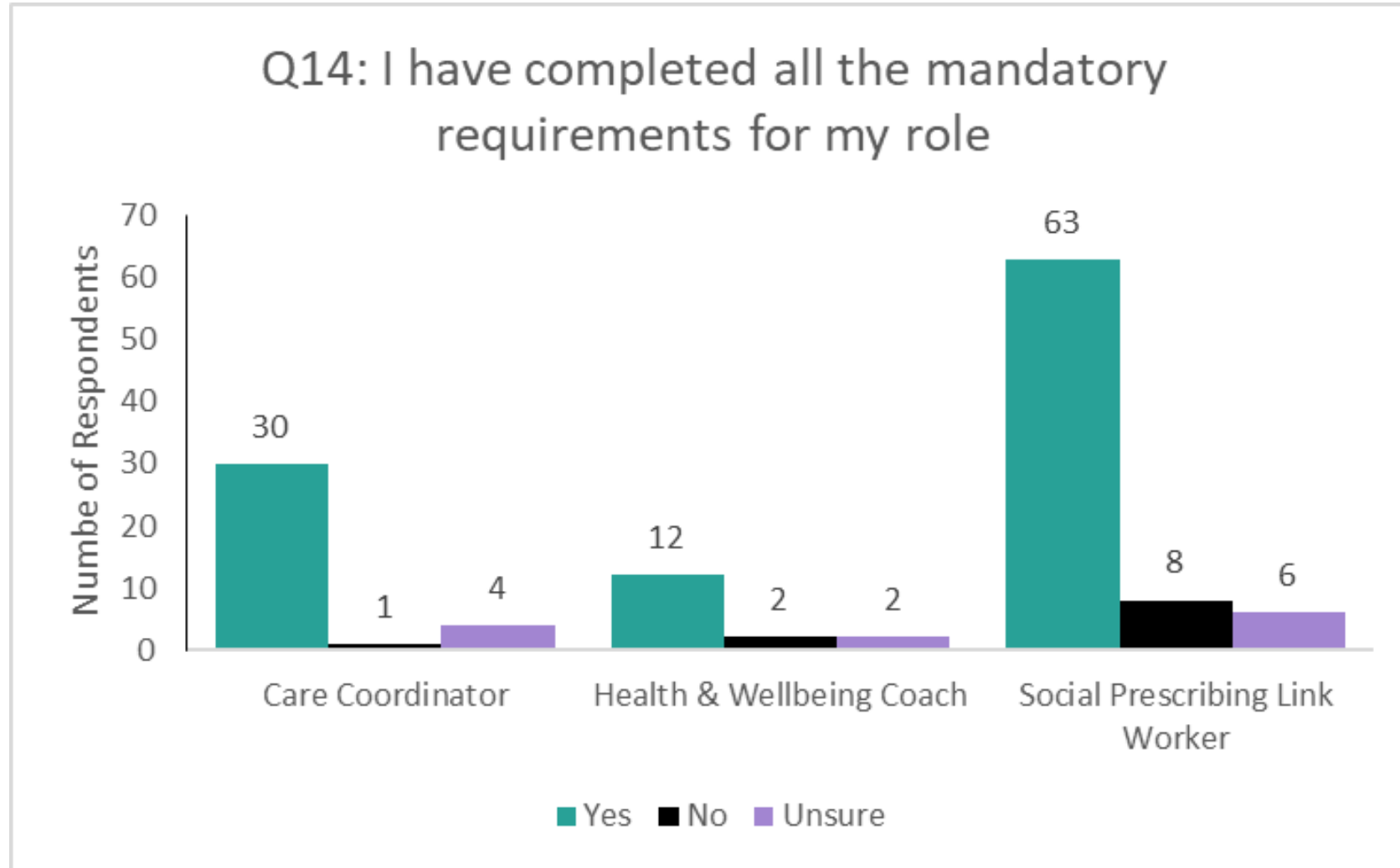
Q12 On average, how long do you spend with a client at an appointment?



Q13 I am aware of the mandatory requirements for my role



Q14 I have completed all the mandatory requirements for my role



Q15 What training and development would be useful in your role?

- This question allowed for multiple responses, and the total number of responses received is higher than the total number of people who completed the survey.
- On average, respondents identified almost six different topics that they would find useful. The table below shows the breakdown by each role:

| | Care Coordinator | Health & Wellbeing Coach | Social Prescribing Link Worker | Total |
|---|------------------|--------------------------|--------------------------------|-------|
| Total number of training topics identified | 181 | 69 | 488 | 738 |
| Total number of respondents | 35 | 16 | 77 | 128 |
| Average number of training topics identified per respondent | 5.2 | 4.3 | 6.3 | 5.8 |

Q15 What training and development would be useful in your role?

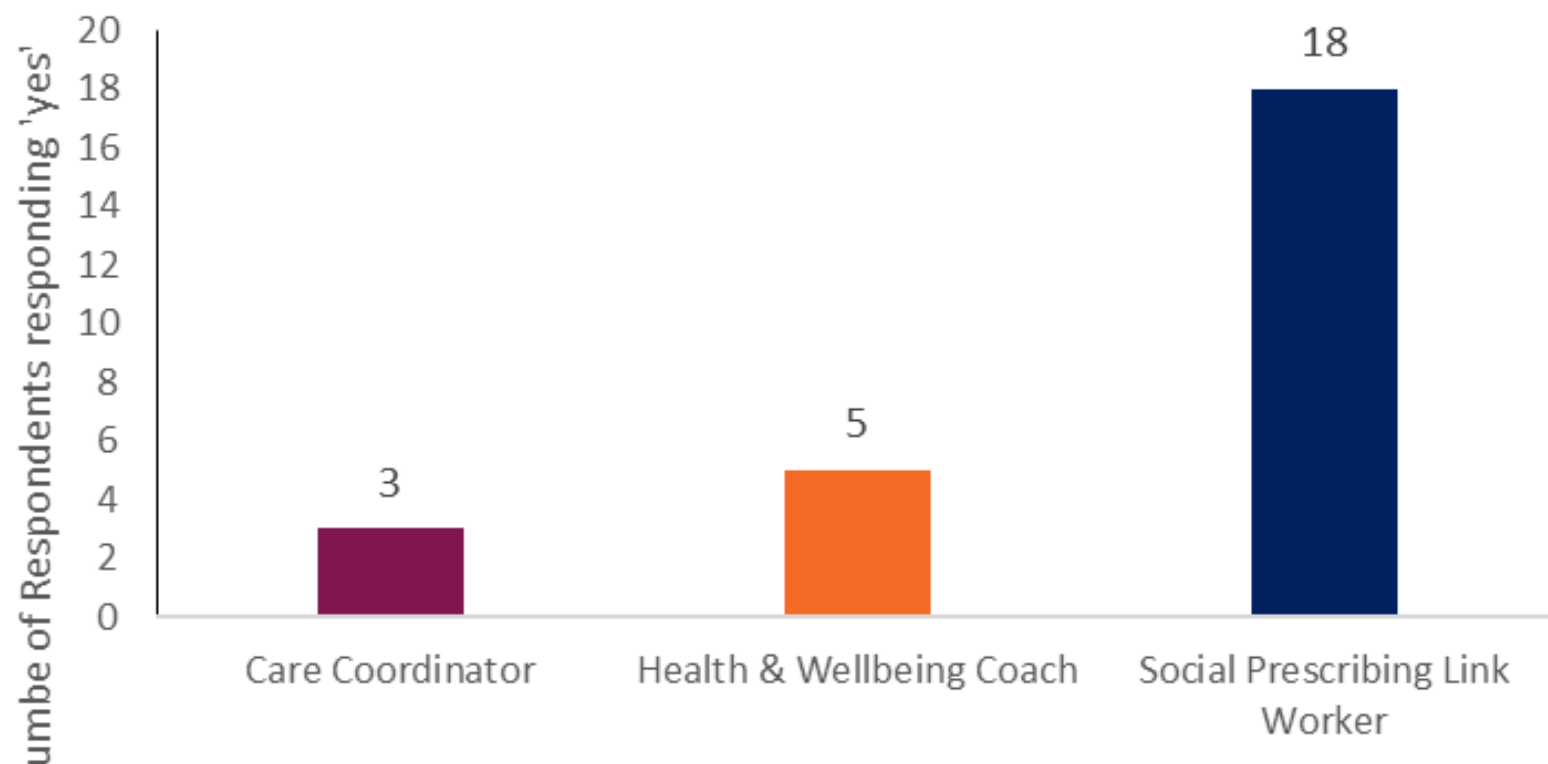
- The most common responses in this category were housing, welfare and benefits, identifying and managing suicide risks and person-centred conversations. The following topics were identified by 40% or more of the total respondents.

| Training Topic | Number of responses (ordered by total number of responses, highest to lowest) | | | | | | | |
|---|---|------------------|--------------------------|------------------|--------------------------------|------------------|---------------------|------------------|
| | Care Coordinator | | Health & Wellbeing Coach | | Social Prescribing Link Worker | | Total | |
| | Number of responses | % of respondents | Number of responses | % of respondents | Number of responses | % of respondents | Number of responses | % of respondents |
| Housing | 12 | 34% | 5 | 31% | 47 | 61% | 64 | 50% |
| Welfare and benefits | 12 | 34% | 4 | 25% | 48 | 62% | 64 | 50% |
| Identifying and managing suicide risks | 13 | 37% | 3 | 19% | 44 | 57% | 60 | 47% |
| Person centred conversations | 19 | 54% | 6 | 38% | 35 | 45% | 60 | 47% |
| Health Coaching | 15 | 43% | 8 | 50% | 33 | 43% | 56 | 44% |
| How your role fits into the GM strategies | 15 | 43% | 8 | 50% | 32 | 42% | 55 | 43% |
| Mental health first aid | 13 | 37% | 6 | 38% | 36 | 47% | 55 | 43% |
| Core skills | 15 | 43% | 7 | 44% | 32 | 42% | 54 | 42% |
| Creating a personalised care and support plan | 15 | 43% | 5 | 31% | 32 | 42% | 52 | 41% |

Q16 Have you identified any training that would be useful for your role but find difficult to access?

Q17 If yes, please specify which training and describe any barriers to access

Q16: Have you identified any training that would be useful for your role but find difficult to access?



Q17:

The following responses were cited by more than one person:

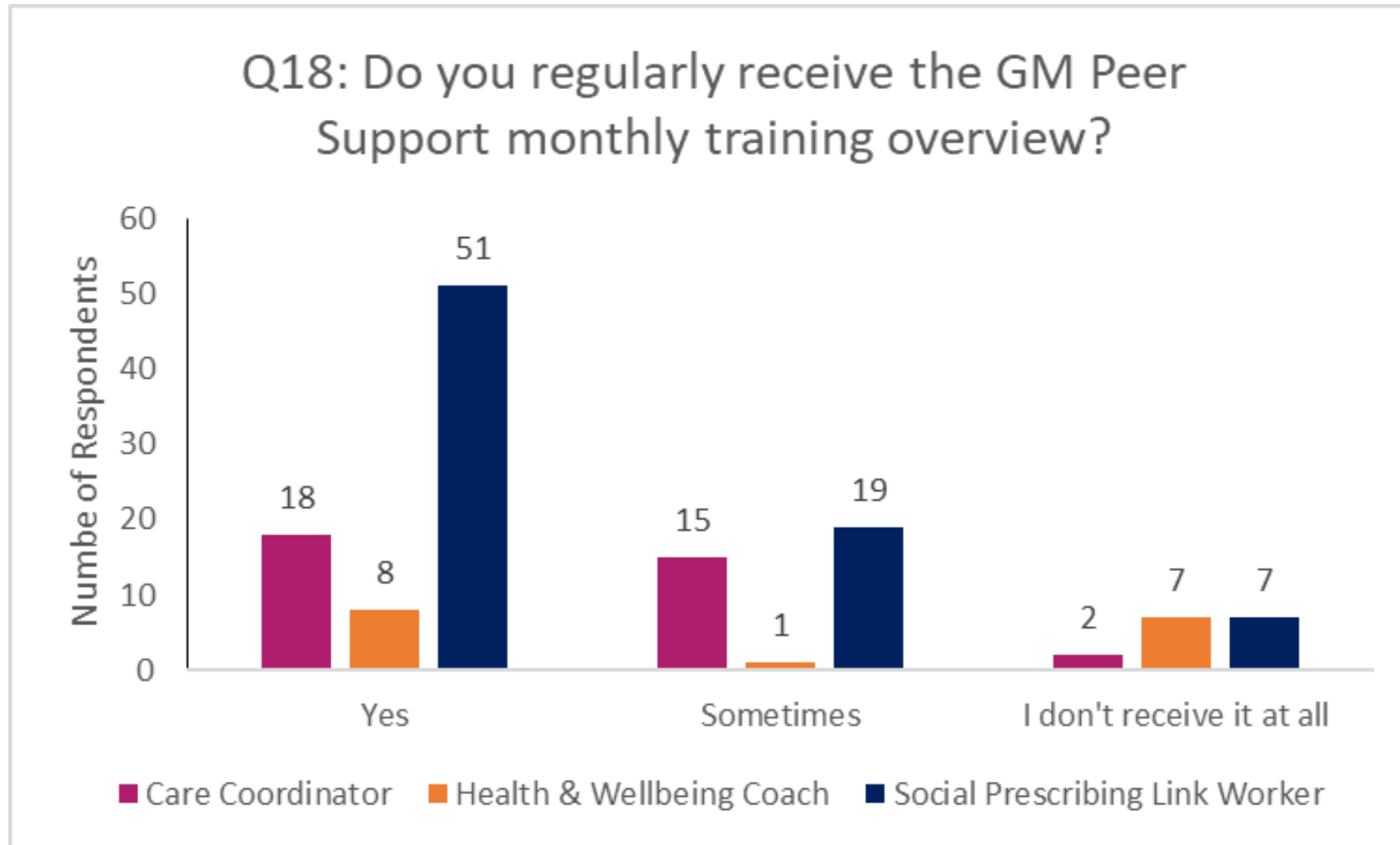
Training

- Drug/alcohol dependency (x 2)
- Housing (x 2)
- Mental Health (x 2)
- SPLW Qualification (x 2)

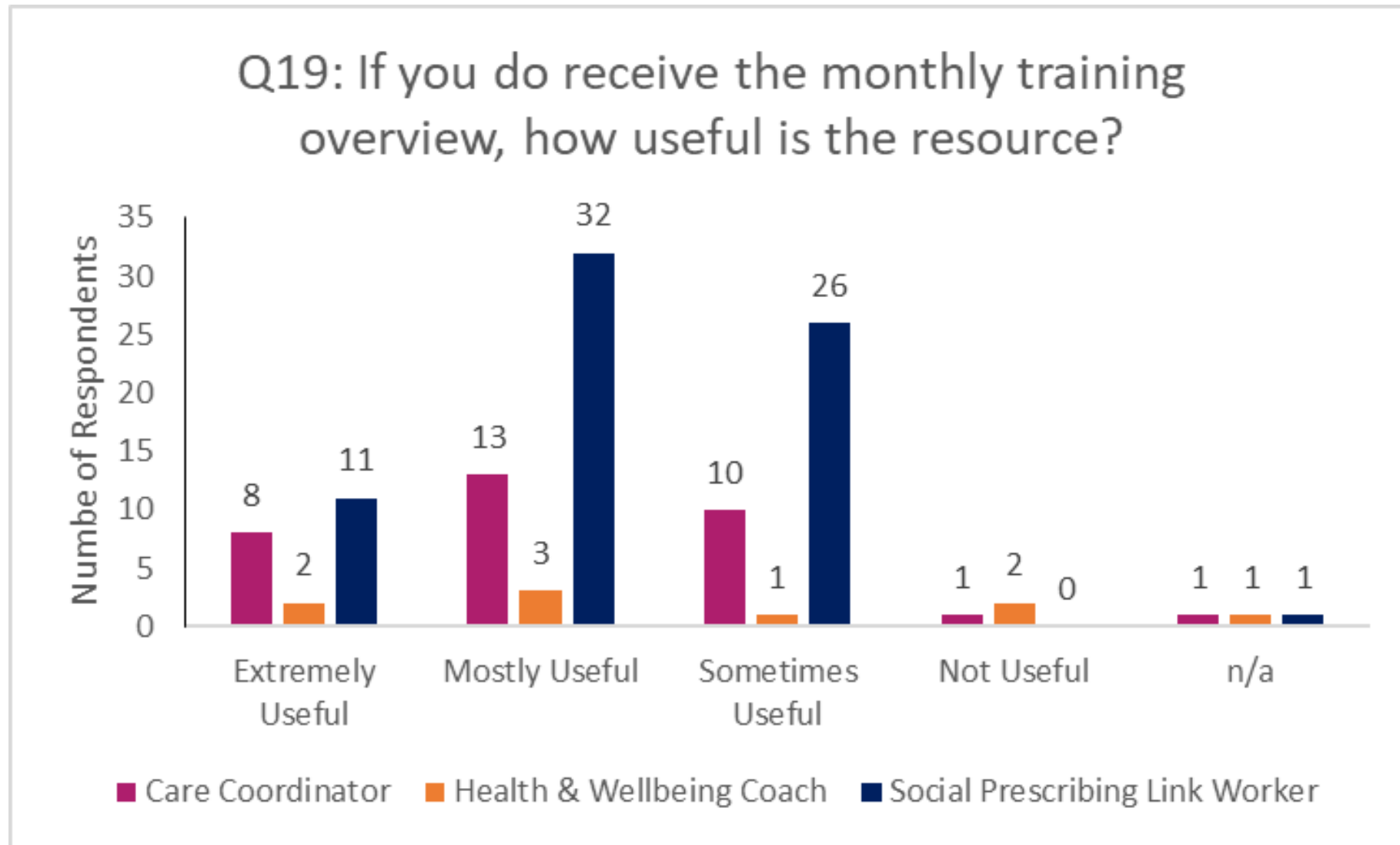
Barriers

- Funding (x 9)
- Time (x 4)
- Lack of cover (x 2)

Q18 Do you regularly receive the GM Peer Support monthly training overview?



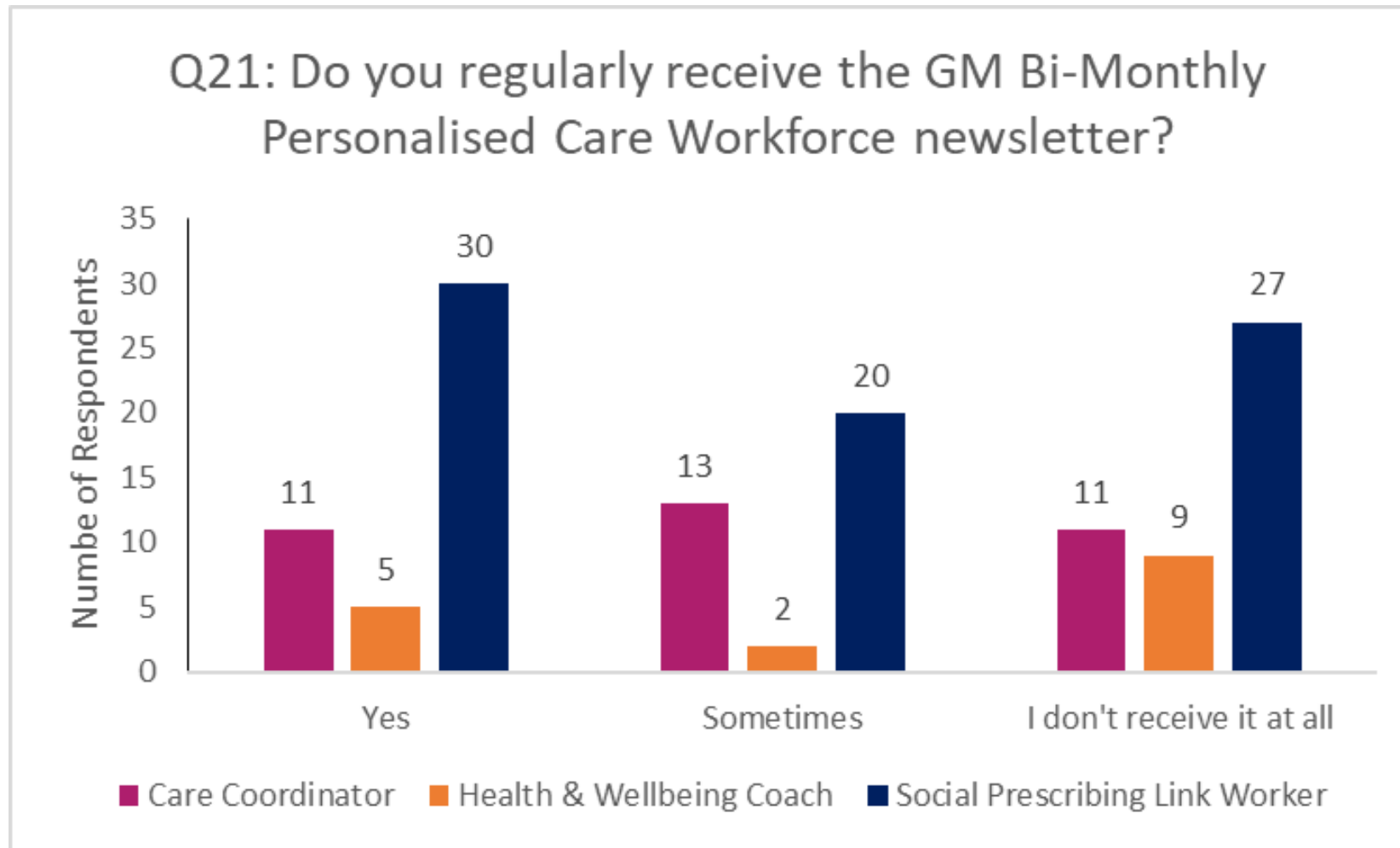
Q19 If you do receive the monthly training overview, how useful is the resource?



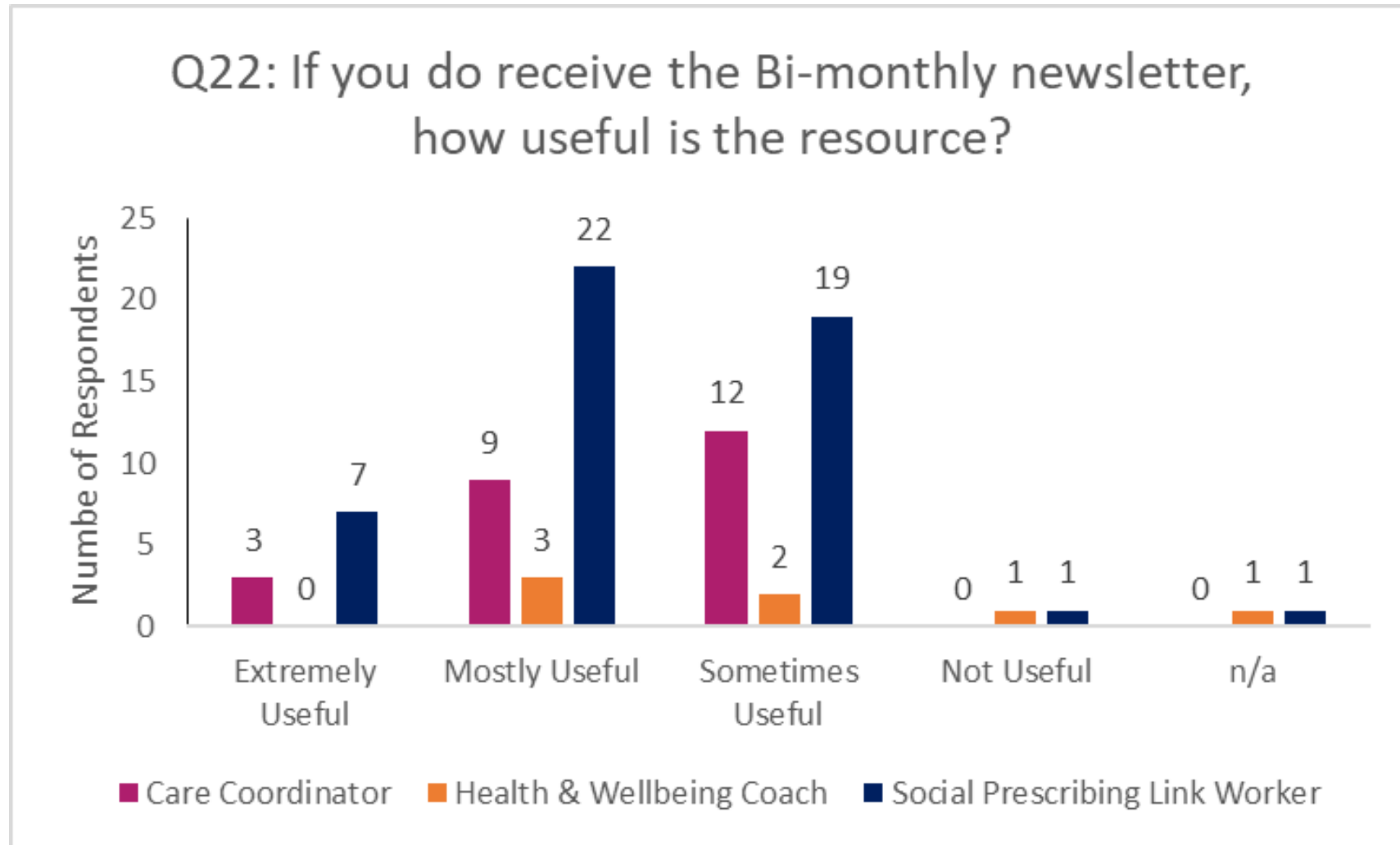
Q20 Is there anything you would like us to improve or change about the monthly training overview?

- A large number of the free text responses were 'no', 'n/a', 'none' or 'unsure'.
- Of the remaining responses, only two were cited by more than one person:
 - Not feeling the communication was tailored to them (x 3)
 - Would like the communication to contain less text or be more concise (x 2)
- Other items suggested by individuals were:
 - Having more notice for training.
 - Separating out training that had a cost attached from training that doesn't.
- Two individuals cited the need for them to make more time for the overview.

Q21 Do you regularly receive the GM Bi-Monthly Personalised Care Workforce newsletter?



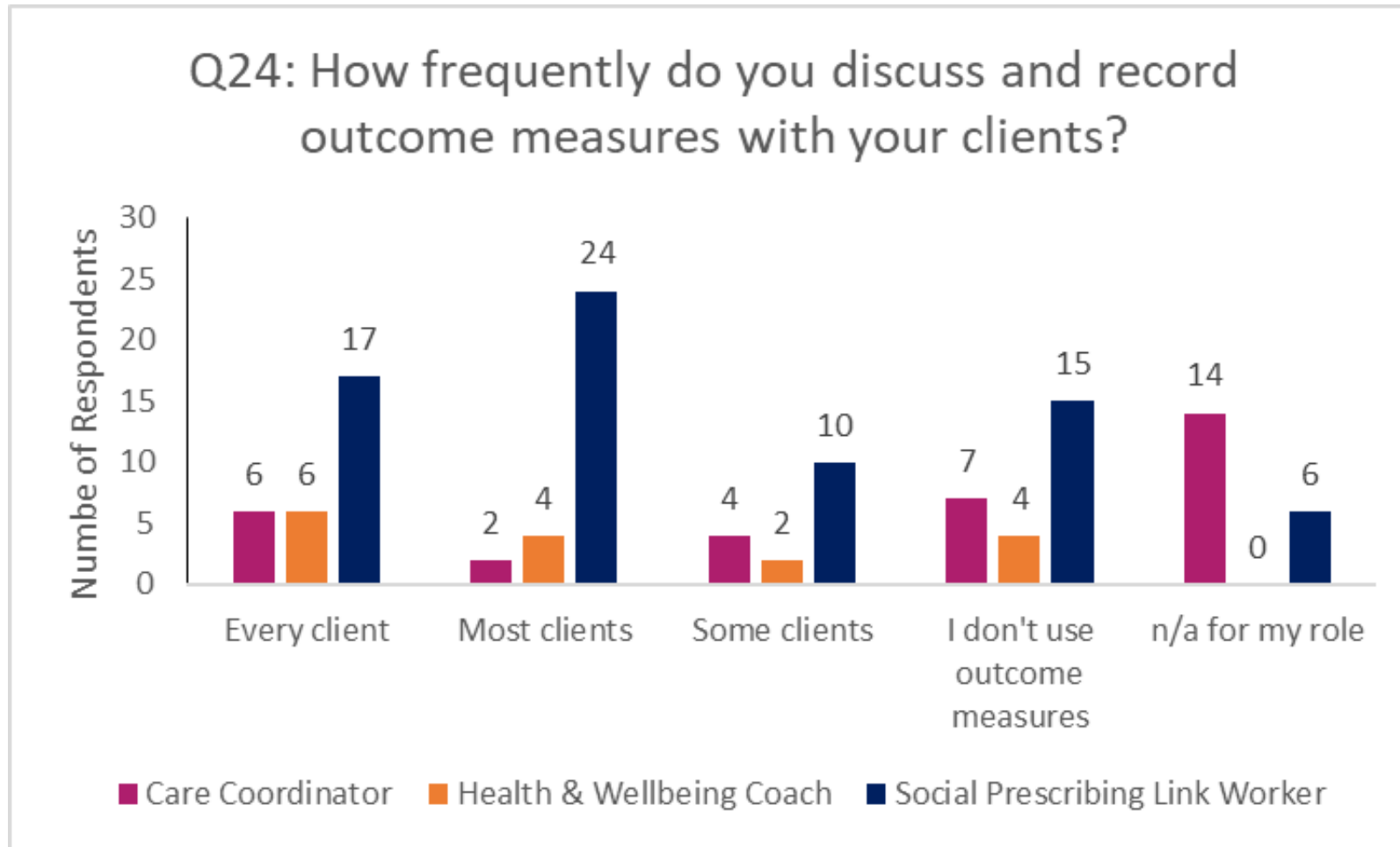
Q22 If you do receive the Bi-monthly newsletter, how useful is the resource?



Q23 Is there anything you would like us to improve or change about the Bi-monthly newsletter?

- The majority of the free text responses were 'no', 'n/a', 'none' or 'unsure'.
- Of the remaining responses, only one was cited by more than one person:
 - Would like the communication to contain less text or be more concise (x 2)

Q24 How frequently do you discuss and record outcome measures with your clients?



The totals in the chart sum to 121 rather than 128 as there were 7 free text responses. These were:

- Rarely (x 2)
- Don't know what this is/haven't been told about it (x 2)
- Health action plan targets
- Part of ONS4 Pilot
- n/a for my clients

Q25 Which of the following outcome measures or feedback tool do you use with your clients, if any?

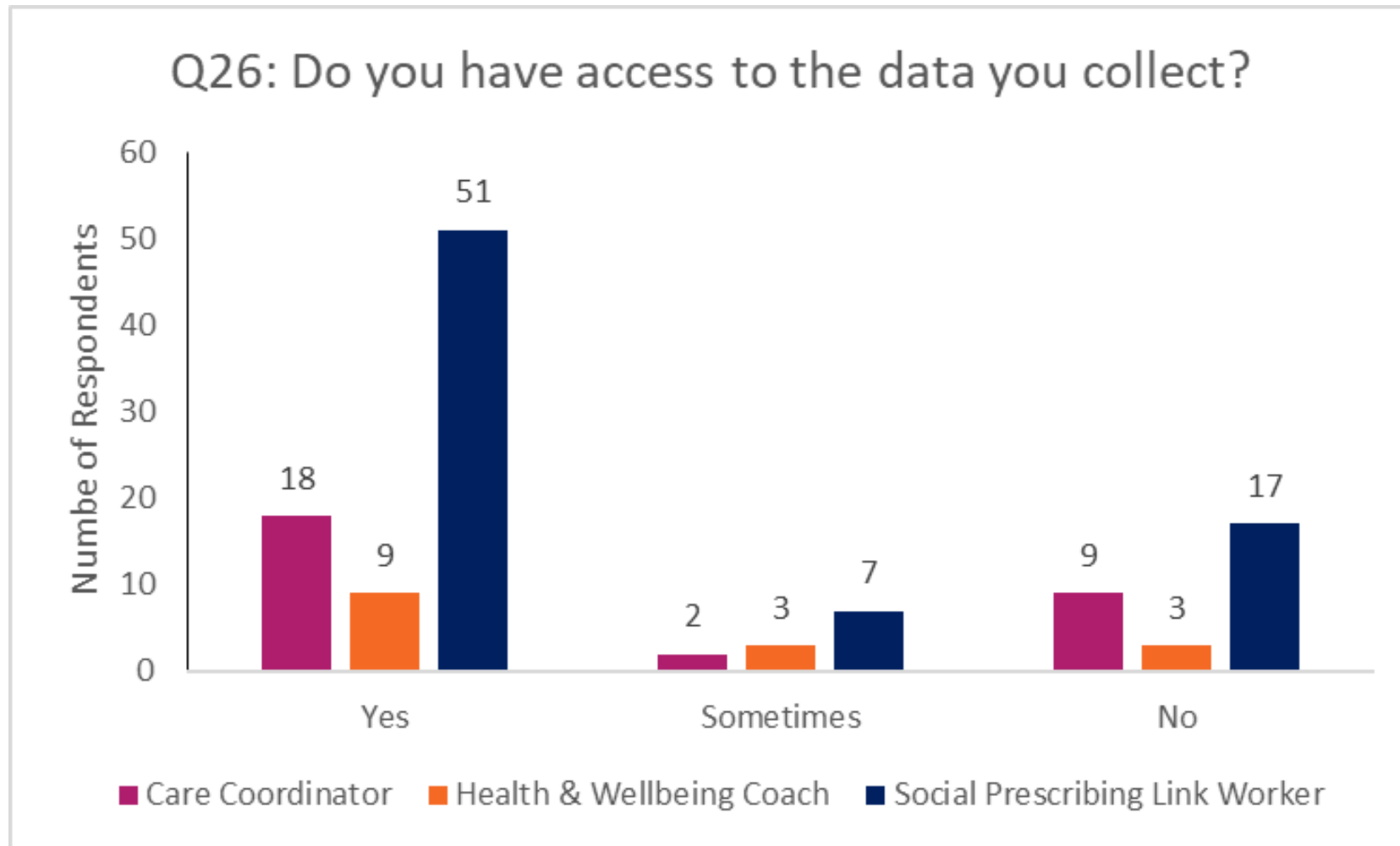
| Role | Outcome Measure/Feedback Tool (number of respondents) | | | | | | | | | |
|--------------------------------|---|-----------|----------|----------|----------------|---------------------|---------------|-----------------------|-----------|------------------------------|
| | ONS4 | SWEMWEB | WEMWEB | MyCAW | Wellbeing Star | Readiness to Change | Frailty Score | Exit Survey/ Feedback | Other | I don't use outcome measures |
| Care Coordinator | 0 | 0 | 0 | 0 | 1 | 1 | 9 | 2 | 5 | 19 |
| Health and Wellbeing Coach | 1 | 5 | 1 | 0 | 0 | 5 | 3 | 4 | 3 | 1 |
| Social Prescribing Link Worker | 32 | 24 | 3 | 1 | 0 | 2 | 2 | 11 | 8 | 16 |
| All Respondents | 33 | 29 | 4 | 1 | 1 | 8 | 14 | 17 | 16 | 36 |

| Role | Outcome Measure/Feedback Tool (% of respondents) | | | | | | | | | |
|--------------------------------|--|------------|-----------|-----------|----------------|---------------------|---------------|-----------------------|------------|------------------------------|
| | ONS4 | SWEMWEB | WEMWEB | MyCAW | Wellbeing Star | Readiness to Change | Frailty Score | Exit Survey/ Feedback | Other | I don't use outcome measures |
| Care Coordinator | 0% | 0% | 0% | 0% | 3% | 3% | 26% | 6% | 14% | 54% |
| Health and Wellbeing Coach | 6% | 31% | 6% | 0% | 0% | 31% | 19% | 25% | 19% | 6% |
| Social Prescribing Link Worker | 42% | 31% | 4% | 1% | 0% | 3% | 3% | 14% | 10% | 21% |
| All Respondents | 26% | 23% | 3% | 1% | 1% | 6% | 11% | 13% | 13% | 28% |

- Measures/tools quoted in the 'other' category were: Cancer Qof, Dialog, GP/A&E/Overnight Stay in hospital, HCS, Health Action Plan, IPAQ, PHQ9, Reloq and Stirling.

NB: Respondents were able to select more than one option. The overall total (159) is more than the number of respondents (128).

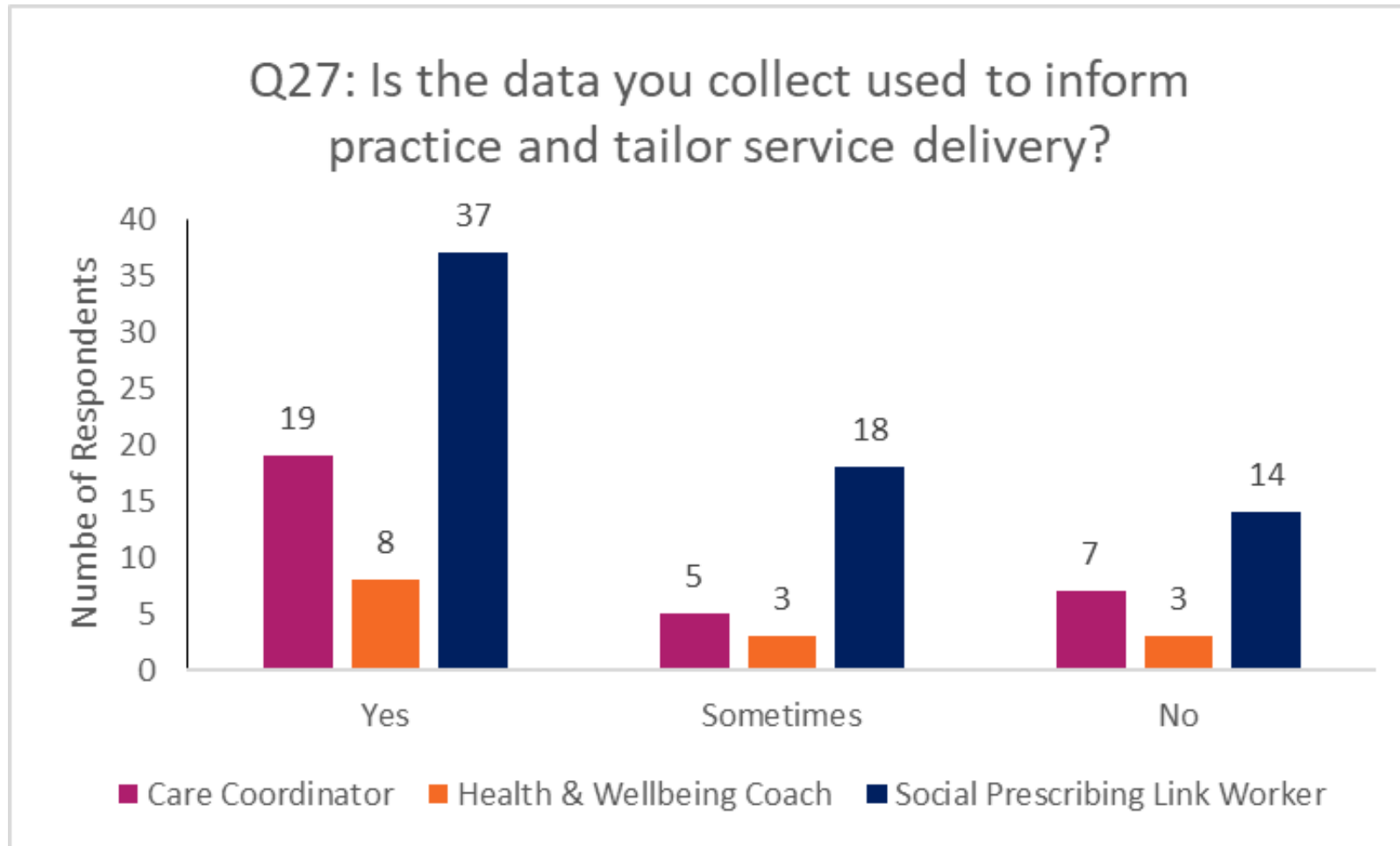
Q26 Do you have access to the data you collect?



The totals in the chart sum to 119 rather than 128 as there were 9 free text responses. These were:

- n/a (x 5)
- Not sure/unsure (x 3)
- I think I would if I asked for it.

Q27 Is the data you collect used to inform practice and tailor service delivery?



The totals in the chart sum to 114 rather than 128 as there were 14 free text responses. These were:

- Unsure (x 8)
- n/a (x 5)
- No time resource for this at the moment

Q28 Which of the following types of supervision and support do you have access to? (when we refer to 'supervision' we mean by a trained supervisor)

| Role | Type of Supervision/Support (number of respondents) | | | | | | | | |
|--------------------------------|---|----------------------|-----------------------|---------------------|----------------------|--------------|--------------|----------|------------------------------------|
| | External Supervision | Internal Supervision | Emergency Supervision | Line Manager 1-2-1s | Facilitated Coaching | Peer Support | Buddy Scheme | Other | I don't have access to supervision |
| Care Coordinator | 4 | 16 | 1 | 23 | 0 | 11 | 1 | 2 | 4 |
| Health and Wellbeing Coach | 2 | 7 | 1 | 11 | 0 | 8 | 1 | 0 | 1 |
| Social Prescribing Link Worker | 5 | 42 | 5 | 51 | 3 | 50 | 7 | 4 | 6 |
| All Respondents | 11 | 65 | 7 | 85 | 3 | 69 | 9 | 6 | 11 |

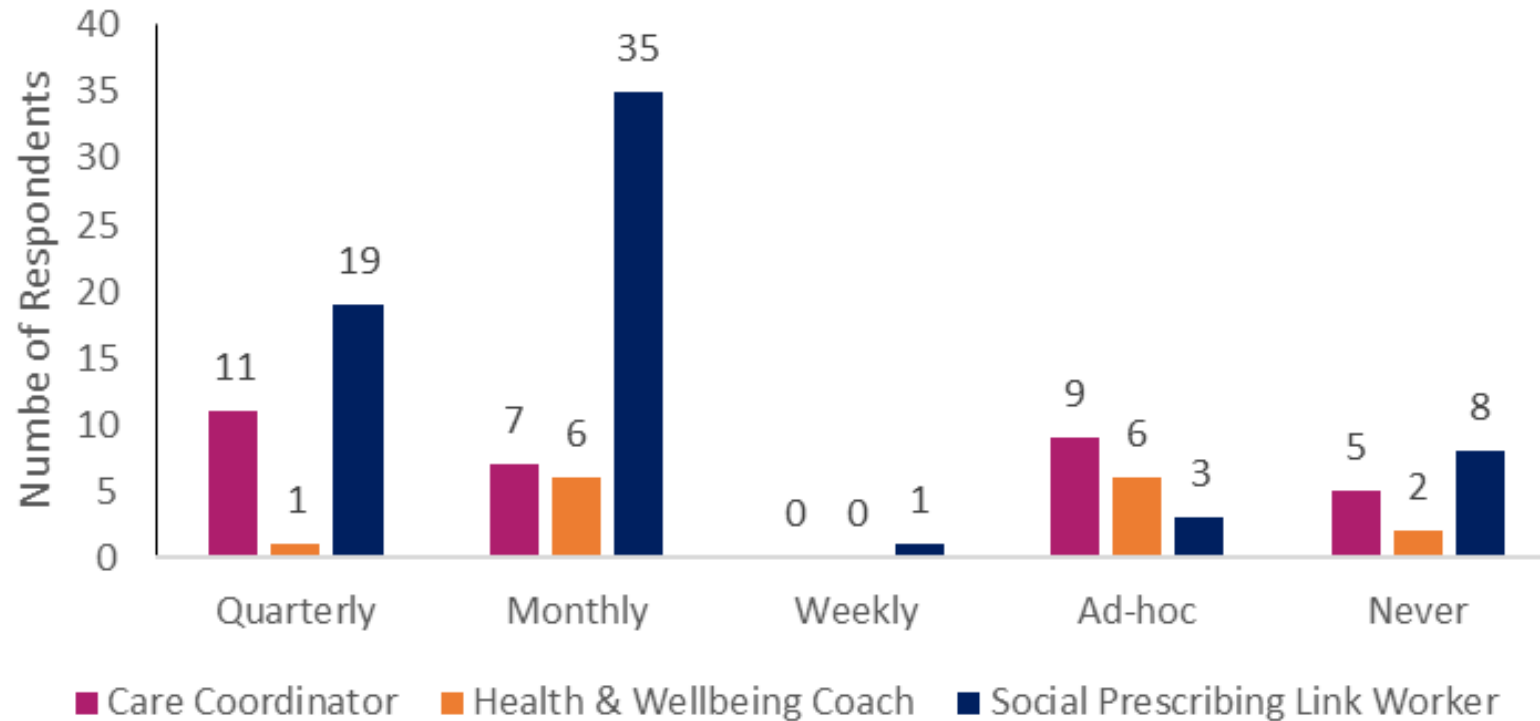
| Role | Type of Supervision/Support (% of respondents) | | | | | | | | |
|--------------------------------|--|----------------------|-----------------------|---------------------|----------------------|--------------|--------------|-----------|------------------------------------|
| | External Supervision | Internal Supervision | Emergency Supervision | Line Manager 1-2-1s | Facilitated Coaching | Peer Support | Buddy Scheme | Other | I don't have access to supervision |
| Care Coordinator | 11% | 46% | 3% | 66% | 0% | 31% | 3% | 6% | 11% |
| Health and Wellbeing Coach | 13% | 44% | 6% | 69% | 0% | 50% | 6% | 0% | 6% |
| Social Prescribing Link Worker | 6% | 55% | 6% | 66% | 4% | 65% | 9% | 5% | 8% |
| All Respondents | 9% | 51% | 5% | 66% | 2% | 54% | 7% | 5% | 9% |

- Items quoted in the 'other' category were: Clinical supervision, case management, group supervision by line manager, supervision not completed by someone in social prescribing role, can speak to a GP or manager if I have an issue.

NB: Respondents were able to select more than one option. The overall total (266) is more than the number of respondents (128).

Q29 How regularly are your supervision sessions taking place? (by trained supervisor)?

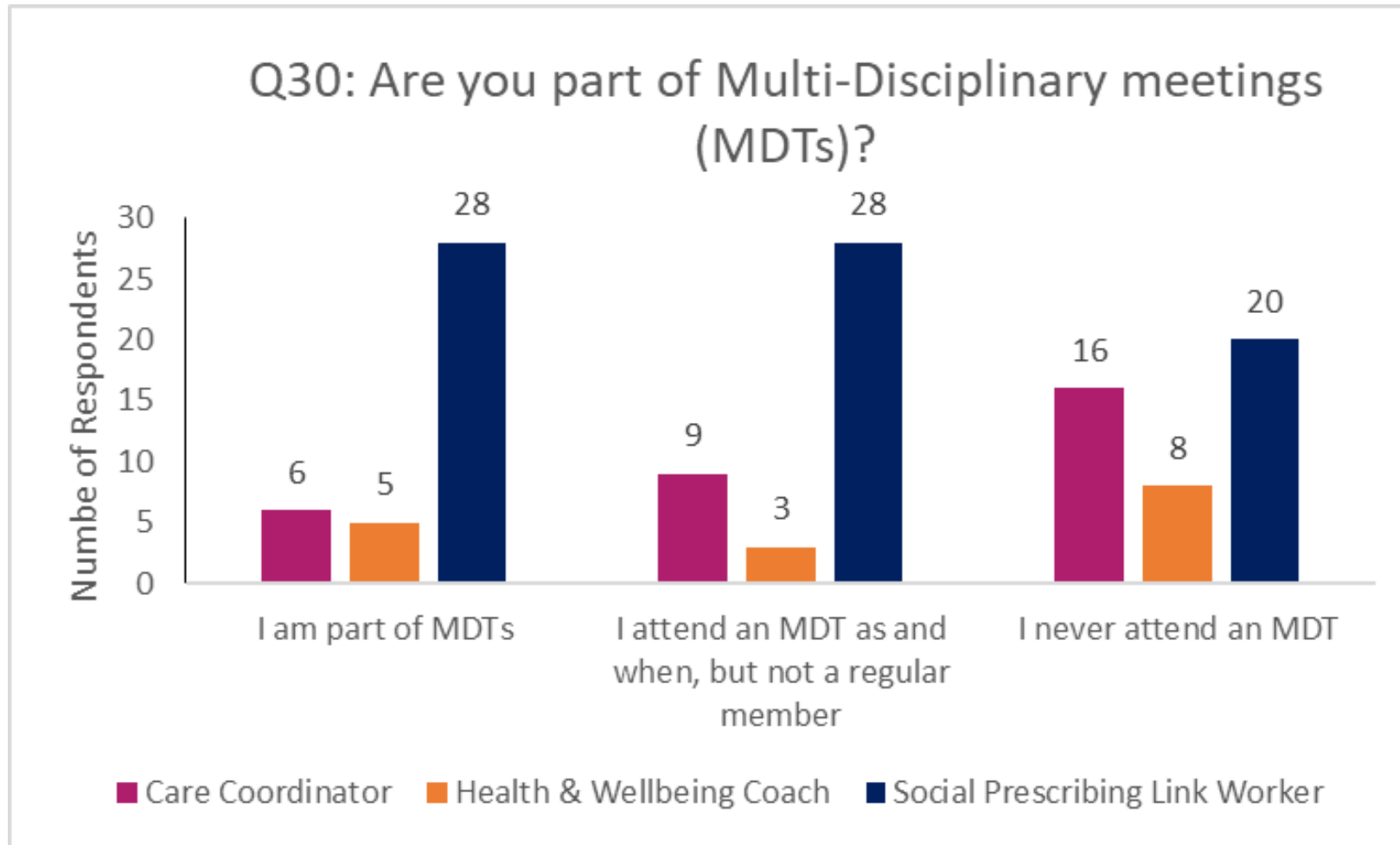
Q29: How regularly are your supervision sessions taking place (by trained supervisor)?



The totals in the chart sum to 113 rather than 128 as there were 15 free text responses. These were:

- 8 weekly (x 5)
- 6 weekly (x 4)
- Fortnightly
- 1st appraisal in Dec but won't be supervision
- Not sure if trained
- Don't have session but there are trained people for help/support if needed
- When needed
- Annually

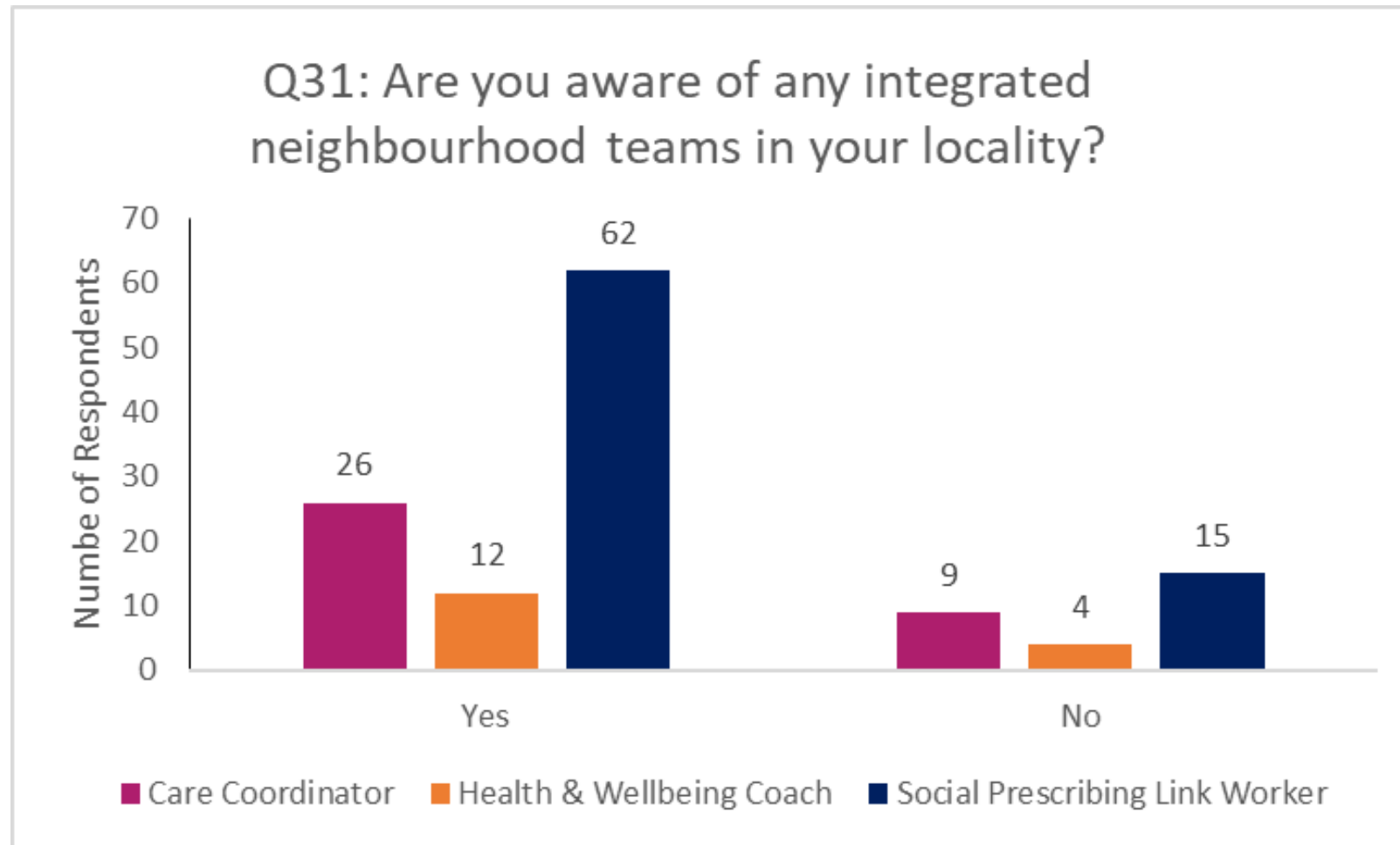
Q30 Are you part of Multi Disciplinary Meetings (MDTs)?



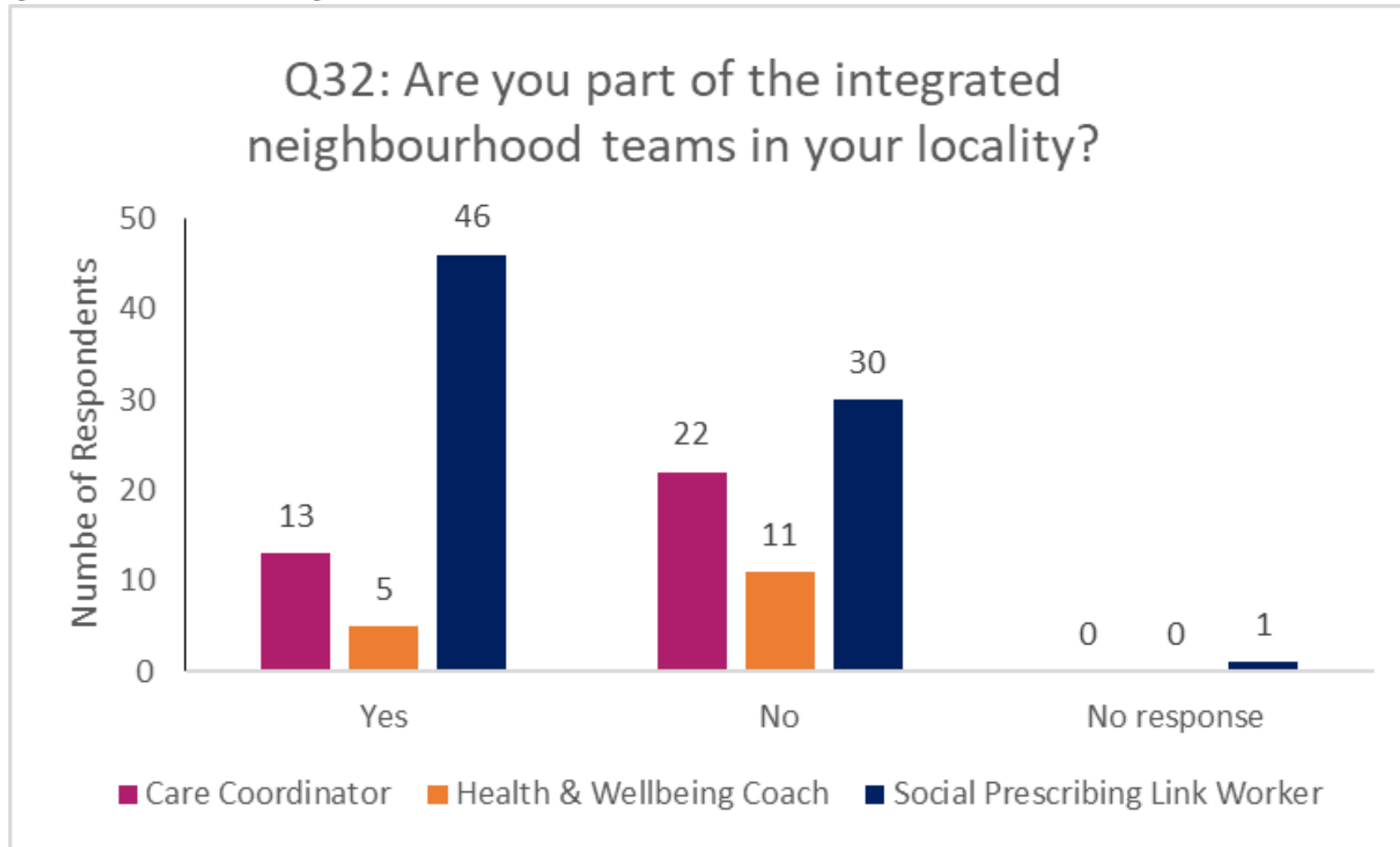
The totals in the chart sum to 123 rather than 128 as there were 5 free text responses. These were:

- I have never been asked to one
- My staff are part of MDT
- It's very rare I attend but I did in the beginning
- Depends what it is
- As part of my role I should be part of them

Q31 Are you aware of any integrated neighbourhood teams in your locality?

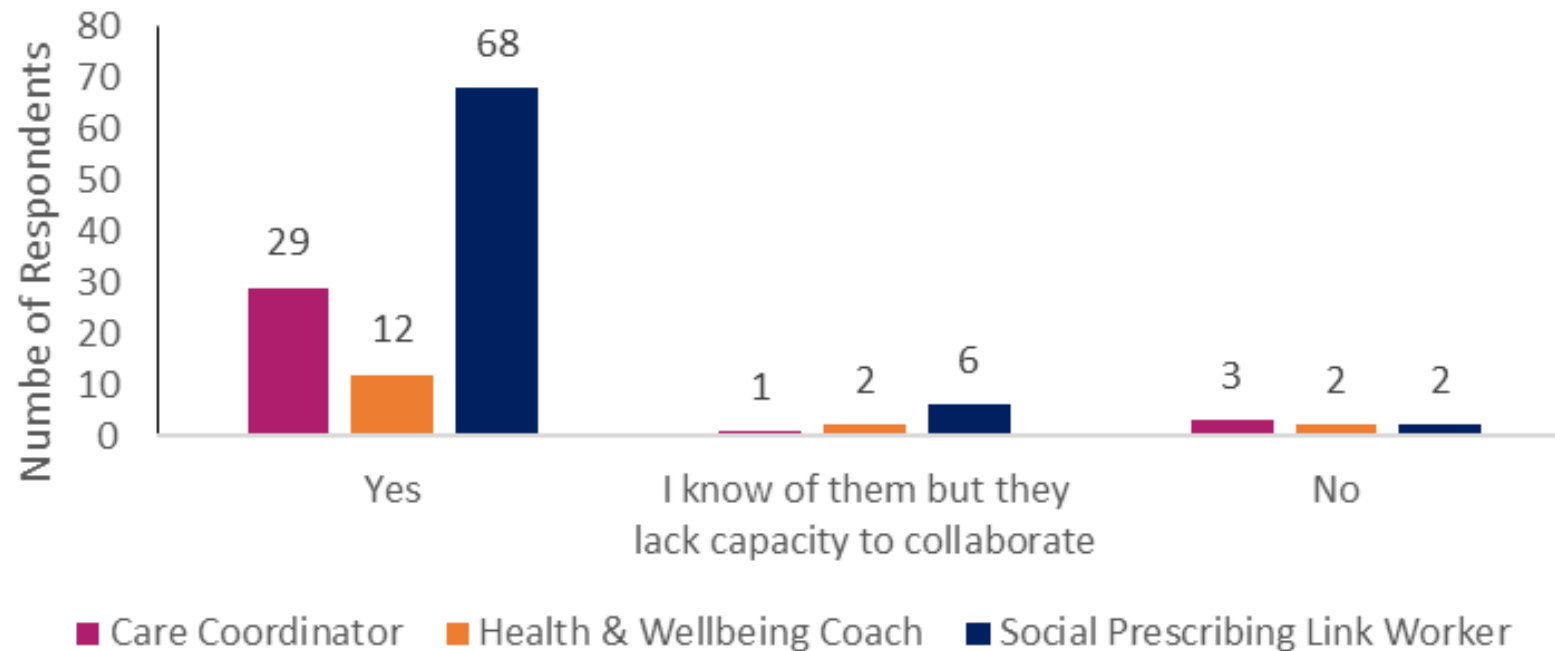


Q32 Are you part of the integrated neighbourhood teams in your locality?



Q33 Do you have a network of professionals you can connect with to better meet your clients' needs?

Q33: Do you have a network of professionals you can connect with to better meet your clients' needs?



The totals in the chart sum to 125 rather than 128 as there were 3 free text responses. These were:

- I work within the care home sector, I am in constant contact with my line manager
- n/a
- ???

Q34 Which sectors are represented by the professionals you connect with to support your clients?

| Role | Sector (number of respondents) | | | | |
|--------------------------------|--------------------------------|--------------|----------------------------|----------|-----------|
| | Statutory Services | VCFSE Sector | Other Health Professionals | Other | None |
| Care Coordinator | 10 | 3 | 27 | 3 | 8 |
| Health and Wellbeing Coach | 7 | 3 | 14 | 1 | 1 |
| Social Prescribing Link Worker | 67 | 65 | 63 | 1 | 2 |
| All Respondents | 84 | 71 | 104 | 5 | 11 |

| Role | Sector (% of respondents) | | | | |
|--------------------------------|---------------------------|--------------|----------------------------|-----------|-----------|
| | Statutory Services | VCFSE Sector | Other Health Professionals | Other | None |
| Care Coordinator | 29% | 9% | 77% | 9% | 23% |
| Health and Wellbeing Coach | 44% | 19% | 88% | 6% | 6% |
| Social Prescribing Link Worker | 87% | 84% | 82% | 1% | 3% |
| All Respondents | 66% | 55% | 81% | 4% | 9% |

- The responses in the 'other' category were: District nurses, GP, Palliative, social prescribers; Community centres; Social workers, Learning Disability nurse, doctors, nurses, social prescribing etc; BAME Organisation; I work within the care home sector I am in constant contact with my line manager

NB: Respondents were able to select more than one option. The overall total (275) is more than the number of respondents (128).

Q35 Is there anything we haven't covered, that you would like to share with PCCA confidentially?

I feel that service leads do not have a clear understanding of the role that is to be delivered and feel that the service is not delivering what is set out to be delivered



Management Support and Caseloads

We cover and accept referrals that are not always social prescribing and it can be very overwhelming at times, we hear a lot of trauma and it can feel like we are counselling case loads of clients without the professional supervision that is needed to discuss how that emotionally impacts us as professionals. At times caseloads are unmanageable



Our PCN CD does not understand our mental health teams role and flogs them to death with a ridiculous amount of appointments. I cannot speak to them for advice and I believe that this creates risks as I occasionally have to just go with my gut on something whereas I needed to speak to the mental health team but their caseload is ridiculous as the CD gives them a stupid amount of short appointments per day.



I really struggle with my work load, especially when I am expected to drop my work that only I do to cover others due to being short staffed. I worry I am not going to hit the targets properly.



Lack of communication by our service managers. Implementation of changes to service without asking staff for their input. Disregard of staff welfare. workforce not being respected or valued by service management



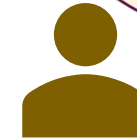
Q35 Is there anything we haven't covered, that you would like to share with PCCA confidentially? (cont)

Patient choice is no longer considered in <<X>> service, we have gone back 15 years and are being told we can only offer face to face drop in sessions across the borough. This doesn't work for a lot of people who are disabled, work long hours (*anonymised*)



Service Provision and Partnership Working

Housing is a huge problem, it's making our work increasingly difficult and they haven't attended any MDT meetings the last 6 months.



A lot of these questions just aren't relevant to the role I do at my surgery. I am tasked with patients who need extra support or help . I'm also tasked with patients who I will check in on and make sure they have kept an appointment or chased them if they haven't. I don't engage with other services very often as I don't get task that involve me doing that. I'm very busy in my job and I enjoy it and I feel that I make a difference to patients.



I believe MDTs are very used and it's a shame not to be part of any.



Q35 Is there anything we haven't covered, that you would like to share with PCCA confidentially? (cont)

More support is required for ARRS roles within PCN's. I only received the newsletter once from what I can see.



Training and Support

Am currently working with public health on improving outcome monitoring. Currently only working with recordings on EMIS. Hope to improve this in 2025. Any support would be greatly appreciated



It would be nice if there was some investment in our training beyond the free 'how to listen better' courses. There is no career development in this role and we are a bit like lone wolves a lot of the time. We also haven't had a pay rise in over two years despite all the rises in cost of living. The job itself is interesting and rewarding on the whole. It would be good to have more specialised training for situations that we all face, such as how to work with people who have high level pressure of speech and aren't easy to have a mutual conversation with, beyond the generic conversation skills training that we are used to having. There should probably be more specialised training in this role for lone working as well, if people are doing home visits, etc.



APPENDIX

SUPPLEMENTARY TABLES

Q9a How valued do you feel in your role by other colleagues?

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 2 | 4 | 5 | 11 | 13 | 35 |
| Health & Wellbeing Coach | 2 | 2 | 3 | 5 | 4 | 16 |
| Social Prescribing Link Worker | 1 | 1 | 10 | 23 | 42 | 77 |
| Total | 5 | 7 | 18 | 39 | 59 | 128 |

Q9b I have clarity on the scope of my role

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 1 | 1 | 7 | 16 | 10 | 35 |
| Health & Wellbeing Coach | 0 | 5 | 5 | 4 | 2 | 16 |
| Social Prescribing Link Worker | 2 | 2 | 12 | 31 | 30 | 77 |
| Total | 3 | 8 | 24 | 51 | 42 | 128 |

Q9c I have job security in my role

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|-----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 0 | 2 | 10 | 14 | 9 | 35 |
| Health & Wellbeing Coach | 1 | 4 | 6 | 3 | 2 | 16 |
| Social Prescribing Link Worker | 9 | 11 | 21 | 25 | 11 | 77 |
| Total | 10 | 17 | 37 | 42 | 22 | 128 |

Q9d I have sufficient time to spend with my clients

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|-----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 2 | 3 | 8 | 9 | 13 | 35 |
| Health & Wellbeing Coach | 2 | 2 | 2 | 5 | 5 | 16 |
| Social Prescribing Link Worker | 2 | 8 | 11 | 21 | 35 | 77 |
| Total | 6 | 13 | 21 | 35 | 53 | 128 |

Q9e I have sufficient time to spend with community providers

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|-----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 3 | 6 | 9 | 9 | 8 | 35 |
| Health & Wellbeing Coach | 2 | 3 | 5 | 3 | 3 | 16 |
| Social Prescribing Link Worker | 7 | 10 | 21 | 18 | 21 | 77 |
| Total | 12 | 19 | 35 | 30 | 32 | 128 |

Q9f I have the appropriate equipment to carry out my role

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 0 | 0 | 5 | 15 | 15 | 35 |
| Health & Wellbeing Coach | 0 | 1 | 5 | 9 | 1 | 16 |
| Social Prescribing Link Worker | 3 | 4 | 12 | 24 | 34 | 77 |
| Total | 3 | 5 | 22 | 48 | 50 | 128 |

Q9g My case load is manageable

| Role | Score (1 being lowest, 5 being highest) | | | | | |
|--------------------------------|--|-----------|-----------|-----------|-----------|------------|
| | 1 | 2 | 3 | 4 | 5 | Total |
| Care Coordinator | 1 | 1 | 3 | 16 | 14 | 35 |
| Health & Wellbeing Coach | 0 | 3 | 4 | 4 | 5 | 16 |
| Social Prescribing Link Worker | 3 | 8 | 15 | 26 | 25 | 77 |
| Total | 4 | 12 | 22 | 46 | 44 | 128 |

Q15 What training and development would be useful in your role?

| Training Topic | Number of responses (ordered by total number of responses, highest to lowest) | | | | | | | |
|---|---|------------------|--------------------------|------------------|--------------------------------|------------------|---------------------|------------------|
| | Care Coordinator | | Health & Wellbeing Coach | | Social Prescribing Link Worker | | Total | |
| | Number of responses | % of respondents | Number of responses | % of respondents | Number of responses | % of respondents | Number of responses | % of respondents |
| Housing | 12 | 34% | 5 | 31% | 47 | 61% | 64 | 50% |
| Welfare and benefits | 12 | 34% | 4 | 25% | 48 | 62% | 64 | 50% |
| Identifying and managing suicide risks | 13 | 37% | 3 | 19% | 44 | 57% | 60 | 47% |
| Person centred conversations | 19 | 54% | 6 | 38% | 35 | 45% | 60 | 47% |
| Health Coaching | 15 | 43% | 8 | 50% | 33 | 43% | 56 | 44% |
| How your role fits into the GM strategies | 15 | 43% | 8 | 50% | 32 | 42% | 55 | 43% |
| Mental health first aid | 13 | 37% | 6 | 38% | 36 | 47% | 55 | 43% |
| Core skills | 15 | 43% | 7 | 44% | 32 | 42% | 54 | 42% |
| Creating a personalised care and support plan | 15 | 43% | 5 | 31% | 32 | 42% | 52 | 41% |
| Shared decision making | 13 | 37% | 6 | 38% | 29 | 38% | 48 | 38% |
| Trauma informed practice | 8 | 23% | 0 | 0% | 40 | 52% | 48 | 38% |
| Understanding other person centred roles | 14 | 40% | 4 | 25% | 23 | 30% | 41 | 32% |
| Asset based approach | 8 | 23% | 1 | 6% | 31 | 40% | 40 | 31% |
| Outcome measures | 7 | 20% | 5 | 31% | 24 | 31% | 36 | 28% |
| Other | 2 | 6% | 1 | 6% | 2 | 3% | 5 | 4% |

- The most common responses in this category were housing, welfare and benefits, identifying and managing suicide risks and person-centred conversations.