



Annual Services Information Report 2019/20



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Introduction & background

The 2019/20 Annual Services Information report provides key aggregated service user profile and service outcome intelligence covering all Touchstone services. The data has been captured from a number of different case management systems via one single organisational data monitoring template. This is to ensure consistency in the way in which information is presented in this report.

Not all case management systems are robust with regards to the completeness of monitoring data and for some systems Touchstone does not have the governance lead on. However, there is more than sufficient data to provide an accurate reflection of both service user profile and service outcomes during 2019/20. There is no comparative baseline data from the previous year included in the report because the data parameters, sets and size are different.

Purpose of report

The purpose of the Annual Services Information report is to provide aggregated service intelligence related to the demographic profile of Touchstone service users and service outcomes. Critically the information provided demonstrates whether we are representative and fairly meeting the needs of all demographic groups and communities in areas Touchstone operates in. This report should be used to better appreciate what Touchstone does as a whole and to identify good practice and areas where improvements can be made.

Specifically this report will highlight the following:

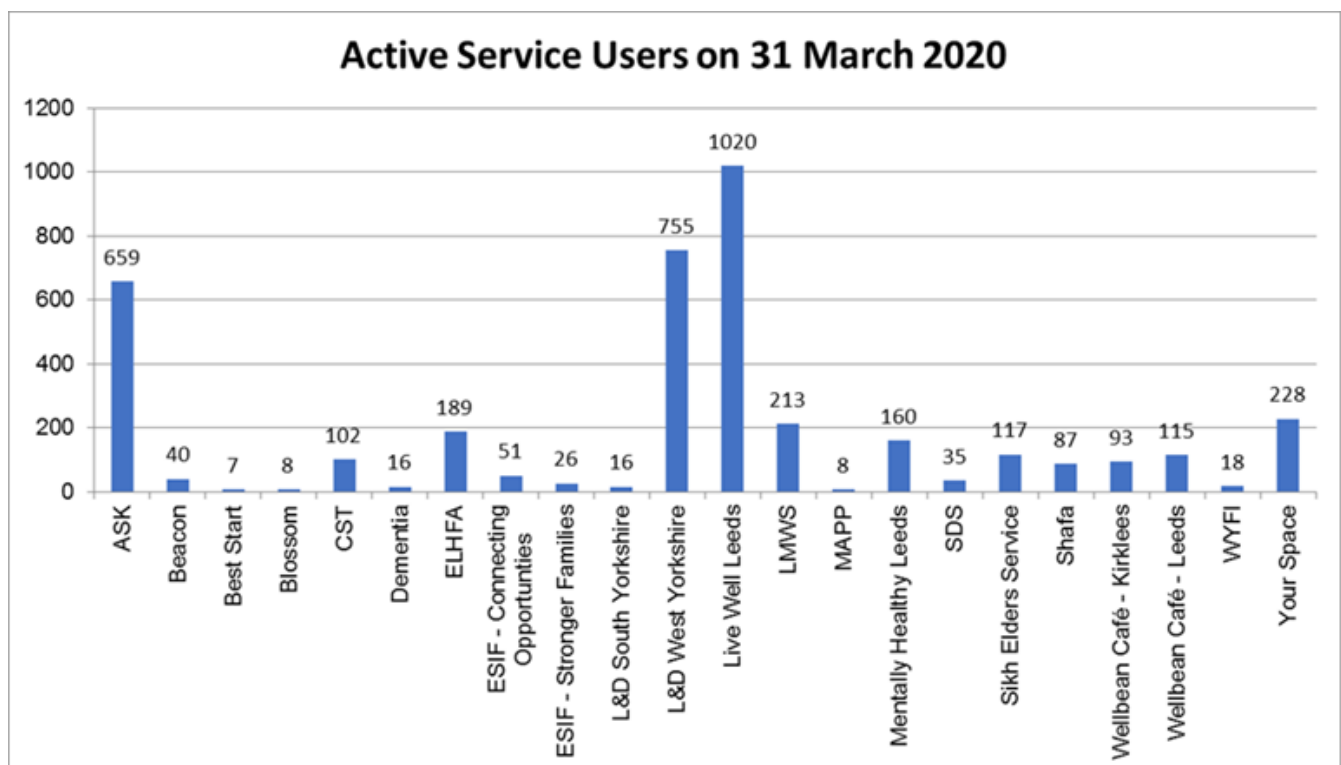
- Total number of service users 'active' on 31st March 2020.
- Demographic profile of service users supported during 2019/20.
- Demographic profile of service users that were referred into services during 2019/20.
- Information on number of assessments carried out.
- Service outcomes (planned and unplanned).
- Analysis of service outcomes by Gender, Ethnicity & Sexual Orientation.
- Key themes, conclusions and recommendations.

Number of Active Service Users on 31st March 2020

On 31st March 2020, based on data recorded on a number of case management systems it was identified that Touchstone services were supporting a total of **3963** active/live service users. On any given day we have around 4000 active/live service users who are receiving a service from Touchstone.

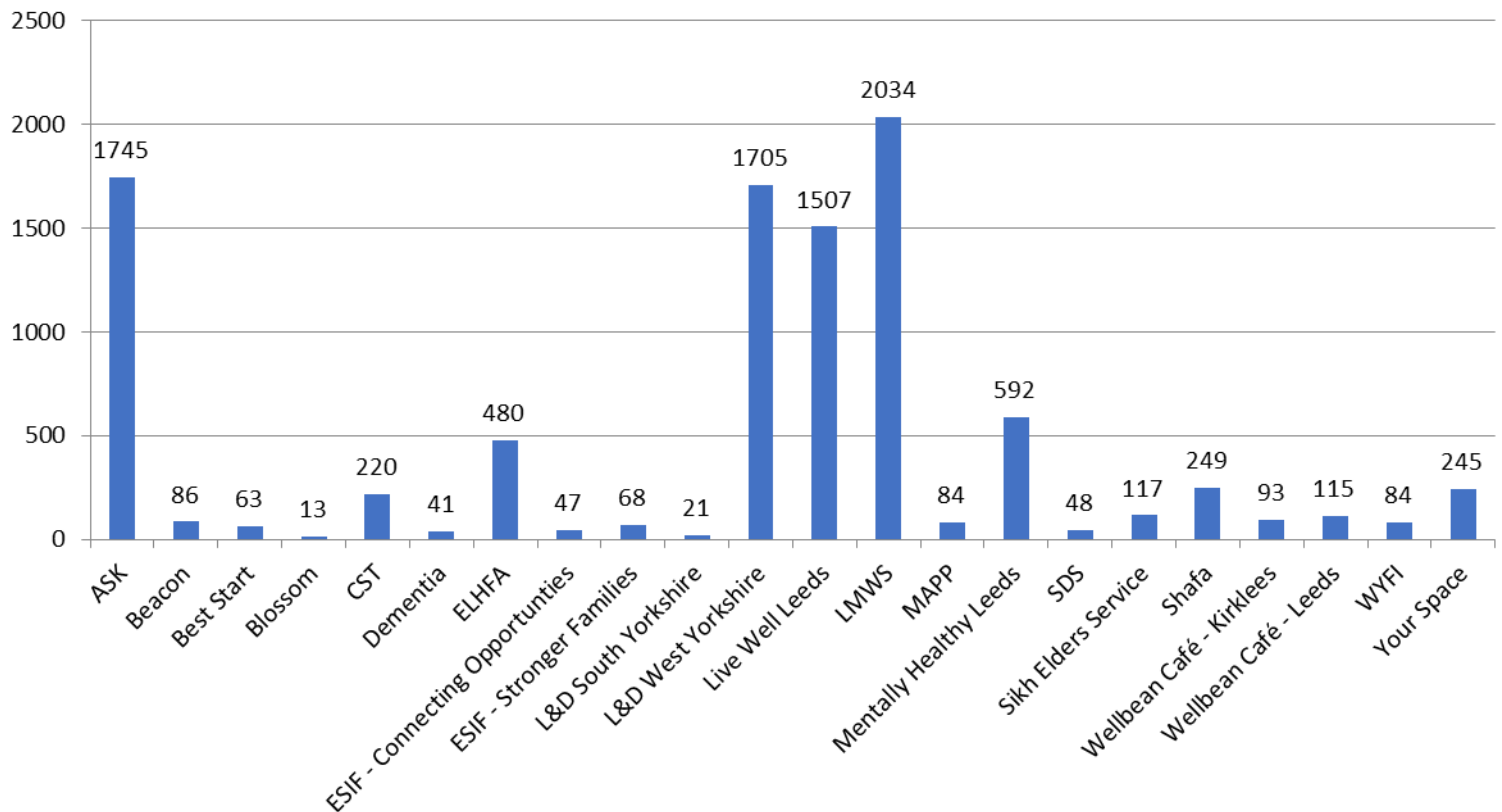
As demonstrated by the graph below the top 3 services with the highest proportion of active or live service users on 31st March 2020 were; Live Well Leeds (26%), WY Liaison & Diversion service (19%) and Ask4Advocacy (17%). The city/district wide nature and less rigid service eligibility may explain the higher volume of service users in these 3 services.

It needs to be pointed out that services such as; Self Directed Support (SDS), the Beacon housing service, Blossom, and Community Support Team (CST) will have smaller volumes of service users because their service users tend to have more specialist needs and therefore more time is allocated to meet their needs. Some services such as Best Start and the Migrant Access Project had very low number because they were decommissioned on 31st March 2020.



Profile of Service Users Supported in 2019/20

Total Number of Service Users Supported 2019/20

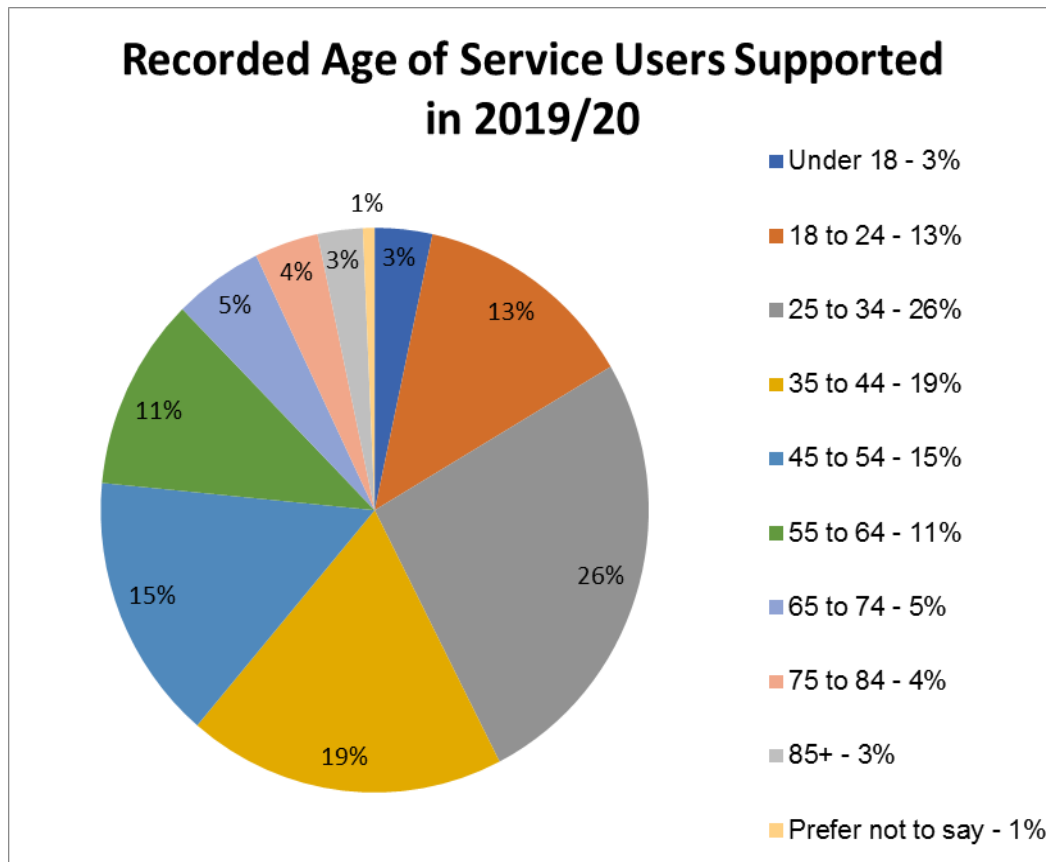


During 2019/20 based on data captured from a number of case management systems it was identified that a total of 9,657 service users were supported by Touchstone services.

As highlighted in the graph above around three quarters of all Touchstone service users were supported or received a service by 4 services (Leeds Mental Wellbeing Service, Live Well Leeds, West Yorkshire Liaison & Diversion and Ask4Advocacy). The main explanation for such large numbers of service users in these 4 services is due to the fact these services are either; lead service providers in consortiums, operate at a city/district wide level or have less rigid service eligibility criteria.

Services working with smaller numbers of service users are more likely to be specialist (e.g. Best Start), some limited to a prescribed geographical area (e.g. Your Space), some working with tightly defined demographic groups (e.g. Sikh Elders Service) and some services (e.g. Community Support Team) are more likely to work with a higher proportion of service users with complex needs.

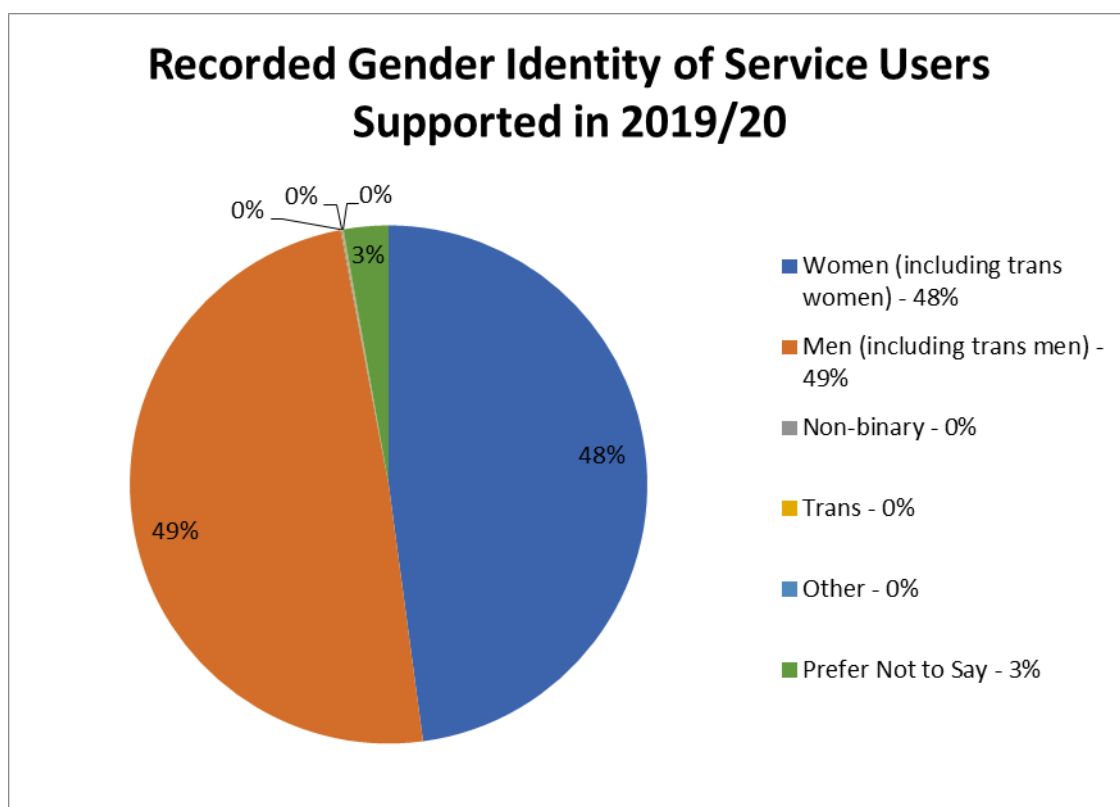
Age Profile of Service Users Supported in 2019/20



As highlighted in the pie chart above based on the information recorded on case management systems (9323 service users – 97% recorded) the largest age range group of service users who were supported during 2019/20 is 25 to 34 (26%). 60% of all service users are aged between 25 and 54.

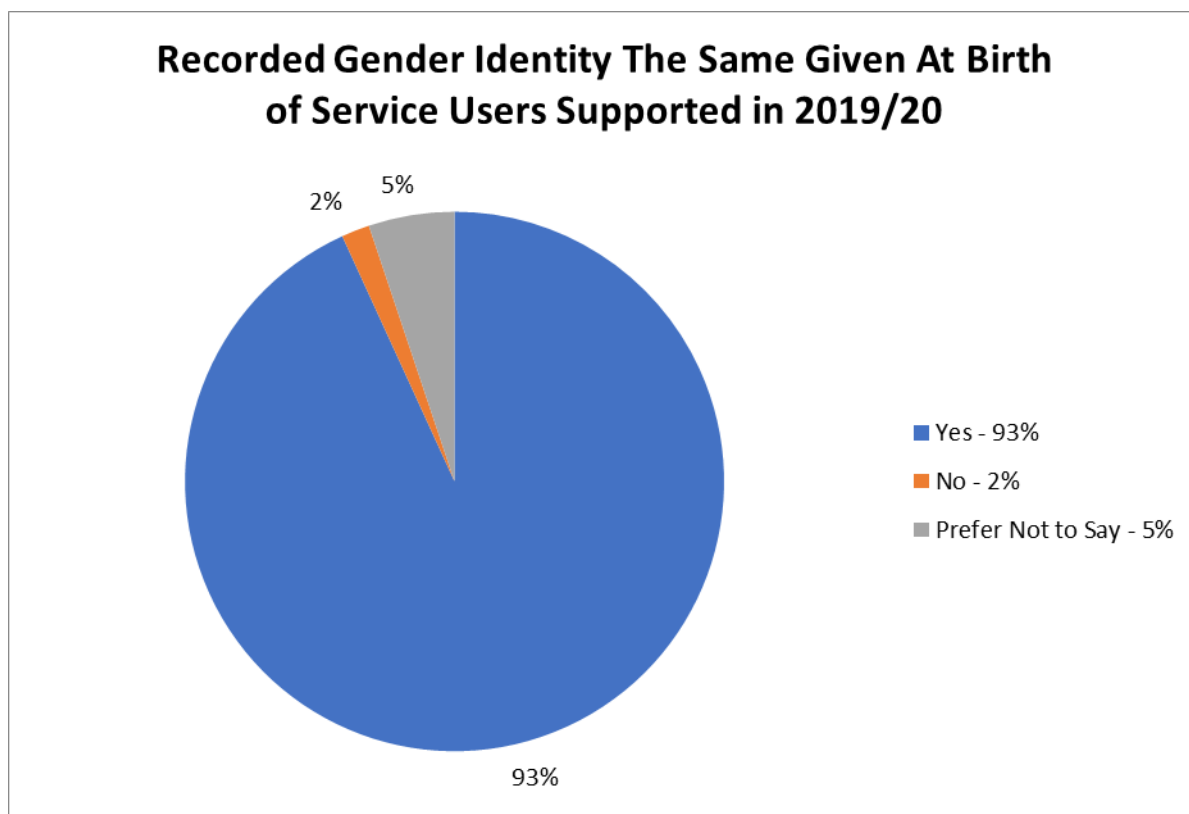
Around an eighth (12%) of service users who were supported were 65 years and older. Both the Sikh Elders and BME Dementia services predominantly work with older people therefore the proportionate number of older people is smaller in other services.

Gender Profile of Service Users Supported in 2019/20



Based on the information recorded (9438 service users – 98% recorded) on case management systems the percentage breakdown of service users who were supported during 2019/20 by gender is; Men (49%), Women (48%) Prefer not to say (just under 3%). Combined total numbers who indicated; Non-binary, Trans and Other is just 14 service users.

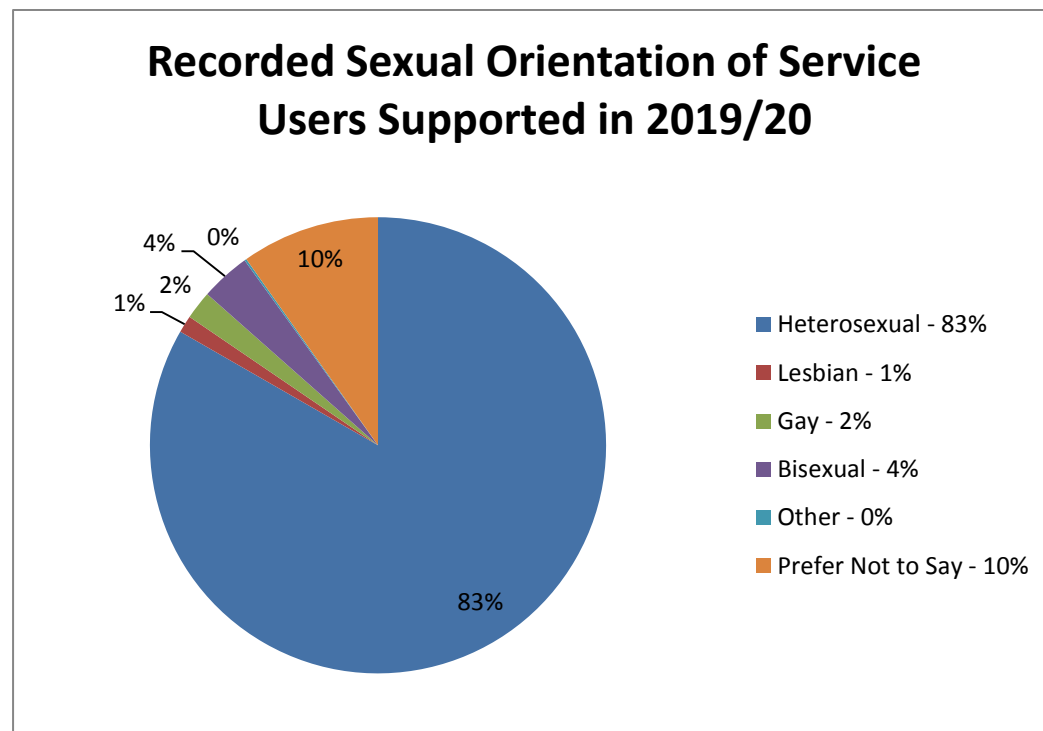
Gender Identity 'Given at Birth' Profile of Service Users Supported in 2019/20



Based on information recorded (4854 service users – 50% recorded) the percentage breakdown of service users who stated their gender is the same gender given to them at birth is around 93%. Around 2% (total of 82) of service users indicated they have a different gender to the one given to them at birth. Around 5% preferred not to say.

It needs to be noted the Gender identity at birth question is not a question defined in the national NHS IAPT prescribed data set. This primarily explains the very low recorded rate for this field with the recorded rate going up to 71% from 50% by taking out the Leeds Mental Wellbeing Service data.

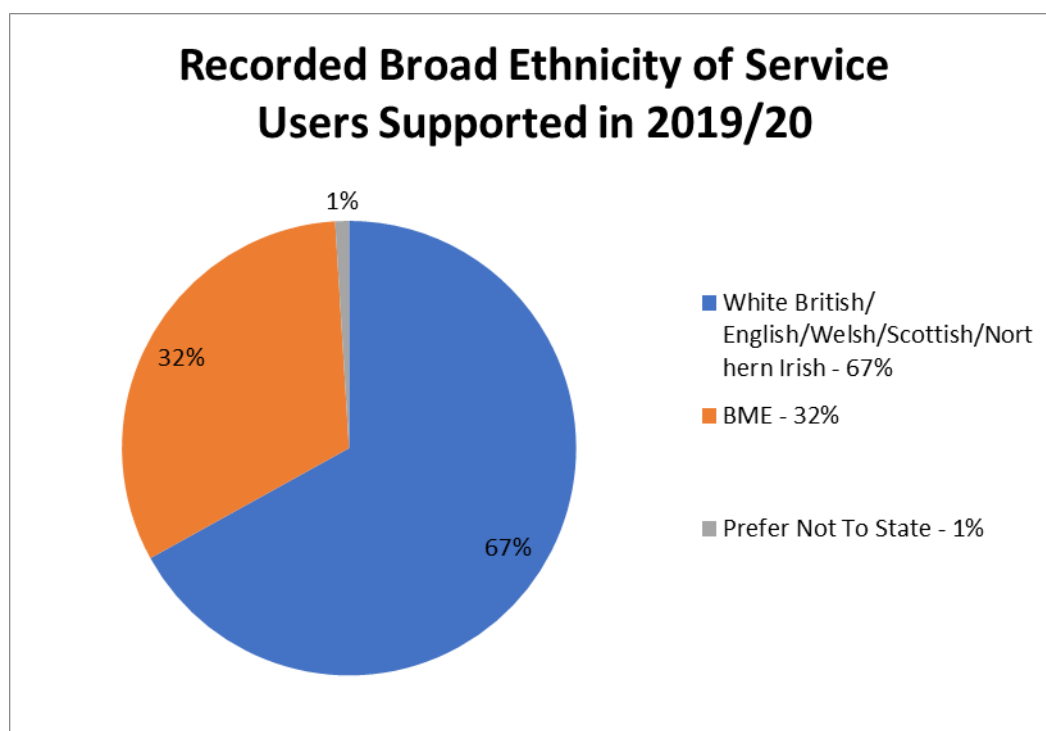
Sexual Orientation Profile of Service Users Supported in 2019/20



Based on information recorded (7538 service users – 78% recorded) on case management systems the percentage breakdown of service users by sexual orientation is; Heterosexual 83%, Bisexual just under 4%, Gay 2%, Lesbian 1% and prefer not to say 10%. Other totalled only 11 service users.

The proportion of Lesbian, Gay and Bisexual (LGB) service users is highest in Touchstone's Crisis Café services (Kirklees 15% and Leeds 13%). The proportion of LGB service users represented in BME specific services is either very low or zero e.g. Sikh Elders Service.

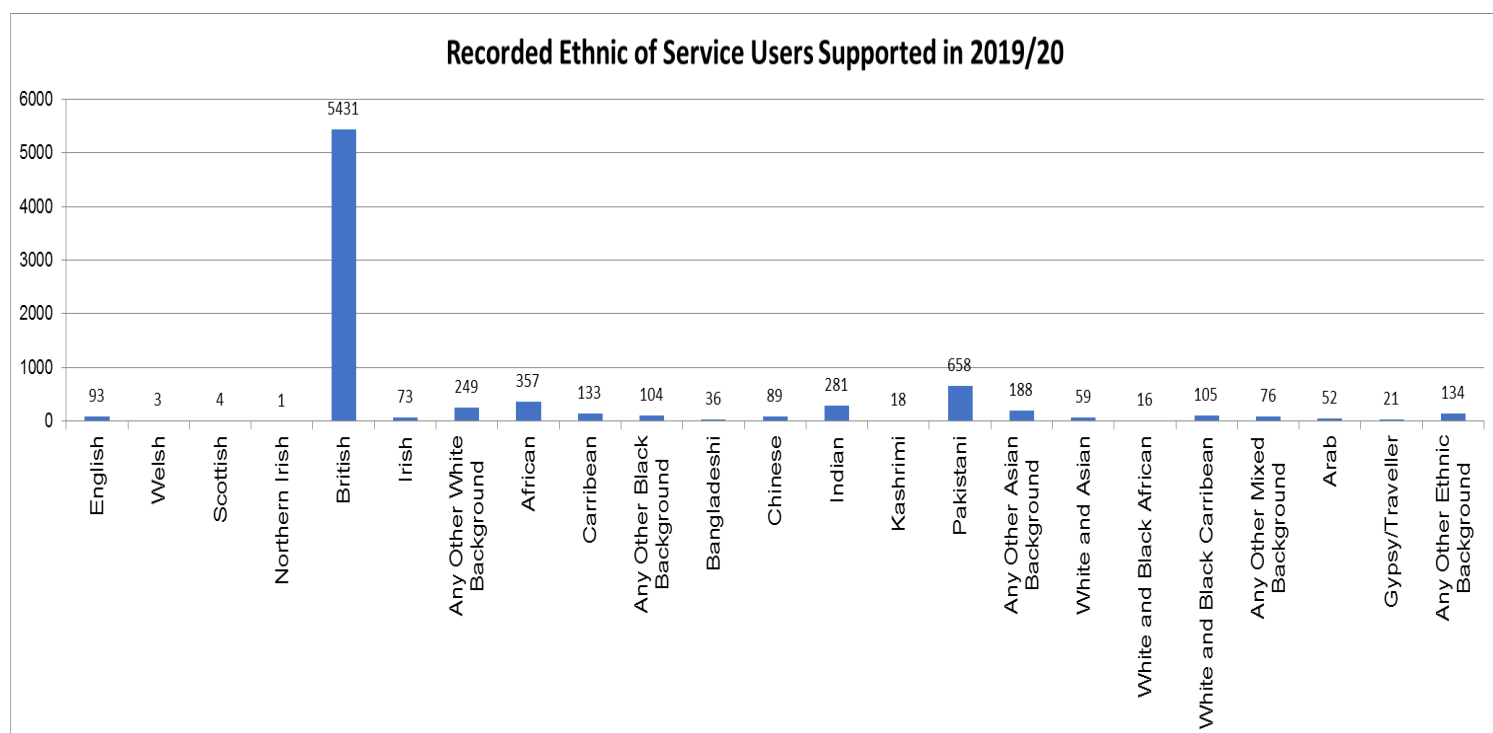
Broad Ethnicity Profile of Service Users Supported in 2019/20



Based on the information recorded on case management systems (8168 service users – 85% recorded) the percentage breakdown of service users who were supported in 2019/20 by broad ethnicity groups is; White British 67%, BME 32% and 1% prefer not to say. The aggregated Black Minority Ethnic (BME) representation in service delivery is well above the national, regional and local 2011 census averages.

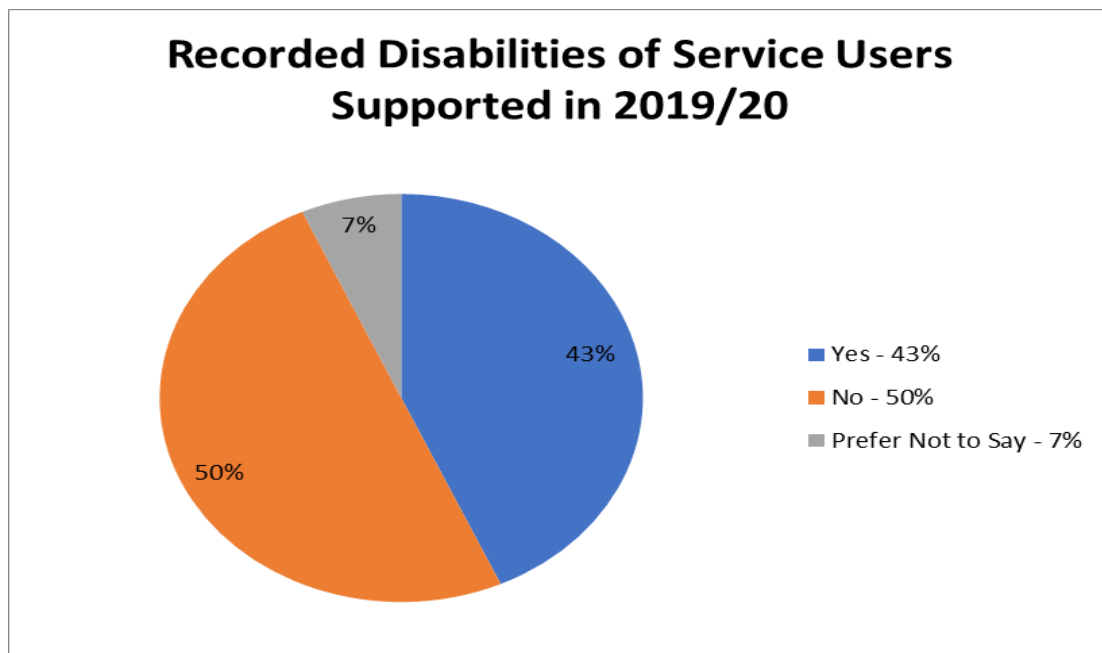
It needs to be noted some services are exclusively BME focussed e.g. Sikh Elders Service, Shafa, Migrant Access Project, Connecting Opportunities and BME Dementia services. Therefore the BME representation in mainstream services is proportionately lower at around 27%. For some services like the Crisis Cafes and Liaison & Diversion services the BME representation of service users supported is under 20%.

Specific Ethnicity Profile of Service Users Supported in 2019/20



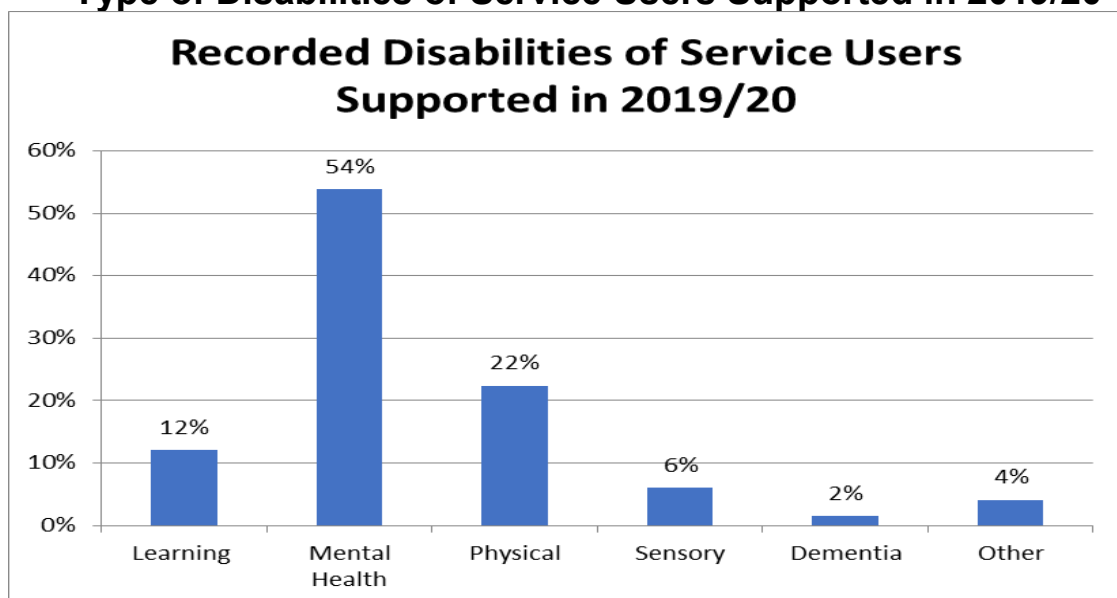
As highlighted in the graph above during 2019/20 Touchstone services supported service users from many diverse ethnic/heritage backgrounds (2637 service users on total). The top 3 BME groups supported during 2019/20 by service user profile are; Pakistani (25%), African 13% and Indian 11%. Touchstone operates in areas where there are large established Pakistani communities e.g. Bradford, Kirklees and to some extent Leeds.

Disability Profile of Service Users Supported in 2019/20



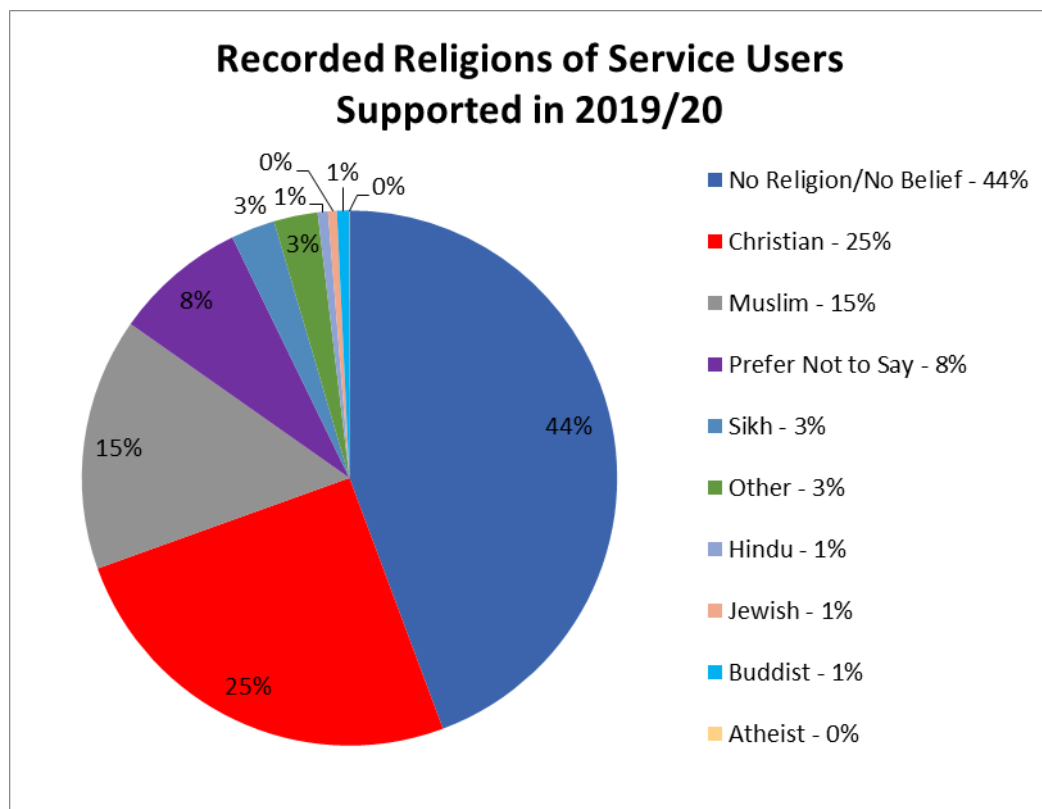
Based on the information recorded on case management systems (7633 services users – 79% recorded) 43% of all service users who were supported indicated that they have at least one type of disability.

Type of Disabilities of Service Users Supported in 2019/20



The highest type of disability recorded was Mental Health (54%), followed by Physical (22%). Learning (12%), Sensory (6%), Dementia (2%) and other (4%). The information provided is not based on individual service users but on the types of disability reported with some service users reporting more than one type of disability.

Religion/Belief Profile of Service Users Supported in 2019/20



Based on the information recorded on case management systems (6772 service users – 70% recorded) 44% of services users indicated they had no religion or belief. For service users who declared their belief/religion the top 2 are; Christians (25%) and Muslims (15%). The next highest group are Sikhs (3%). The relatively high proportion of Muslim service users is reflected by high numbers of Pakistani, African and Arab service users who are Muslim.

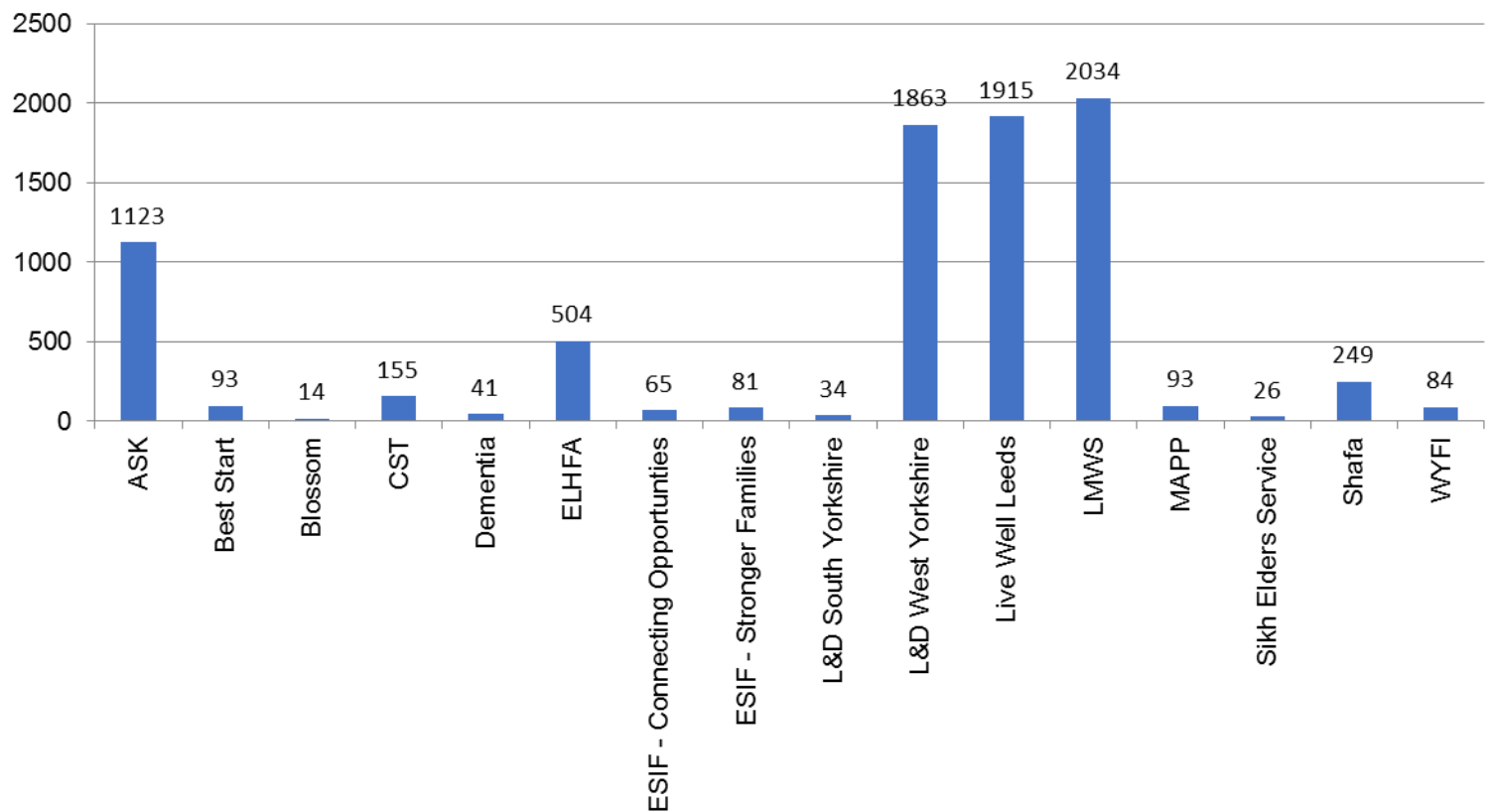
Referrals in 2019/20

From 1 April 2019 to 31 March 2020 a total of **8374 referrals** were made to Touchstone services. 83% of all referrals were made in just 4 services; Leeds Mental Wellbeing Service (24%), Live Well Leeds (23%), West Yorkshire Liaison & Diversion (22%) and Ask4Advocacy (14%). The large geographical and broad service remits of these services mainly accounts for such a high proportion of referrals.

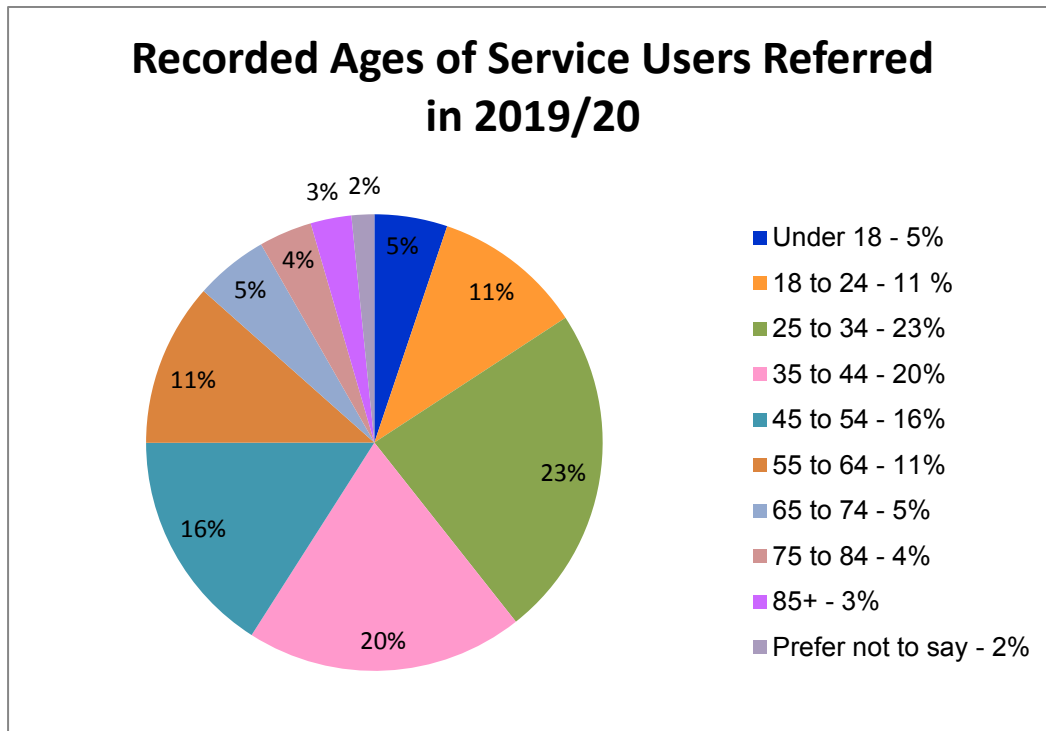
Please note for some services there is either no formal criteria based referral pathway into service or the service does not directly take on referrals e.g. Your Space and Beacon Housing Service.

NB: For the Leeds Mental Wellbeing Service only referral numbers were available with no demographic profile data on referred service users received.

Referred Service Users on 31 March 2020



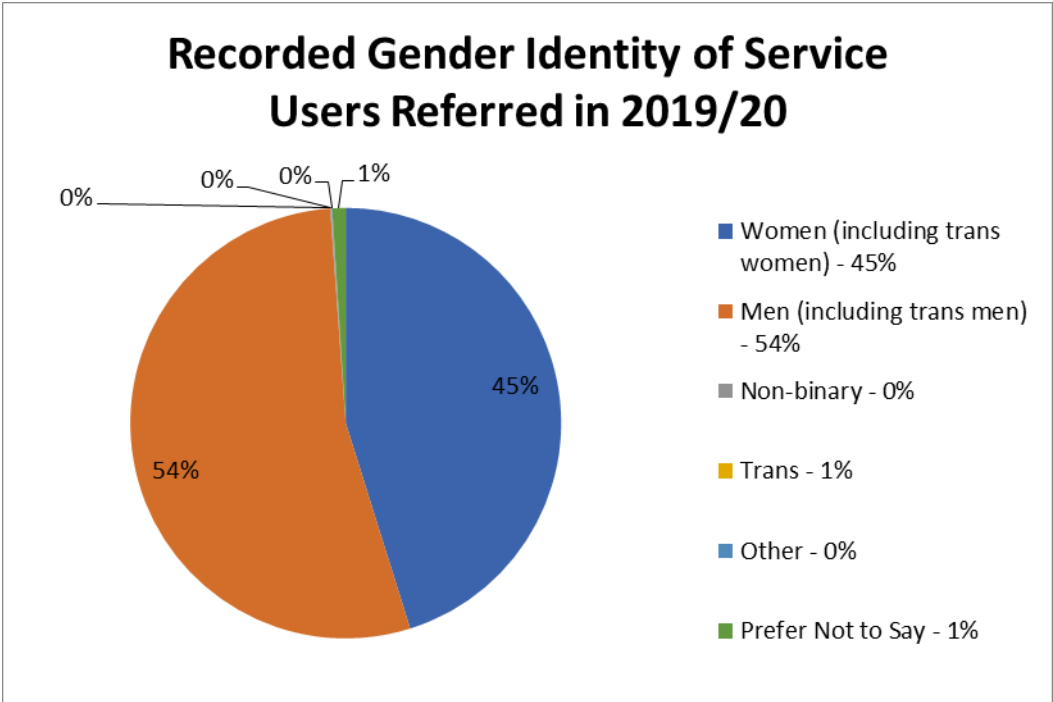
Age Profile of Referred Service Users in 2019/20



Based on the information recorded on case management systems (5824 services users – 92%) the largest age range group of service users who were referred into Touchstone services during 2019/20 is 25 to 34 (23%). Around 60% off all service users are aged between 25 to 54 years old.

Around an eighth (12%) of service users who were referred were 65 years and older. Both the Sikh Elders and BME Dementia services predominantly work with older people therefore the proportionate number of older people referred is smaller in other services.

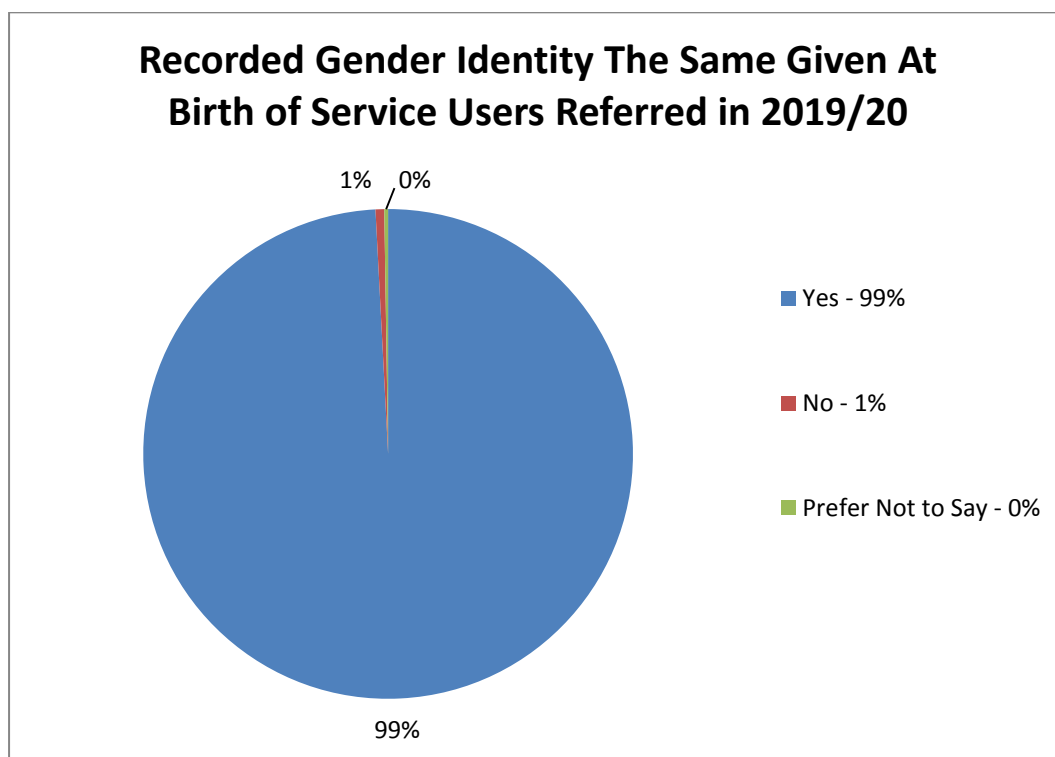
Gender Profile of Referred Service Users in 2019/20



Based on the information recorded (5737 service users – 91% recorded) on case management systems the percentage breakdown of service users who were referred during 2019/20 by gender is; Men (54%), Women (45%) Prefer not to say (1%). Combined total numbers who indicated; Non-binary, Trans and Other is just 8 service users.

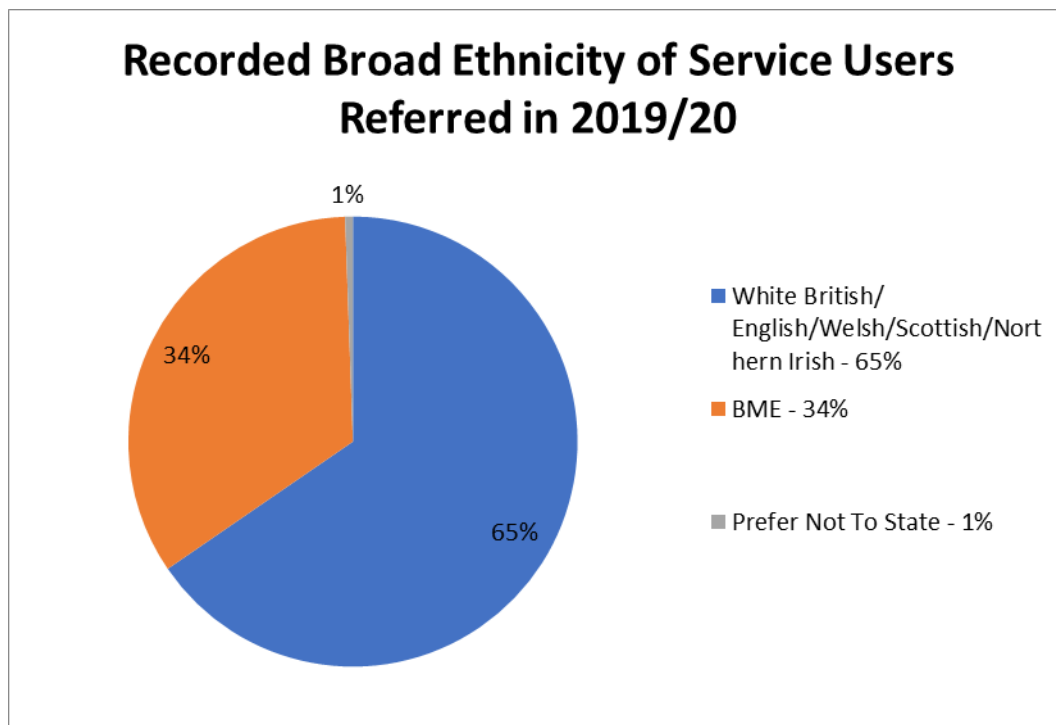
The relatively high number of men referred into services in 2019/20 is largely down to services (Shafa and both Liaison & Diversion services) operating in the criminal justice environment. These services account for more than half of all men that were referred into all Touchstone services during 2019/20.

‘Gender Identity at Birth’ profile of Referred Service Users in 2019/20



Based on information recorded (3989 service users – 63% recorded) the percentage breakdown of service users who stated their gender is the same gender given to them at birth is around 99%. Below 1% (total of 23) of referred service users indicated they have a different gender to the one given to them at birth.

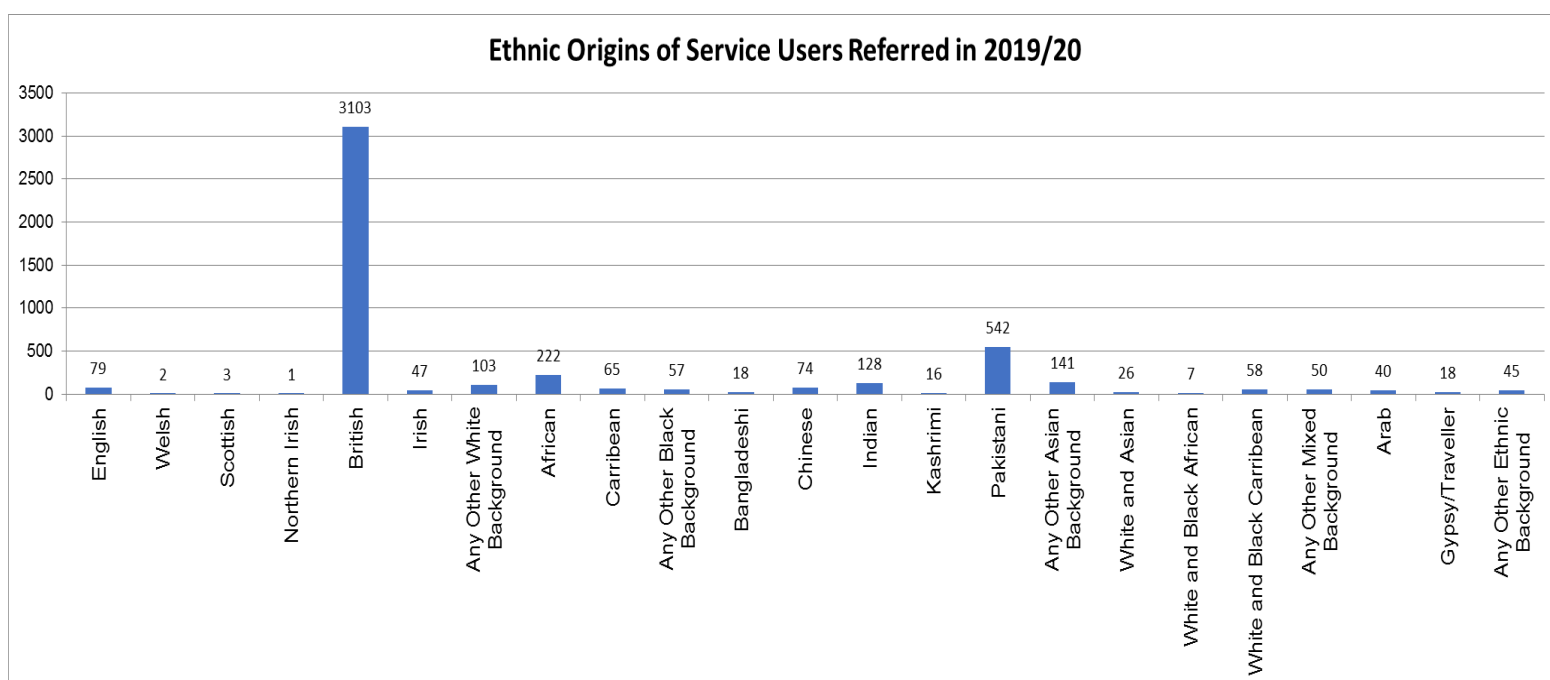
Broad Ethnicity Profile of Service Users Referred in 2019/20



Based on the information recorded on case management systems (4852 service users – 77% recorded) the percentage breakdown of referred service users by broad ethnicity groups are; White British 65%, BME 34% and 1% preferred not to say when asked. The aggregated Black Minority Ethnic (BME) representation in referrals is well above the national, regional and local averages.

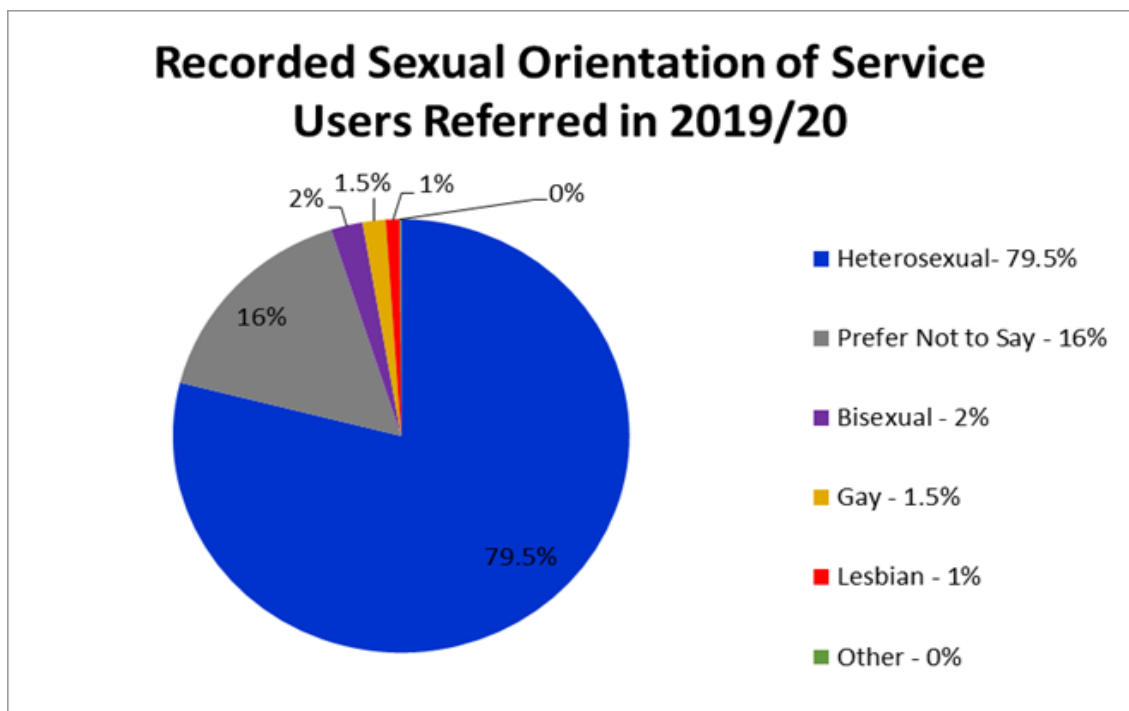
It needs to be noted some services are exclusively BME focussed and all service user referrals will be BME e.g. Sikh Elders Service, Shafa, Migrant Access Project, Connecting Opportunities and BME Dementia services. Therefore the BME referral representation in mainstream services is proportionately lower at around 27%. For some services such as Crisis Cafes and Liaison & Diversion services the BME representation is below 20%.

Detailed Ethnicity Profile of Service Users Referred in 2019/20



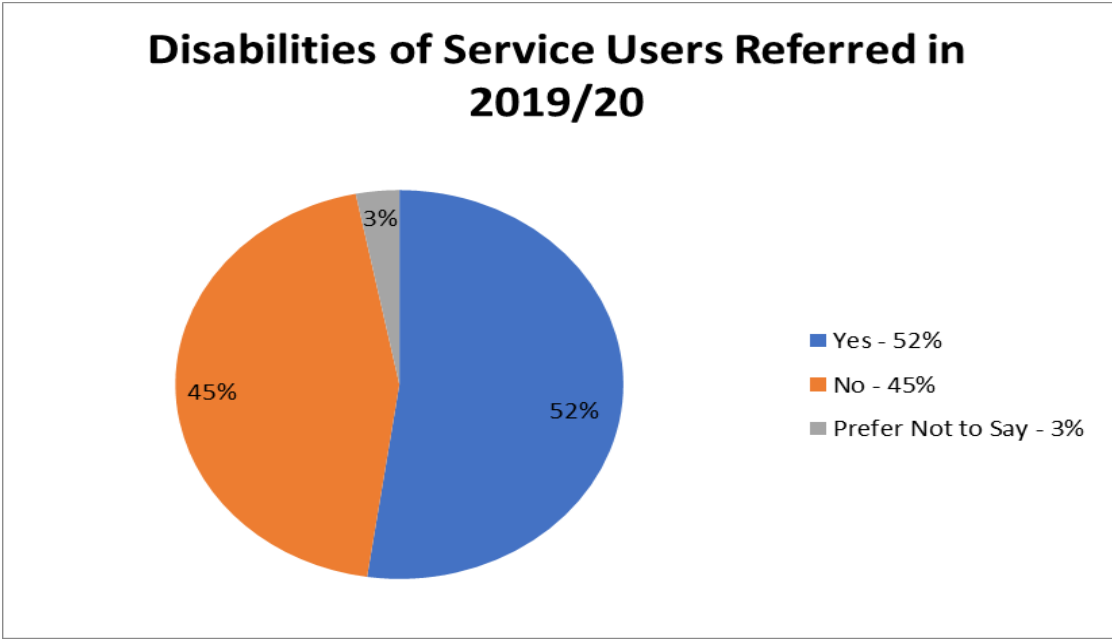
As highlighted in the graph above during 2019/20 the top 3 BME groups referred into Touchstone services by service user profile are; Pakistani (33%), African 13% and Other Asian background 8%. Touchstone operates in areas where there are large established Pakistani communities e.g. Bradford, Kirklees and to some extent Leeds.

Sexual Orientation Profile of Referred Service Users in 2019/20

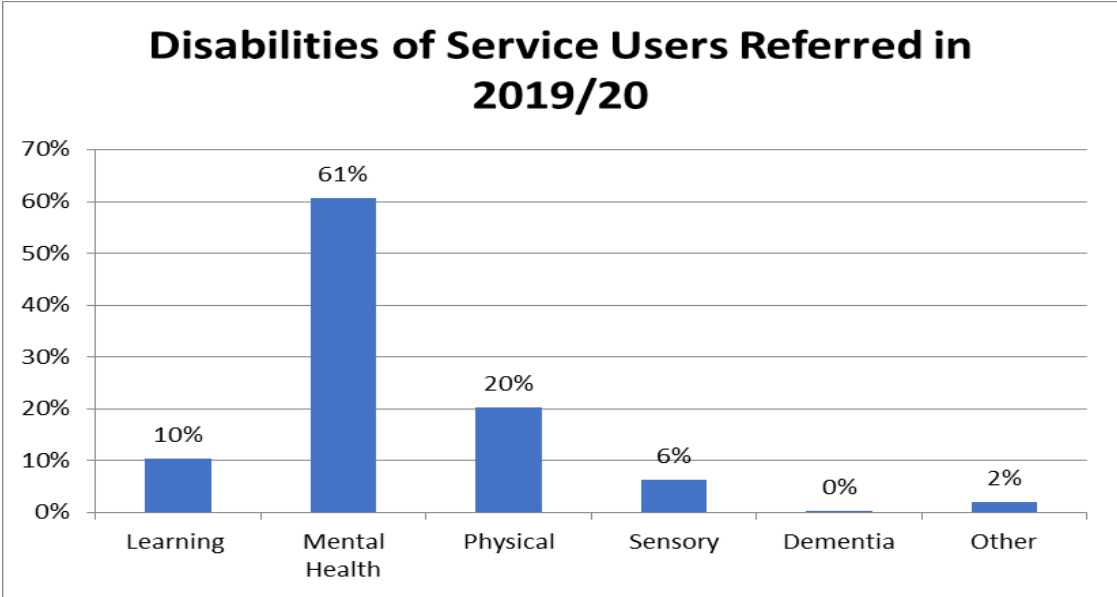


Based on information recorded (4689 service users – 74% recorded) on case management systems the percentage breakdown of service users referred by sexual orientation is; Heterosexual 79.5%, Bisexual 2%, Gay 1.5%, Lesbian 1%. 16% preferred not to declare when asked. 16%. Other totalled only 4 service users.

Disability Profile of Referred Service Users in 2019/20

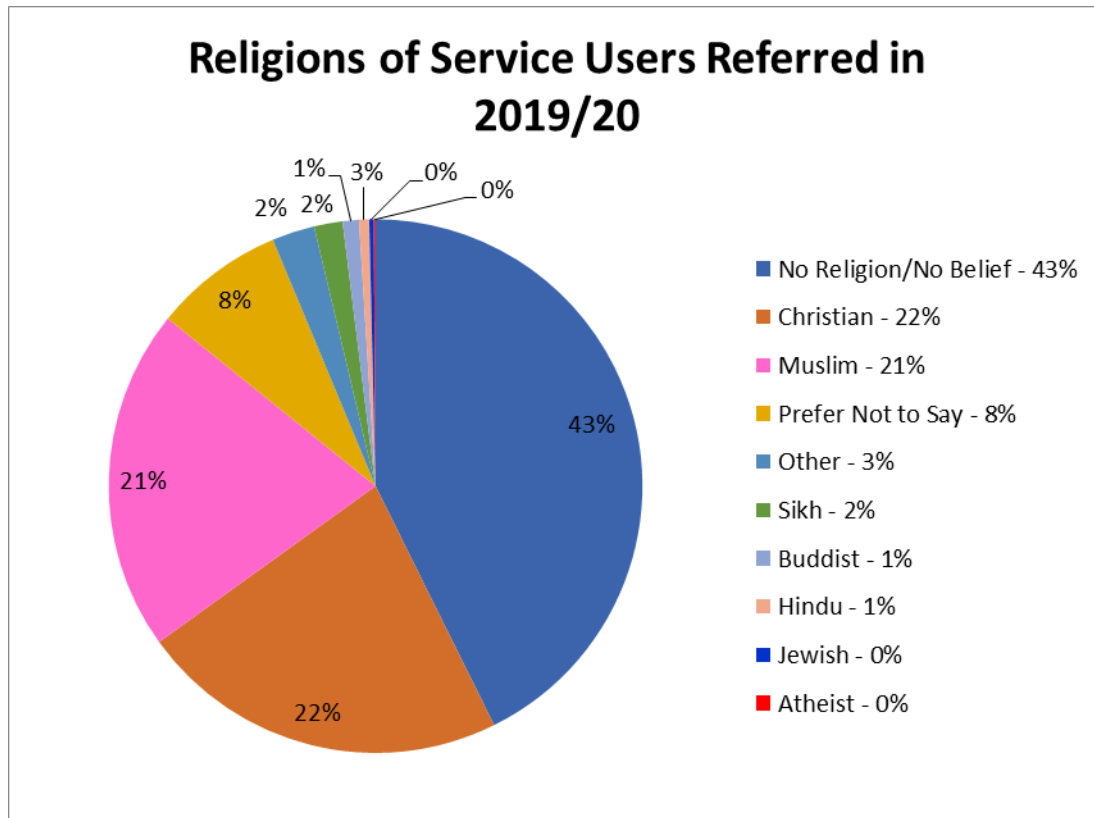


Based on the information recorded on case management systems (4486 services users – 71% recorded) over half (52%) of all service users who were referred into services indicated that they have at least one type of disability.



The highest type of disability recorded in relation to referral was Mental Health (61%), followed by Physical (20%). Learning (10%), Sensory (6%) and other (3%). Only 6 service users who were referred had Dementia. The information provided is not based on individual service users but on the types of disability reported with some service users reporting more than one type of disability.

Religion/Belief Profile of Referred Service Users in 2019/20



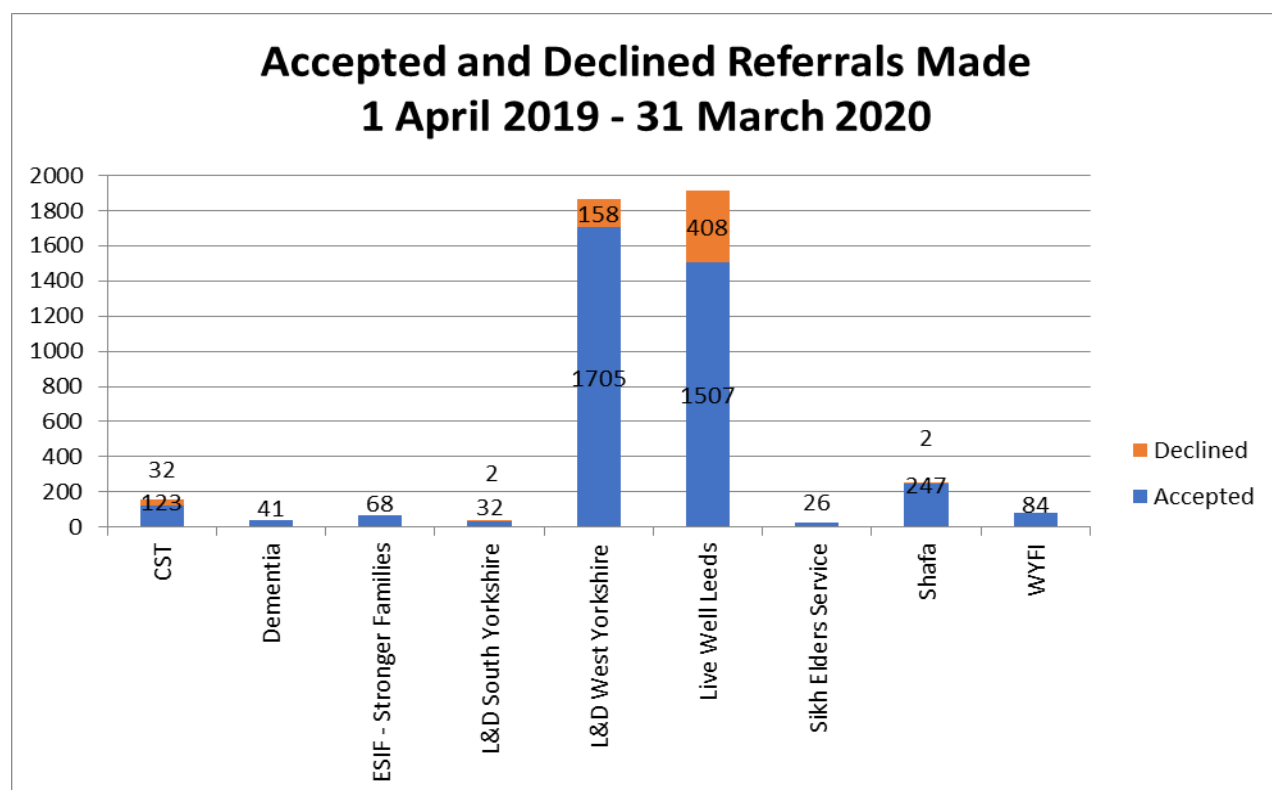
Based on the information recorded on case management systems (4733 service users – 75% recorded) 43% of services users referred indicated they had no religion or belief. For referred service users who declared their belief/religion the top 2 are; Christians (22%) and Muslim (21%). For other religions and beliefs the numbers and proportion of service users referred into services in 2019/20 is low.

The relatively high proportion of referred Muslim service users is reflected by high numbers of Pakistani, other Asian, African and Middle Eastern service users who are Muslim.

Assessments

In total 4435 individual service user assessments were carried out during 2019/20. Not all services have assessment arrangements or criteria and the information provided in this report only includes services that have an assessment process as part of their service eligibility. Assessment information from the Leeds Mental Wellbeing Service is not included.

Overall we accepted around 87% of all service users that were assessed. The graph below provides information in relation to individual services broken down by successful and rejected assessments.



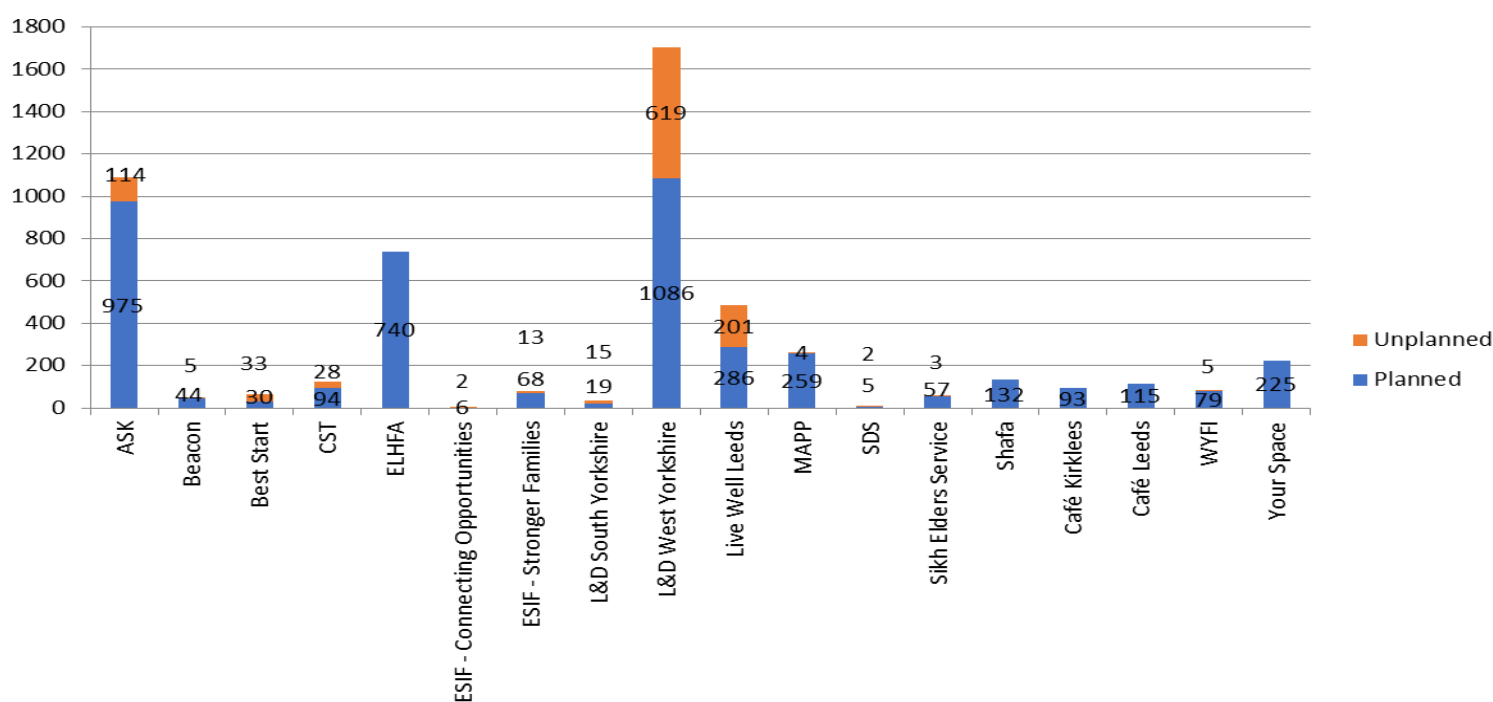
Proportionately Live Well Leeds and the Community Support Team (21% each) have the highest occurrences where a service user is declined a service after an assessment. There are a number of reasons for this including inappropriate referrals and tight/narrow eligibility criteria this is especially the case for the Community Support Team. For Live Well Leeds which makes up to two thirds of all declines many service users from previous commissioned community health mental health services after an initial assessment were declined on the basis the 'new' was not appropriate to their needs or services users felt themselves the 'new' service was not appropriate.

Service Outcomes

Due to the diversity of Touchstone services there are a number of different outcomes that are delivered. Some service outcomes are very contract or service user specific for example in the Sikh Elders Services whilst others like the 'Your Space' service deliver much broader community outcomes.

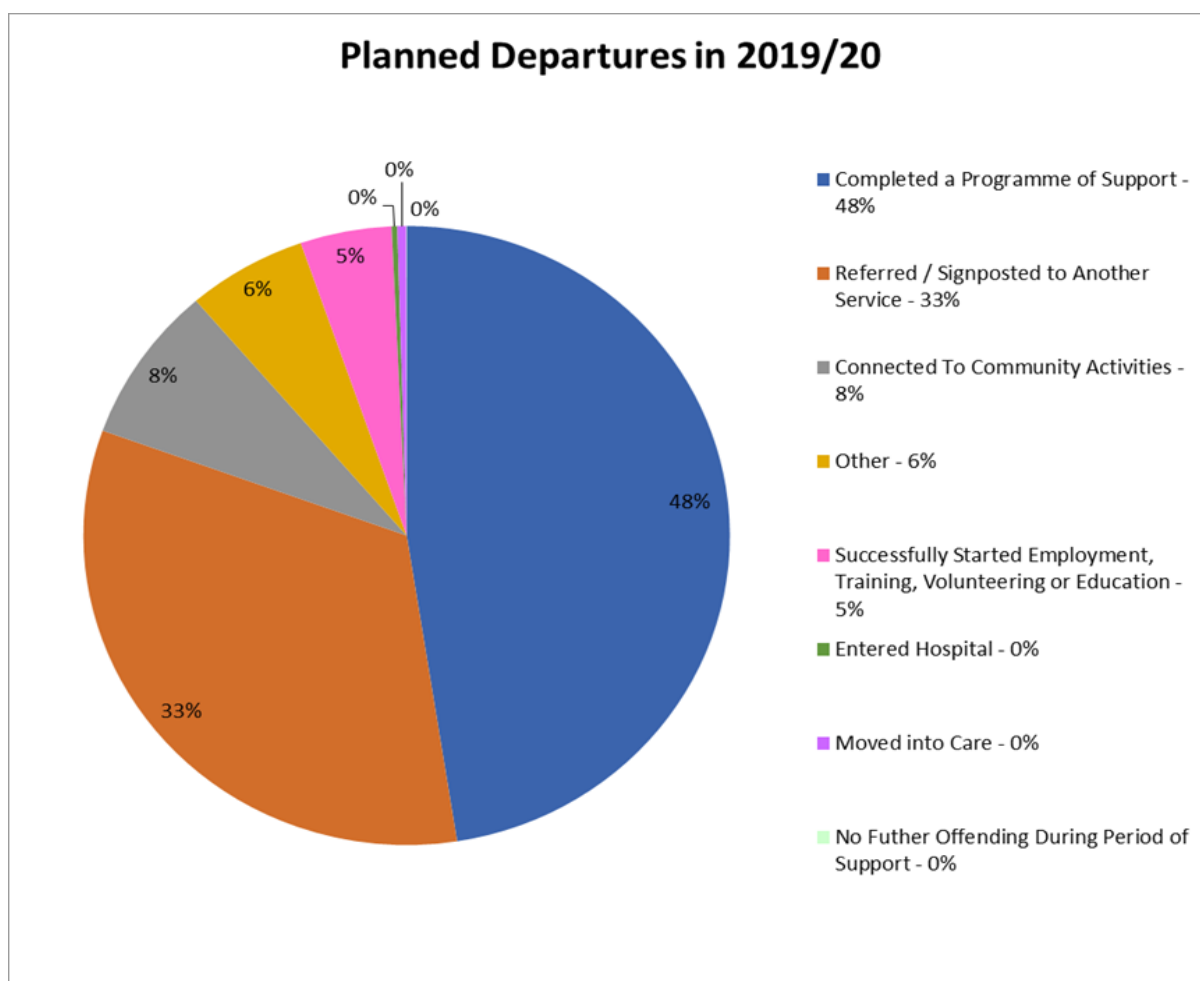
For the purposes of the Annual Services Information report broad based headline service outcomes categorised into 'planned' and 'unplanned' outcomes have been identified. Through this we are able to capture all the diverse outcomes delivered by Touchstone services including the identification of 'unplanned' outcomes.

**Planned and Unplanned Outcomes
1 April 2019 - 31 March 2020**



The above illustrates that 80% of all outcomes are 'planned' compared to 20% which are not. The highest proportion (60%) of all 'unplanned' outcomes are in the Liaison & Diversion services. This is largely explained by the complex and high risk nature of service users both services deal with. For Live Well Leeds about 41% of all outcomes were 'unplanned' this is attributed to a high proportion of migrated service users from decommissioned community mental health services who did not continue with the new service after the initial engagement or after waiting disengaged from the service.

Types of Planned Departures/Outcomes in 2019/20

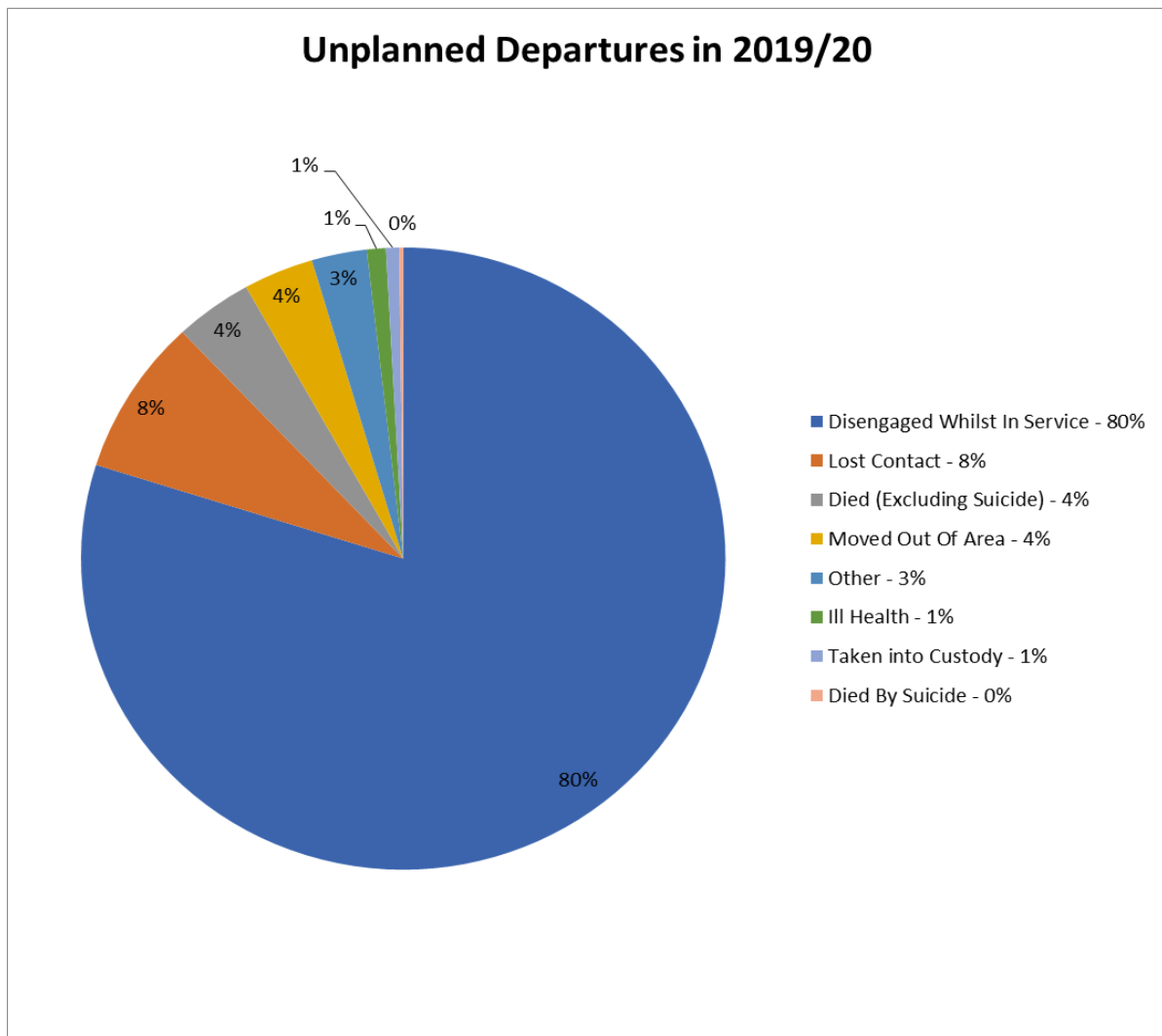


In terms of 'planned' outcomes just under half (48%) were related to service users successfully completing their programme of support. This very much reflects the nature of many services that primarily provide mental health support.

A third of all 'planned' service outcomes relate to service users being referred/signposted onto other services. This reflects the diverse health and social care economy all Touchstone services operate in and the need to work in partnership with other service providers to ensure the needs of service users are seamlessly met.

Increasingly some Touchstone services such as the Your Space service are facilitating the delivery of community engagement and activity outcomes. This constitutes 8% of total 'planned' outcomes.

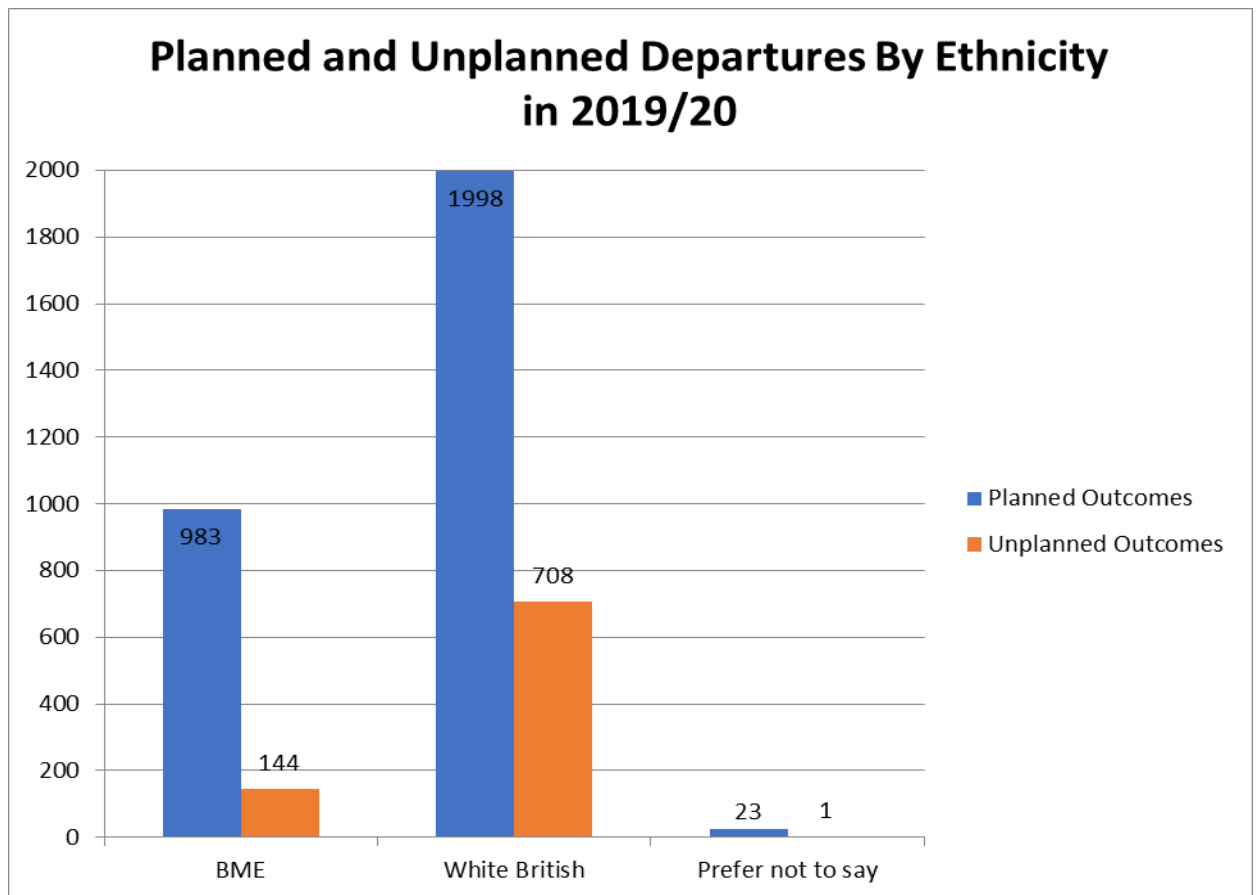
Types of Unplanned Departures/Outcomes in 2019/20



In terms of reasons for 'unplanned' outcomes the highest by far is related to 'disengaged whilst in service' which constituted 80% of all recorded 'unplanned' outcomes. Just over three quarters of all the 'disengaged whilst in service' outcomes relate to the Liaison and Diversion Services. The high occurrence of this particular type of unplanned outcome is due to the high risk/complex nature of service users in both Liaison and Diversion services.

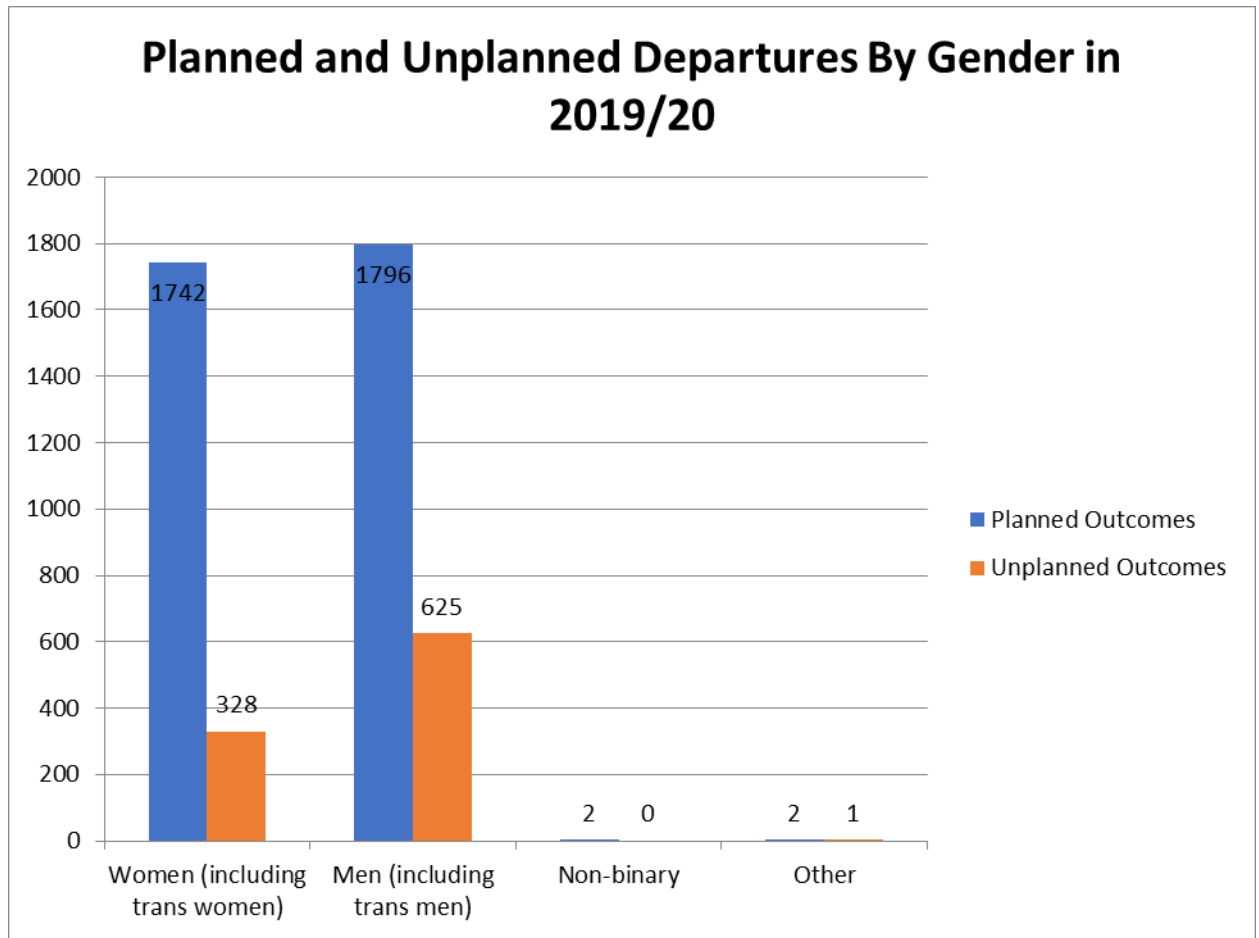
The next highest 'unplanned' outcome is 'Lost Contact' at 8%. Just over three quarters (76%) of all 'lost contacts' are in the Live Well Leeds service. This is primarily attributed to a high proportion of migrated service users from decommissioned community mental health services who did not continue with the new service after the initial engagement or after waiting disengaged from the service with contact being lost.

Outcomes analysis by Ethnicity



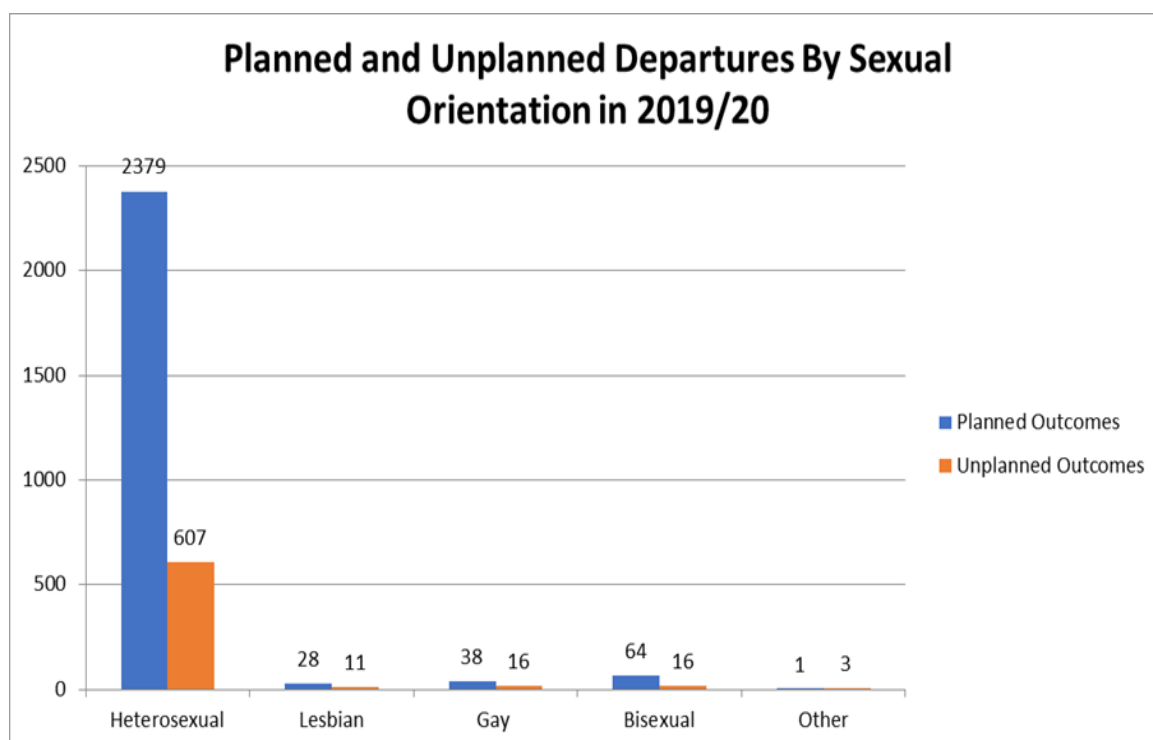
Based on information recorded (3,883 service users – 72% recorded) BME service users (87%) are more likely to have a ‘planned’ outcome compared to White British service users (74%). This can be explained by the relatively high number of complex and high risk White British service users in the Liaison & Diversion services. It needs to be noted the ‘unplanned’ outcomes are also high for Liaison & Diversion BME service users but proportionally less than White British service users.

Outcome analysis by Gender



Based on information recorded (4496 service users – 84% recorded) women services users (84%) are more likely to have ‘planned’ outcomes compared to men (74%). This can be explained by the relatively high number of complex and high risk male service users in the Liaison & Diversion services. Also generally men are more likely to live chaotic and high risk lifestyles making it challenging to deliver ‘planned’ outcomes if engagement is compromised.

Outcome analysis by Sexual Orientation



Based on information recorded (3,391 service users – 63% recorded) Heterosexual services users (80%) are more likely to have planned outcomes compared to LGB (Lesbian, Gay Bisexual) service users (75%).

The 'planned' service outcome proportion for Bisexual service users is 80%, the same as Heterosexual services users. The 'planned' service outcome rate for Lesbian and Gay service users are 72% and 70% respectively.

Key Themes & Conclusions

Data captured in this Annual Services Information report (from a number of case management systems) provides very useful intelligence about Touchstone services including the demographic profile of our service users. This intelligence will better enable the identification of potential gaps and learning to inform decision making. The intelligence for 2019/20 highlights the following:

1. Touchstone provides a number of diverse services across different geographical areas to a very diverse and large service user/client group. In 2019/20 a total of **9657 service users were supported** by Touchstone services with a total of **8374 services users referred** into services.

2. On any given day Touchstone has about 4,000 (**3963 on 31st March 2020**) active/live service users.

3. **Gender:** Slightly more men were supported than women during 2019. However in terms of referrals 54% constituted men compared to 45% women with 1% preferring not to say.

4. **Gender identity:** In terms of gender identity 2% (excluding not recorded) of service users supported in 2019/20 indicated their current gender identity is different to the one given to them at birth. The proportion for referrals during 2019/20 is very low (around 0.5%).

5 **Age:** Majority (around 60%) of service users who were supported and referred into services during 2019/20 were between the age ranges of 25 to 54. Service users over 65 years old constituted about 12% for both the proportion supported and referred into services in 2019/20.

6. **Sexual Orientation** – Around 7% of all supported service users in 2019/20 indicated they were Lesbian, Gay or Bisexual (LGB). The proportion is much lower for referred service users at around 4.5%. LGB service users have a much higher profile in Touchstone's Crisis services compared to other Touchstone services with the lowest LGB service user profile in BME specific services.

7. **Ethnicity:** Just under a third (32%) of all service users supported in 2019/20 came from a BME background. The figure reduces to 27% for 'mainstream' services when BME service specific data is stripped

out. The BME service user profile is slightly higher in referrals at around 34%. Services working with service users with higher risks, complexity and severity are likely to have less BME service user representation (20% and below).

8. **Disability:** 43% of service users who were supported during 2019/20 indicated they have at least one disability. In contrast just over half (52%) of referred service users indicated they have at least one disability. The majority of service users who indicated they have a disability stated mental health (54% who were supported and 61% referred)

9. **Religion/Belief** – Most service users have indicated they have no religion or belief (44% supported and 43% referred). The top 2 religious beliefs held by service users who were supported during 2019/20 is; Christianity (25%) and Islam (15%). The trend is similar to referrals, where the highest two religions stated were Christianity (22%) and Islam (21%).

10. The prevalence of not asking the equality monitoring question, not specifying or recording equality monitoring data is relatively low across most Touchstone services with majority of services having a 95%+ recording rate. The average recorded rate for equality data on supported service users during 2019/20 is 77%. For referral data it is 82%. The bulk of all non-recorded equality monitoring data (around 58%) are in the Ask4Advocacy and Live Well Leeds services.

11. A total of 4435 individual service user assessments were carried out in 2019/20. 87% of service users were offered a service after an assessment. The main reasons for declines are; inappropriate referrals, tight eligibility in some services and service users deciding the service is not appropriate to their particular needs or it does not meet their expectations.

12. Reflecting the diversity of Touchstone services a number of wide ranging service outcomes have been delivered during 2019/20. 80% of all service outcomes recorded in 2019/20 are 'planned'. Just under half (48%) of all planned outcomes relate to the 'successful completion of support packages'. This reflects the significant number of mental health support services provided by Touchstone. About a third of all planned outcomes relate to referrals and sign posting to other services.

13. Around 20% of all service outcomes are 'unplanned' with the majority (around 60%) recorded in the Liaison & Diversion services. 80% of all 'unplanned' outcomes relates to 'disengagement whilst in service'. This is predominantly related to the significant number of high risk and complex service users in the Liaison and Diversion services.

14. Women (84% compared to 74% men), BME (87% compared to 74% White British) and Heterosexual (80% compared to 75% LGB) service users are more likely to have 'planned' service outcomes. BME service users during 2019/20 were more likely than any other demographic group to get a planned outcome. This may be explained by the higher proportion of White British service users in services working with complex, vulnerable and high risk service users who are more likely to have chaotic lifestyles e.g. Liaison & Diversion services.

Recommendations

1. Service managers to review in detail their service user and outcome data and intelligence. Where appropriate action to be taken to address any identified gaps. Including gaps in data capture and governance.
2. Gaps and areas for improvement identified through this report to be built into Team Action Plan reviews.
3. Need to ensure that robust and consistent collation of equality monitoring data is in place with a focus on services where the recording rates are low.
4. The Diversity Advisory Group to consider the diversity and equality elements of this report and where appropriate to use information to plan work.
5. Information from this report to be used for reporting and promotional purposes e.g. Annual reports and evidence to commissioners.

Arfan Hanif
Operations Director (Quality & Performance)
July 2020