

## **Introduction**

Social prescribing offers a way to improve health and wellbeing by addressing the social, emotional, and practical challenges that affect people's lives. Rather than focusing solely on medical treatments, it connects individuals with community-based support to help them build confidence, reduce isolation, and access services that can make a real difference. Research and experience continue to show that this approach benefits not only the people involved but also the wider healthcare system, easing pressure on frontline services by tackling the root causes of many health concerns.

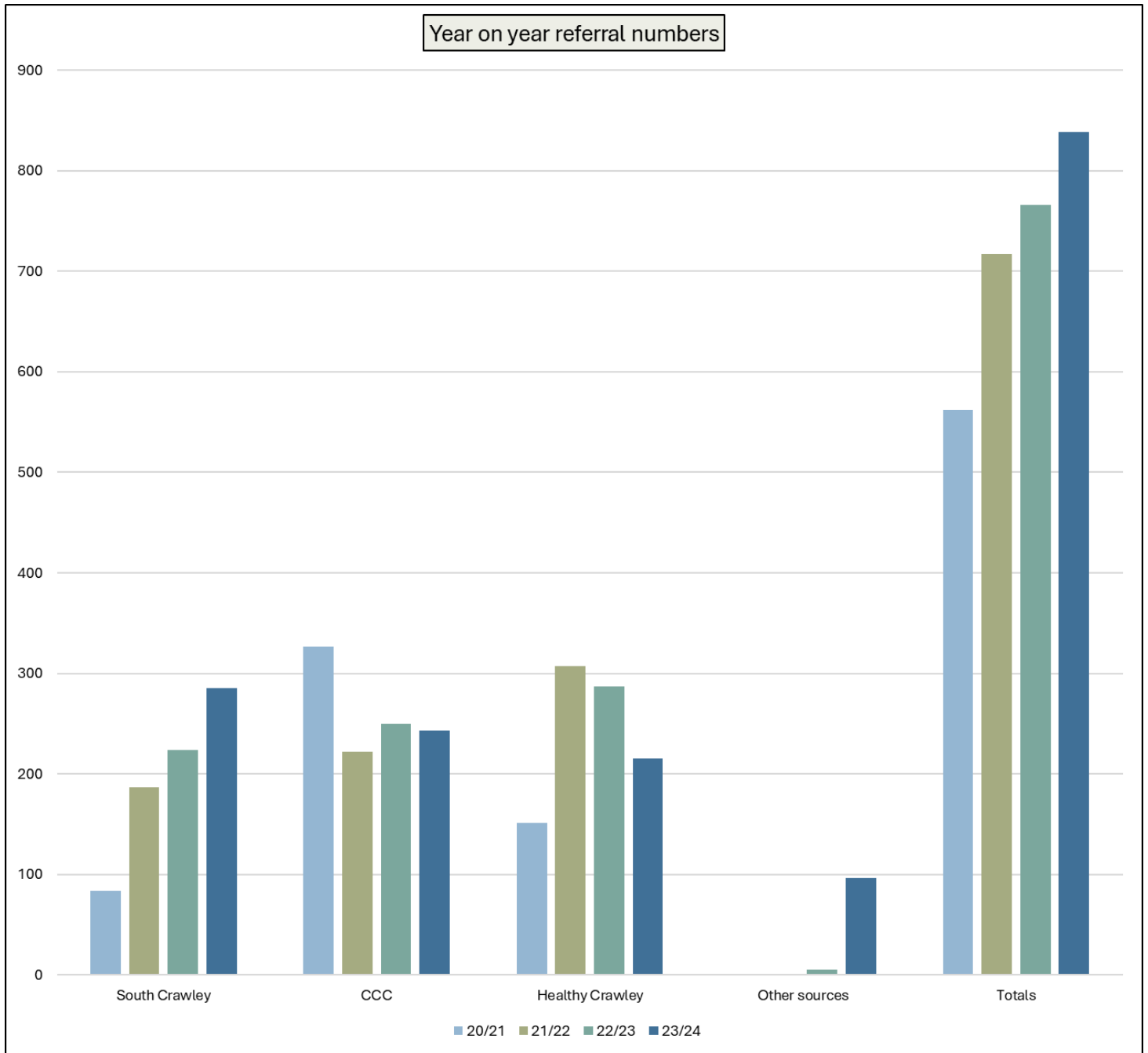
At Crawley Social Prescribing, we work in partnership with our clients to help them identify what matters most to them and explore steps towards positive change. Our team provides tailored support over a period of up to three months, assisting clients in setting goals and connecting them with relevant services, groups, or activities. The emphasis is always on empowerment, helping people to build on their own strengths and take control of their wellbeing.

Over the past year, demand for our service has remained high, with referral numbers continuing to reflect the growing recognition of social prescribing's value. Our data shows a diverse range of people accessing support, spanning different age groups and backgrounds, with a significant proportion coming from areas of higher deprivation. Notably, 86% of clients who completed a SWEMWBS wellbeing survey before and after engaging with our service reported an improvement in their wellbeing. Feedback from clients highlights the impact of this support, with many describing it as a turning point in their lives, helping them to regain confidence, navigate challenges, and take meaningful steps forward.

This report provides an overview of the past year's activity, including referral trends, demographic insights, and the outcomes achieved. By continuing to evolve and respond to local needs, Crawley Social Prescribing remains committed to ensuring that more people can access the right support at the right time, helping to create healthier and more connected communities.

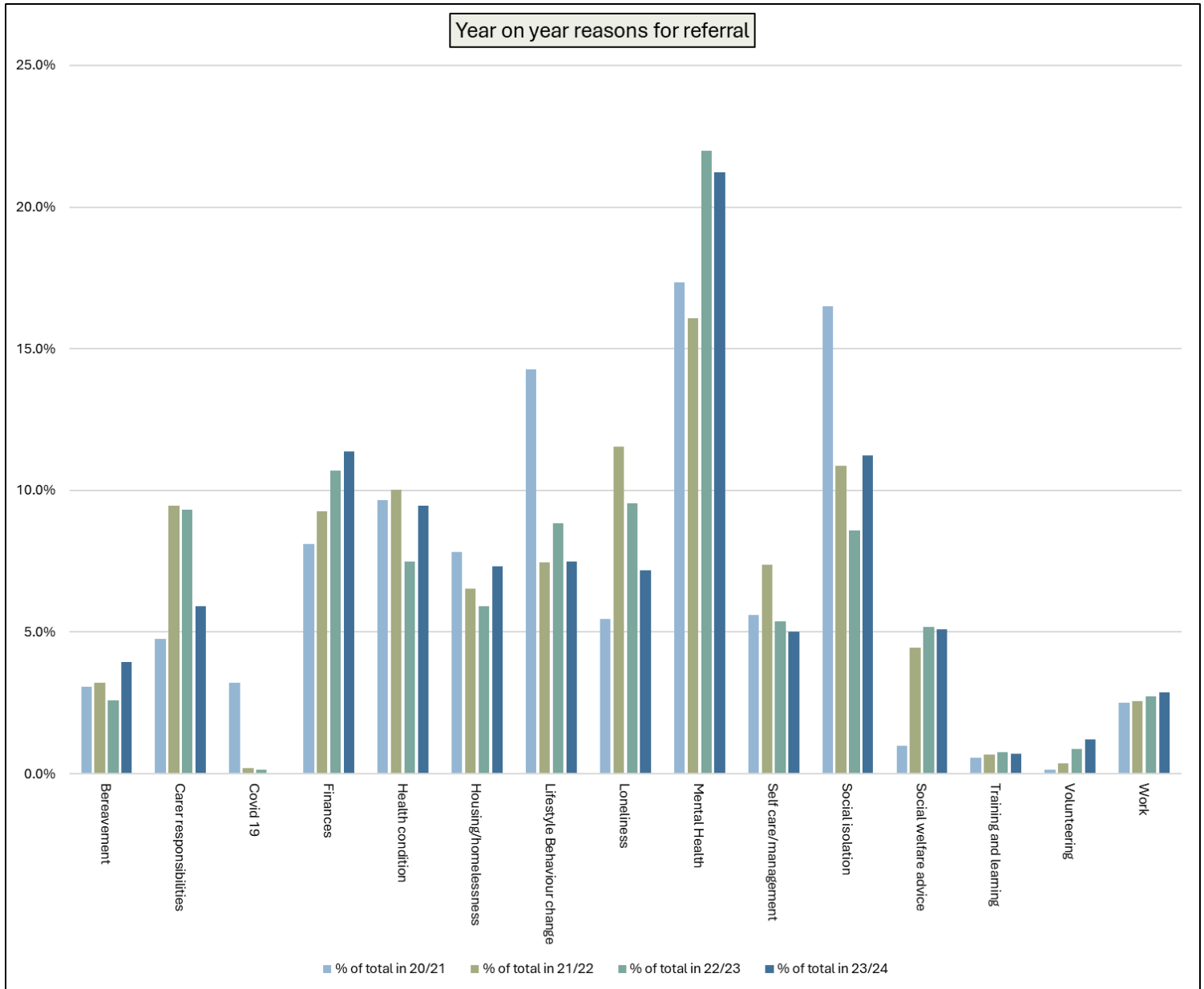
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Fig 1: Graph comparing numbers of referrals for each of the last 4 years



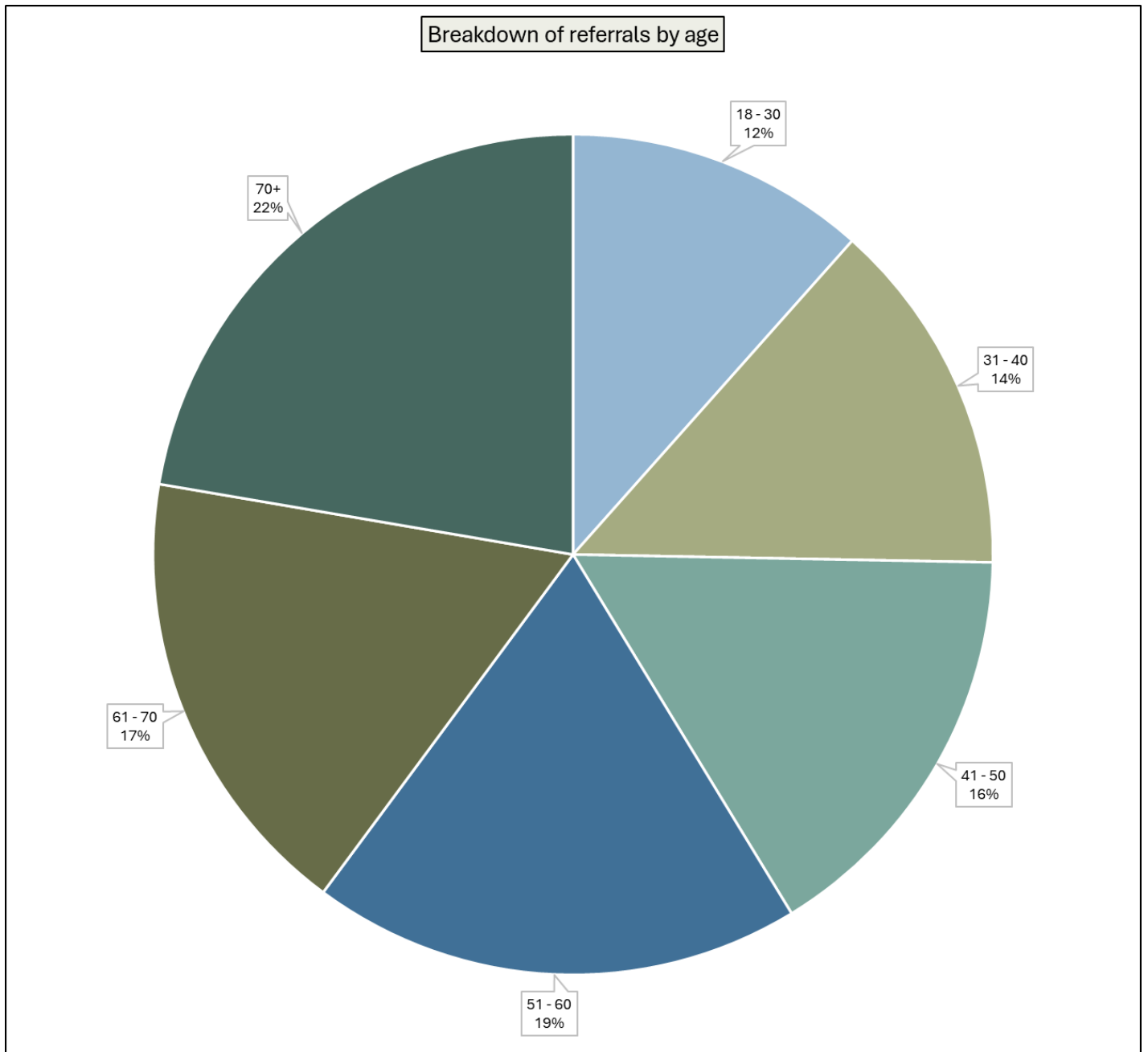
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Fig 2: Graph comparing the reasons referrals were made for each of the last 4 years



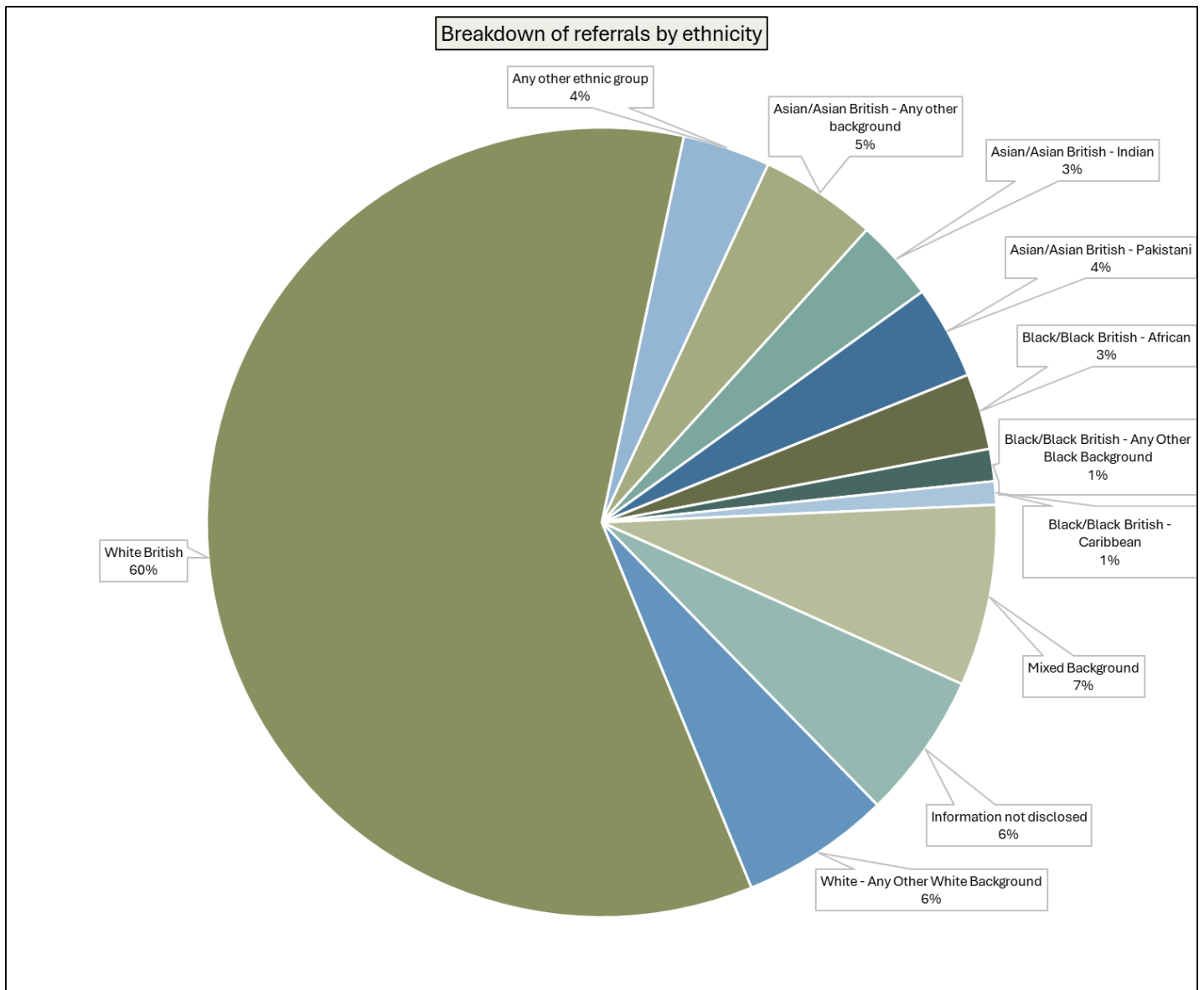
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Fig 3: Graph breaking down the ages of people referred to the service this year



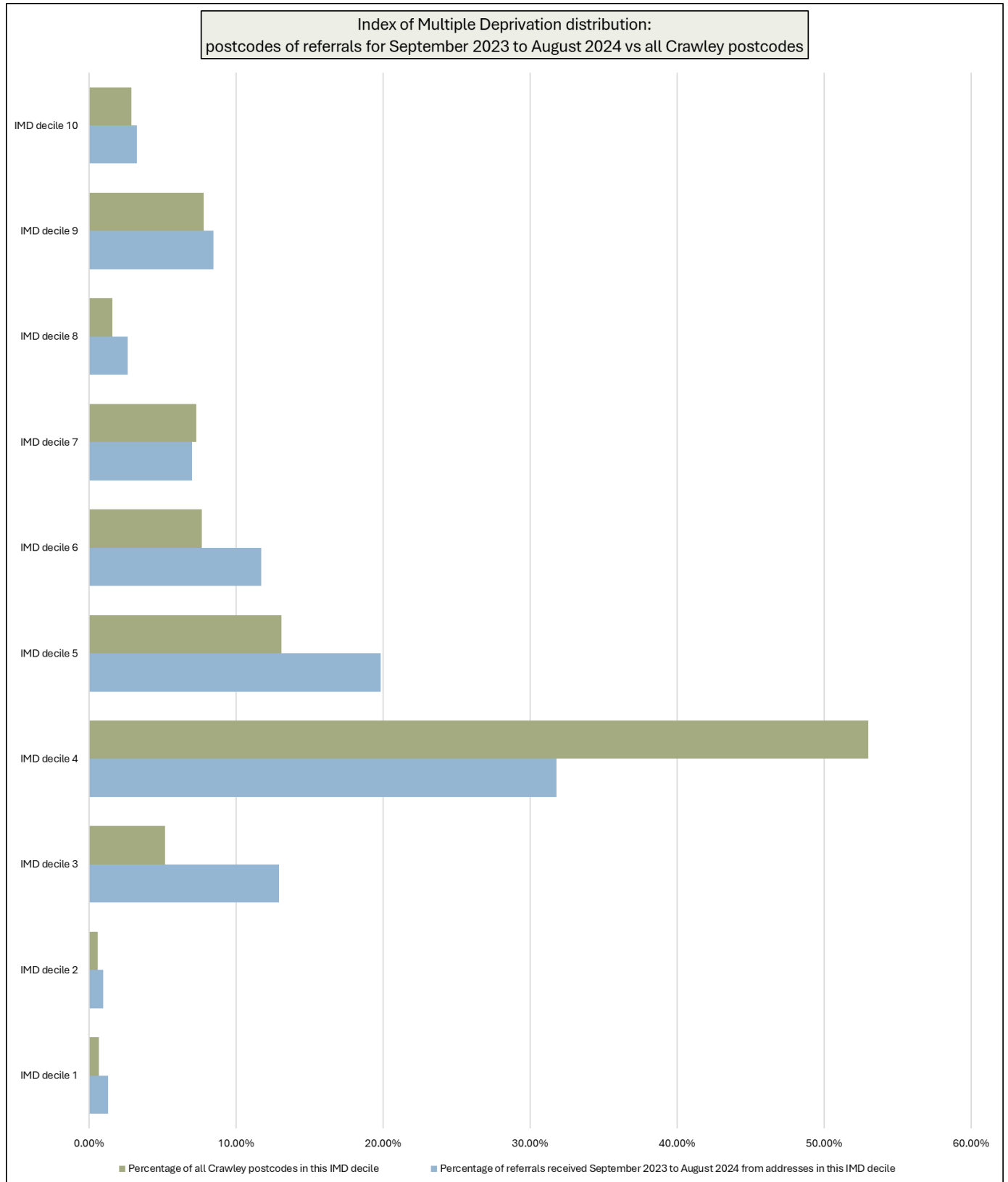
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Fig 4: Graph breaking down the ethnicity of people referred to the service this year



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Fig 5: Comparative analysis of the current year’s proportion of referred client’s address across specific IMD deciles versus the total percentage of Crawley addresses in each IMD decile



## Crawley Social Prescribing Annual Report September 2023 – August 2024



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86% of our clients who completed a SWEMWBS questionnaire pre and post social prescribing intervention recorded an increase in their measured wellbeing after working with one of our team.

Here is some of the recent feedback we have received on our service from clients:

"I have found it helpful and looked forward to updating you on what I have done. In regards to the GP, I felt completely let down so I wasn't sure what to expect from you and from the first meeting you were really nice and friendly and it was nice to come and see you as you signposted me to other services that I would not have known about."

"You have been my social prescriber for six months, and your support has transformed my life. I started with severe suicidal thoughts and a negative self-image, but you provided a safe, supportive space. You helped me secure a job, learn to drive, and improve my communication skills. Your compassionate and practical approach has greatly impacted my mental health."

"I found the service invaluable. I was able to get support when I was at my lowest point during my divorce. Being able to voice my concerns and get signposted onto appropriate pathways was empowering and gave me the confidence to move forward."

"My social prescriber supported me amazingly; I felt completely comfortable speaking with her. She supported me in different areas, from my mental health, to dealing with debt, to housing issues, and much more without judgement. When everything felt overwhelming and too much to face, she helped me to break it down into manageable steps. She provided links and access to organisations to help with each particular issue, gave me reminders and helped to keep me accountable for deadlines, which I can sometimes have trouble meeting by myself. I was met with compassion and understanding, and the support I personally received exceeded my expectations"

"You gave me a lot of options but never took a decision for me. I was feeling in control all the time, it was always my decision. I loved that it allowed me to think about what was available and it gave me back control when I didn't feel I had it. You tried to always accommodate me when I didn't want to meet. You persisted but gave me time to respond. It was not intense, but I felt you were present with me. When I cancelled or missed an appointment, you always gave me an option to re-book and you recognised that I would benefit from a couple more sessions even when we had had our quota."

"I've been able to achieve some massive goals in my life recently and I have the most positive mindset. More than I've ever had in my adult life. So I want to say a big thanks for helping me to achieve everything in the time that we had."