A logic model approach to evaluating impact of the *Collective Force* action plan

1.Purpose

This is the first of two reports which highlight the impact of public, health and school libraries on health and wellbeing of communities and individual citizens. Both reports centre on developments that are underpinned by the national *Collective Force for Health and Wellbeing* action plan, led jointly by Healthcare Improvement Scotland, the Scottish Library and Information Council, and the ALLIANCE. It provides an overarching framework for libraries working in partnership with healthcare and third sector to improve health, support self-management and participation in shared decision-making.

2.Evaluation methods

The outcomes chain in Figure 1 outlines the multi-level approach to evaluating the impact of the Collective Force Pathfinder projects. The report summarises progress against each outcome level.

Figure 1: Outcomes chain evaluation framework

| **1.Reach** – pathfinders reach target stakeholder groups. | **2.Capability -** Stakeholders have developed new knowledge, skills and attitudes | **3. Practice, policies and behaviours** have changed | 4. There is positive impact on **systems, people and communities** |

Evaluation data was gathered by:
- Conducting 11 interviews with pathfinders leads, and with the 2 partner leads for Alzheimer's Scotland and Diabetes Scotland
- A survey sent to all pathfinder leads in March 2024. 22 responses out of a possible 34 were received – a response rate of 65%.
- A national survey by the Scottish Library and Information Council in October 2023 of library users, receiving over 15,000 responses. A sample of responses related to the Collective Force focus on health and wellbeing is included here.

3.1 Level 1 Outcome. Reach – pathfinders reach target stakeholder groups.

3.1.1 New library services for a wide range of community needs

- **In collaboration with the Near Me programme, established 14 Near Me Hubs in libraries in 12 local authorities, with a further 16 in development.**
  These Hubs have been funded by SLIC and the Scottish Government Technology-Enabled Care programme. They enable people who lack, digital access, digital skills, or confidential space at home to have a remote consultation with health and social care staff. This saves time and travel costs and increasing equitable uptake of health services.

- **In collaboration with Diabetes Scotland, established Diabetes Information Hubs in 47 sites across 5 local authorities**.
  These Hubs provide digital access points and print resources (leaflets, books) to raise awareness of risk factors for diabetes type 2 and to support weight, exercise and lifestyle management by people living with diabetes.

- **In collaboration with Alzheimer Scotland, established Dementia Information Hubs in 120 sites across 11 local authorities.**
  These Hubs provide digital access points and print resources to support early recognition of risk factors for future development of dementia, and to support self-management by people living with dementia and their carers and families. Many of the Hubs support linked activities such as reminiscence groups and dementia cafes.

- **Digital Explorers sessions in Orkney and Moray providing virtual and augmented reality sessions** . These use SLIC-funded technology to support people with dementia, younger people with low mood and emotional wellbeing issues, and people suffering from social isolation.

- **Collaboration between library services and care sector leads to provide mobile library outreach to residents in remote care homes in East Ayrshire.** The library service has augmented this support with dedicated time for library visits and reminiscence group sessions in the library.

- **Reading for wellbeing training for library staff in 10 schools across 7 local authority areas.**
  This training has equipped staff to deliver words for wellbeing ('bibliotherapy') sessions for their students. These sessions focus on supporting emotional and mental wellbeing and reaching out to inequalities groups – including LGBT+, ethnic minorities and refugees.

3.1.2 Library user uptake of printed health information resources

Library users showed a high level of interest in the print resources provided by Alzheimer Scotland and Diabetes Scotland. For example:

- In one Dementia Hub library site 983 leaflets posters on a variety of brain health related topics were given out between May and December 2023.
- In another Dementia Hub, 968 leaflets were taken by service users between Jun 2023 and March 2024.
- In a Diabetes Information Hub, 1190 leaflets on a range of topics related to diabetes were give out between May and December 2023.

3.1.3 Library user participation in new health and wellbeing activities

In one of the Digital Explorer sites between April to December 2023, there were 46 dedicated sessions provided with over 400 primary aged children attending. For adults with early onset dementia over this same timeframe there were 18 sessions and a total of 115 people attendees.

One of the school libraries participating in the Words for Wellbeing pathfinder now offers weekly Words for Wellbeing group sessions, and total numbers who have attended has reached 252.

The Scottish Care and East Ayrshire libraries pathfinder project providing mobile library outreach to remote and rural care homes carried out 73 visits between October 2022 and December 2023, with a total of 209 individual visits to the library service by care home residents.

3.2 Level 2 Outcome: Capability - Stakeholders have developed new knowledge, skills, and attitudes

Figure 2 below, based on the survey results, demonstrates that pathfinders had a moderate to significant impact (ranging from 55.6% to 75.4% of respondents) on library staff knowledge, skills and confidence in:
- Accessing digital health tools and resources and supporting people's health information needs.
- Partnership working with health and care services and third sector services.

Figure 2: Impact of Collective Force pathfinders on library staff knowledge, skills and confidence.
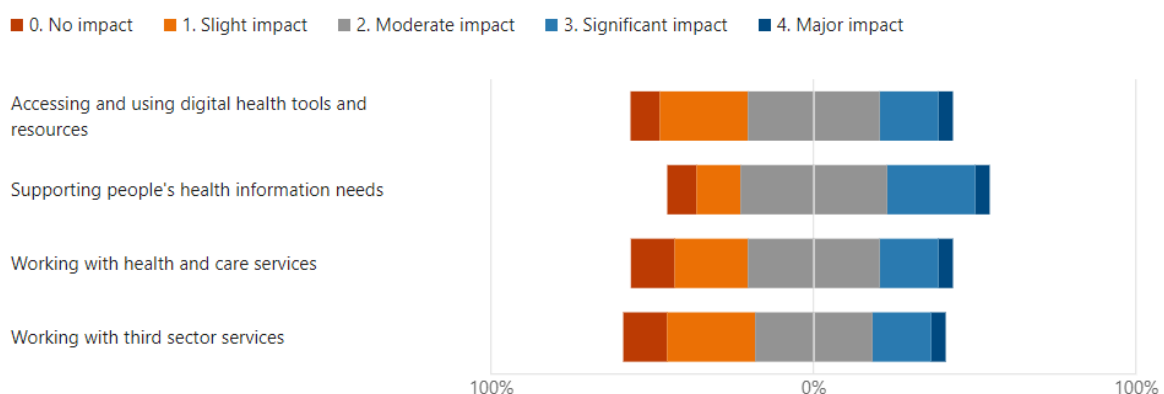
A blended learning course 'Information for wellbeing' was developed under the auspices of *Collective Force* to build library staff skills in supporting citizens' health and wellbeing needs. This includes skills in:

- Communicating with empathy
- Using remote technology
- Finding quality assured health information
- Health literacy skills
- Words for wellbeing
- Addressing health inequalities.

As at the end of January 2024, a total of 1462 assessments and 803 modules have been successfully completed since the launch of the course in June 2022.

Dementia Friends training provided to the Alzheimer Scotland pathfinders had a clear positive impact on library staff confidence and attitudes to supporting people with dementia. This has made a direct contribution to delivery of new services for people with dementia:

'Nearly everyone I asked said how useful the Dementia Friends training was, as it has made us reassess how we view and treat those with dementia, as many of our customers fall into this category. One of our libraries has started up a new reminiscence group, and the training has enabled the staff member to communicate with and encourage communication from the members in the group. It provided insight into how to frame group activities so that those attending could get as much out of it as possible.'

The online learning modules for both diabetes and dementia similarly had a positive impact on staff knowledge and understanding:

'The conversation around both diabetes and dementia has increased with staff being more knowledgeable to engage and feel they have also educated some people on the differences of types of dementia and types of diabetes.'

Library staff also welcomed the opportunities for peer learning and support presented by the joint webinars with other pathfinder leads and third sector leads in the Diabetes Scotland and Alzheimer's Scotland projects:

'Great opportunity to network and find out what partners are doing to support health and wellbeing in their communities.'

## 3.3. Level 3 Outcome: Practice, policies and behaviours have changed.

3.3.1 Policy support and positioning

As outlined in figure 3 below, Collective Force has positioned libraries to play a key role in delivering top health and care policy priorities.

programme, Digital Inclusion team, Primary Care, and the Care and Wellbeing Portfolio around the library contribution to these policy priorities.

Figure 3: Library services impact on key policy priorities
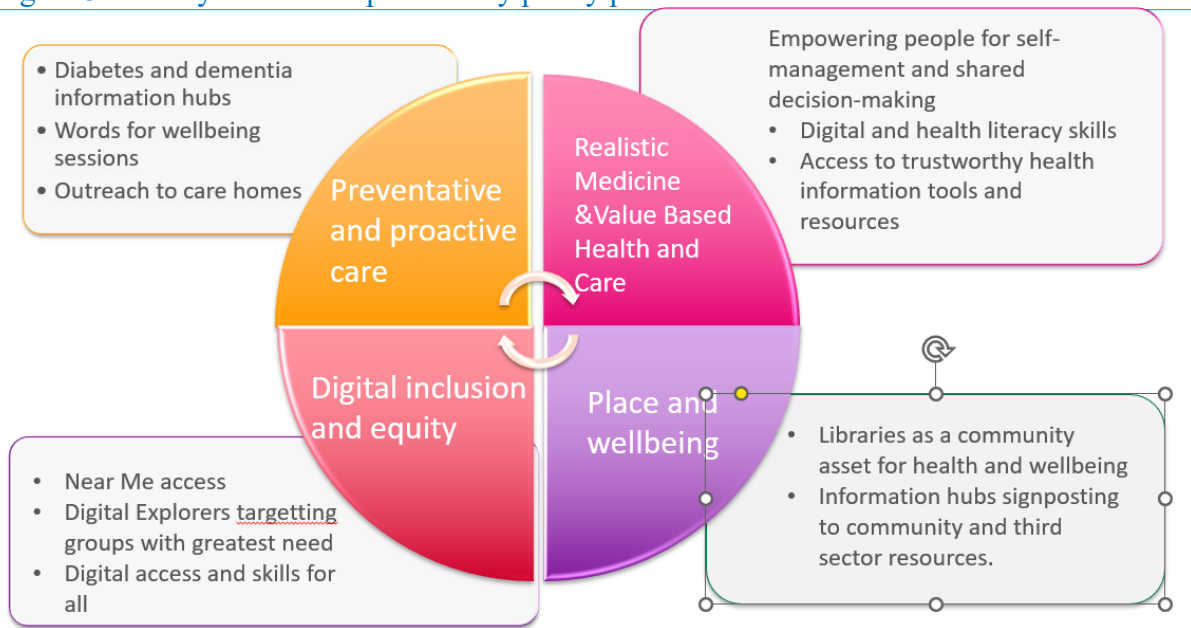
An initial positive practical outcome from this engagement has been agreement with the Preventative and Proactive Care team to involve public libraries in community engagement around the new digital resources being developed for the Waiting Well initiative – supporting people's health and wellbeing needs while they are on waiting lists for outpatient appointments or inpatient procedures.

Collective Force has also strengthened the recognition of the role of libraries in contributing to the Realistic Medicine and Value-Based Health and Care goal of empowering people to become active partners in their care. Libraries are active participants in the piloting of the new Realistic Medicine app for Citizens – "Being a partner in my care" – and will have a strong position within the communication and engagement plan for this app.

Two public library services are acting as test of change pilot sites for "Being a partner in my care." One service (East Lothian Libraries). One has launched the app to an audience of eighty 80 people from across a range of third sector agencies in Easy Lothian, who will now be able to promote the toolkit including the leaflet It's OK To Ask with those they work with. The event included a presentation from one of the NHS Lothian Realistic Medicine leads and had a Scottish Government policy lead in attendance.

The second service (Inverclyde Libraries) is planning two launch events with local Realistic Medicine Leads in September/October. The first is in collaboration with NHS library services, focused on health literacy skills for clinicians using the toolkit, and building their awareness of public library support for wellbeing. The second event is aimed at the general public.

3.3.2 New partnerships and cross-sectoral working

The survey and interviews affirmed the high value which libraries have gained from collaboration with Diabetes Scotland and Alzheimer Scotland, both at national level and locally within their own health and social care partnerships.   The Collective Force pathfinders have also helped to forge new connections between libraries and NHS services, and have opened up a wide range of new collaborations with third sector and community agencies:

'It has been good to contact our Dementia advisor, and to know that we can support each other. In one of our libraries, we have 2 new dementia groups - one run by Alzheimer's Scotland and one by the NHS. We also have connections with the Red Cross and the local community hospital who have brought several patients with carers along to our reminiscence sessions.'

'There are closer working relationships between the library and partners such as Age Scotland Orkney, Relationship Scotland, Voluntary Action Orkney, and Orkney Health and Care.'

'We have formed new partnerships with Alzheimer Scotland, Inverclyde Carers' Centre, the NHS GGC Community Nutritionist, Inverclyde Leisure, Inverclyde Health & Social Care, and the Beacon Art's Centre. We have also strengthened existing partnerships and created new opportunities with third sector partners, Your Voice, through a related project called Dementia Friendly Inverclyde.'

'Have made good connections with NHS Tayside Diabetes Prevention. Feedback from the NHS health professional at the World Diabetes Day event: 'The day went well, was non-stop. I'd say about 25 people came along. Lots of people at high risk but without having prediabetes/diabetes, though we did have a couple with prediabetes and one with previous gestational diabetes. A mix of ages and ethnicities. Was great to link up with Karen and Meg, and volunteer Stuart and we're looking at a possibility of running a remission group there next year.'

Two knowledge managers from NHS Healthcare Improvement Scotland have undertaken to continue to support the Collective Force network going forward, and at local level individual NHS library services continue to offer health literacy skills support. Library services are also now beginning to link up with local Realistic Medicine leads.

3.4 Level 4 Outcome: There is positive impact on systems, people, and communities.

3.4.1 Change in role of the library in the community

Figure 4 below shows how the new health and wellbeing library services provided through *Collective Force* are beginning to change perceptions of libraries within the community, 27% of respondents said that Collective Force has impacted on people's understanding of the role of the library, and a further 32% indicated that it had possibly had an impact. While these are modest beginnings at this early stage of development, they give an encouraging indication of the potential for future substantial impact:

Figure 4: Has library involvement in the Collective Force pathfinder changed perceptions of the library within the community?

🔵 Yes	6
🟠 No	3
🟢 Maybe	7
🔴 Don't know	6
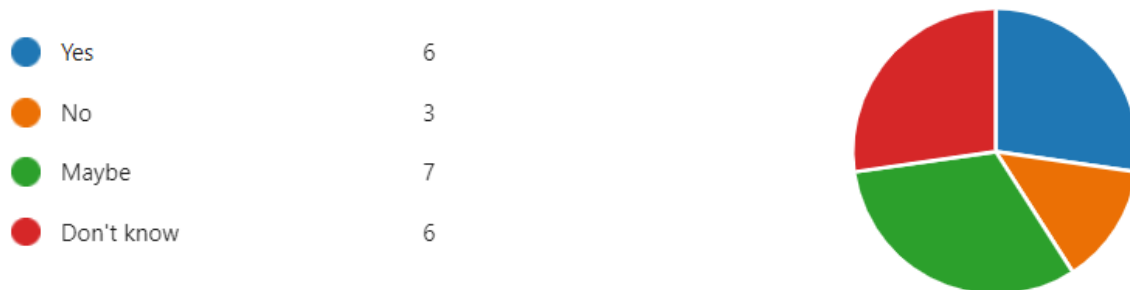
3.4.2 Improving equity and inclusion

There are clear indications that the Collective Force pathfinders are improving digital inclusion in new and innovative ways, and are also reaching out to other inequalities groups.

For example:
The Near Me hubs are enabling people with poor Internet access at home or who are not confident in digital literacy to get the benefits of digital heath and care services:

"A self declared non techy member of the public was very thankful that the library staff could help. As not a fan of travelling, the Near Me appointment saved them a trip from Orkney to Aberdeen."

"Used the library service because they did not have a reliable enough internet connection at home"

The Digital Explorer Pathfinder in Moray has created opportunities for children and older people (in collaboration with Age Scotland) to use Virtual Reality technology for the first time. In Orkney, the Digital Explorer Virtual Reality technology has been used innovatively to support people with early onset dementia, and library staff have worked with Age Scotland to engage and communicate with carer groups and others. A sensory room has been set up which provides a relaxed and informal environment for children with additional needs to use VR for the first time. The RNIB engagement officer has also used the equipment with the visually impaired community.

The impact of these opportunities on individual wellbeing is vividly illustrated by one vignette:

'We got feedback after one VR headset session to say that someone who took part usually has memory recall only lasting a couple of hours, but that they were able to talk about their VR experience the entire weekend. This had a big impact on the staff in the library, as well as for the person taking part in the session, and their family.'

Working with a more traditional model of service provision – the mobile library - the Scottish Care and East Ayrshire libraries pathfinder project enabled 209 care home resident visits to the mobile library. The social and intellectual stimulation provided by this interaction would not otherwise have been available to these people.

4.Challenges

Both the interviews and the survey responses confirm that in the two years since launch of *Collective Force*, libraries have made a significant contribution to key health and wellbeing outcomes, with minimal additional resource. This evaluation report points to the future potential for delivering major impact on the Value-Based Health and Care and NHS reform goals of shifting the balance of care to prevention, early intervention and empowering people to self-manage and live independently in the community.

The critical challenge at this time is identifying strategic leadership at policy level, to position Collective Force as making a clear contribution to healthcare policy priorities.

Related challenges to be addressed include.
- An exceptionally difficult policy and fiscal environment with substantial pressures on both staff capacity and resourcing.
- Engaging with key influencers at senior level within Scottish Government, health and social care partnerships, NHS Boards, local authority and third sector organisations takes time and extensive knowledge of systems and networks. Currently senior decision-makers often lack up-to-date understanding of the role of libraries and their contribution to health and care policy priorities.
- There is no dedicated strategic or operational resource to support Collective Force at national level. This creates challenges in coordinating developments and setting a clear direction of travel, maintaining momentum, and consolidating relationships at national policy level .
- Staff time and capacity for training and development
- Constraints on physical library space and IT capabilities within libraries.

5. Recommendations for Phase 2 of Collective Force Action Plan: 2024-2026

5.1 Four key recommendations
The following four key recommendations have been distilled from this evaluation report and from discussions with policy leads and library service leads for Collective Force pathfinders:

1. Strengthen the engagement with national policy leads and local health and social care leadership. For example, this may involve sharing the evaluation reports.
2. Consolidate library health and wellbeing activities into integrated Health and Wellbeing Hubs, rather than a multiplicity of isolated initiatives. A number of library services are already making this transition. It will strengthen the health and wellbeing presence within the library and maximise awareness and positioning within the local heath and wellbeing context.
3. Build the role of public and school libraries in health literacy skills for people and communities. This will be facilitated by developing the role of NHS library staff to support and mentor colleagues.
4. Facilitate awareness and collaboration at the level of senior health and social care practitioners so that libraries are recognised as partners and embedded in care pathways.