

Joint Health and Well Being Board

Joint Health and Well Being Strategy - Update

Discussion

24th November 2022



What we're asking the HWBB to do today

Although your colleagues have been involved in this iteration, this is the Board's first sight of the detail of the draft.

We will summarise the following:

- Work to date to reinforce the voice of residents and to be evidence led
- The structure of the strategy – how it could look and feel
- Your actions – call for case studies



“Delivering improvements at population level requires action at community, service and civic level.”
(Marmot Review, 2021)

Our Engagement

We have used a variety of engagement methods so we can engage as many people as possible. This has involved a mix of quantitative (feedback forms/ surveys) and qualitative (existing or previous engagement activities, workshops, and events).

Previous / Existing Engagement

Capturing learning from other engagement across the public sector and partners. This has meant we weren't asking the same people whilst also getting a larger and varied voice into the strategy

**E.G CYPS Engagement;
#2035**

Survey

Questionnaire undertaken to identify the needs and views of many people in a standard format.

**51 Responses so far
(115 views)**

Meetings / Presentations

To allow people to discuss their ideas in an open and relaxed atmosphere. These had a variety of formats and were designed to exchange information; to discuss the strengths, weaknesses, opportunities, and threats of the strategy; to obtain ideas and innovative thinking for a way forward.

25 held



Summer Events Programme

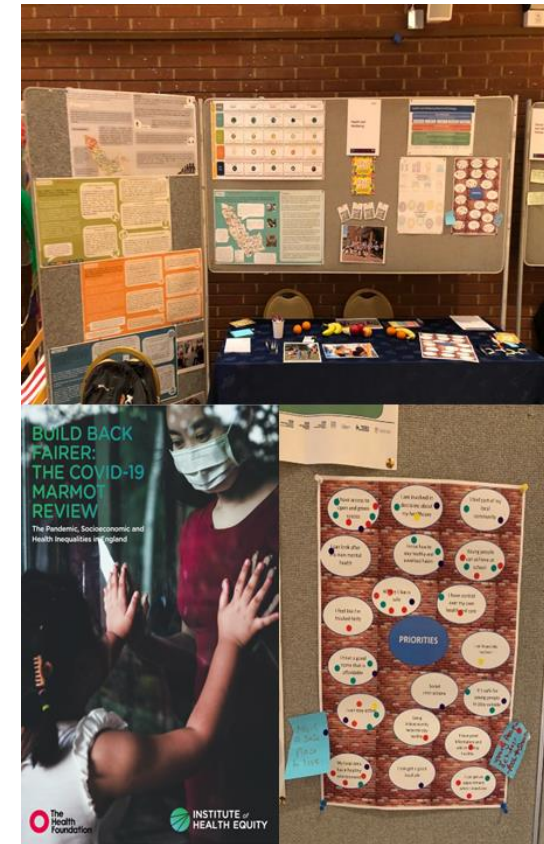
Using VCS and local businesses to put on events and activities throughout the summer to engage people about health inequalities, including vaccines.

**1,300 Events
23,000 people**

Public Forums

Using Citizens Panels and other forums to talk about the strategy and to encourage feedback directly or through the online survey

On going



Engagement – Children's and Young People

Listening and learning to deliver change is at the heart of how the strategy is being developed. The recent children's engagement has provided further opportunities to listen to their voices and shape our plan.

Through their work they designed and delivered **13** Future workshops with young people across both boroughs, engaging with over **130** children and young people aged 11- 25.

Reviewed their engagement with young people and parents across children's services and wider. These covered **more than 2500 responses** on a range of issues affecting children and families.

Bespoke CYPP engagement with residents in both boroughs through the Citizen's Panel in RBKC where we had **247 responses** and **50** in WCC through the reference panel.

3 staff engagement sessions and sessions with School Governors, Education Partnership Boards, and the Local Safeguarding Children Partnership.

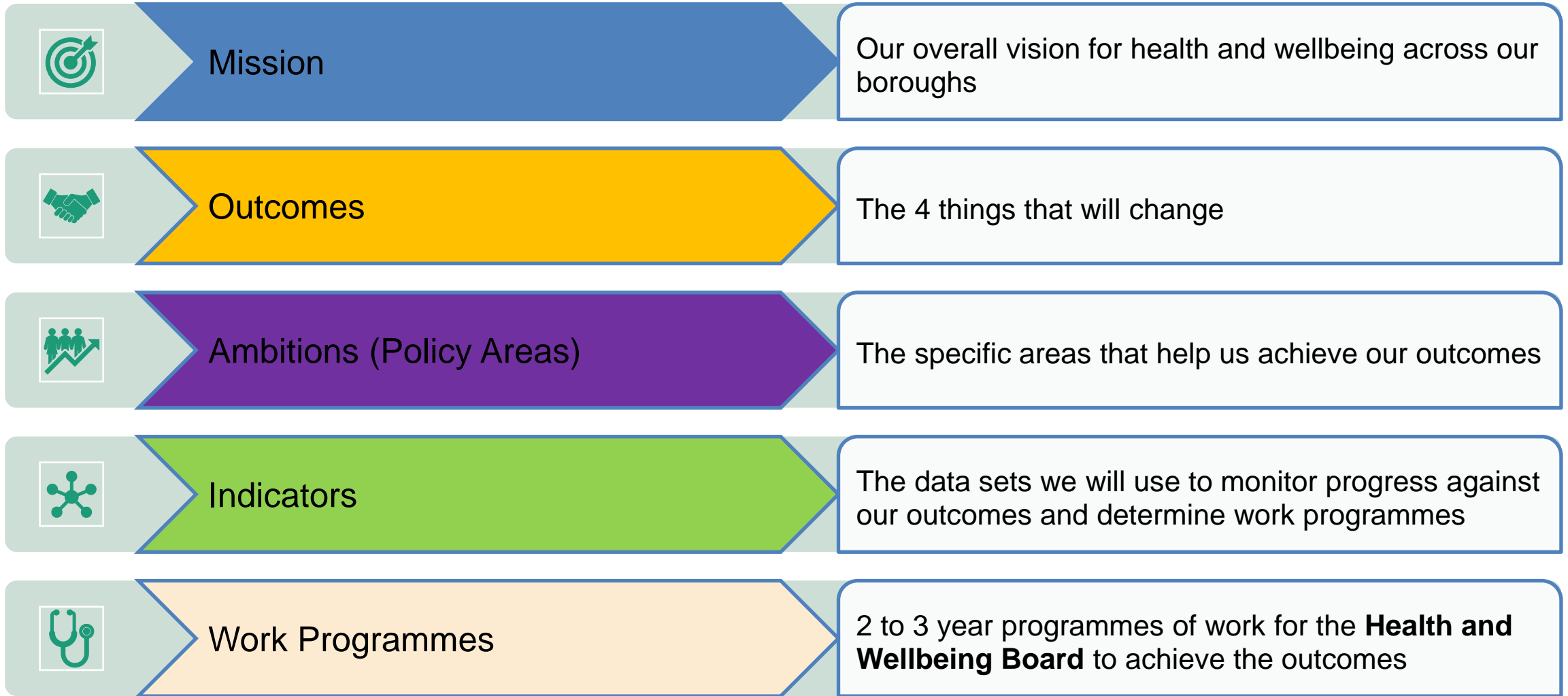


Speaking out for Change

This 'Activism' future world in 2035 is based on the increased need for children and young people to feel engaged, safe, listened to and to be given opportunities to improve their lives.

- Young people and their communities are inspired to stand up and rally for change. (Greta Thunberg, Black Lives Matter Movement, etc...)
- Young people, families and their communities come together to speak out- mobilising and creating change for themselves.
- Young people are confident and know their rights, and know how they can communicate with organisations.
- Organisations respond to the demand for change, and they understand what communities want and need. Services change so they better fit the needs of young people.

HWB Structure



Our Vision and outcomes



We want to reduce health inequalities across our boroughs so everyone has the opportunities and life chances to live their lives to the fullest, healthily and happily. This means we will focus our efforts on supporting people who are affected by avoidable, unfair and systematic causes of health inequalities, by helping them to make the connections that matters to them in their communities.

This matters so residents can...

1. live longer and in a way that allows them to fulfil their lives
2. have their mental wellbeing seen as important as their physical health
3. live in communities that are healthy, safe and with good quality schools, housing and environment
4. have access to good quality and services that meets their needs.

Our Ambitions (Policy Areas)



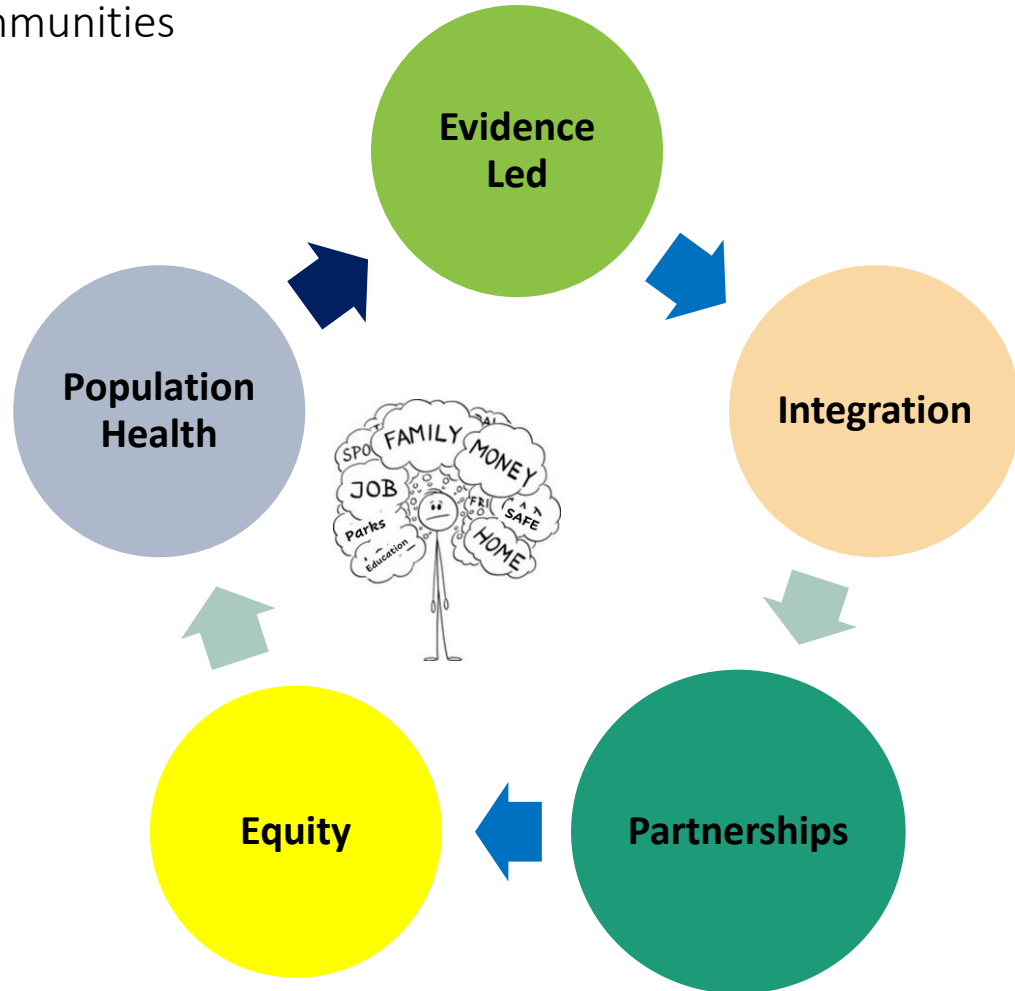
Our 10 ambition statements cover the **wider determinants** that are important for addressing health inequalities and important for our residents

1. Our children and young people can achieve their full potential, feel healthy, safe and happy'
2. We can all stay healthy
3. We are supported to look after our mental wellbeing
4. We have a good quality home
5. We are all part of a community where we feel safe
6. Our boroughs are healthy environments
7. We are cared for by the best people and have access to the best services when and where needed
8. We are all treated with fairness and empowered to shape the decisions that affect us
9. We are all financially stable and have access to enriching opportunities and good jobs
10. We are supported and empowered to live as independently as possible

Each statement will be supported by a **case study** to bring the strategy to life.

Underlying Principles of how we need to work

We will work with our communities by *listening and learning* to deliver this change and in doing so create stronger more resilient communities



Examples of how this is working ...

- 'Fuller report, Place Based Model of care design'
- Autism Strategy
- Dementia Plan
- Learning Disability – 'Big Plan'
- Mental Health Strategy
- Carers Strategy
- Suicide Prevention Strategy
- 20/80 Demonstrator Project
- Integrated Neighbourhood team development
- RBKC Biodiversity Plan
- #2035 – reducing inequalities
- Childhood Immunisations Pilot
- Healthy Schools Programme
- Homelessness Strategic Delivery Group

Structures & Governance:

New 'Place Based Partnership Collaboration & Delivery Group' to own and drive change

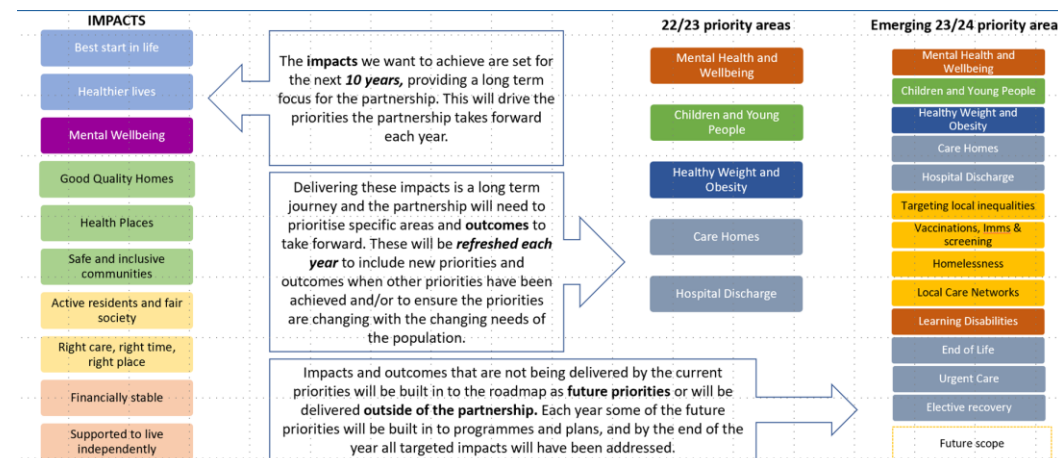
What is our outcomes framework? – *in development*



An outcomes framework will help link what we/you do (activities) with what you want to achieve (outcomes).

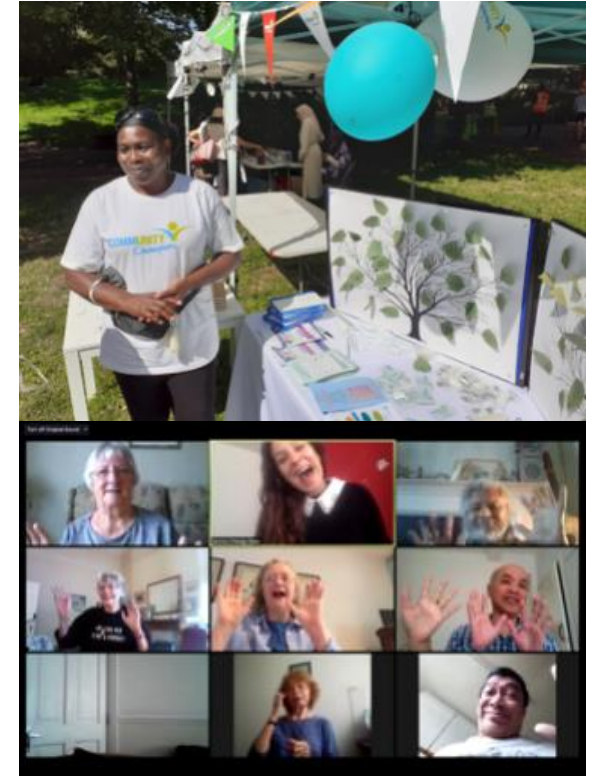
Our outcomes framework starts with our health and wellbeing strategy setting out the outcomes (impact) we want to achieve for our residents. These remain consistent for the next 10 years.

Using our Ambitions (policy areas) - every 2 years we will review and agree a delivery plan based on our priorities that year.

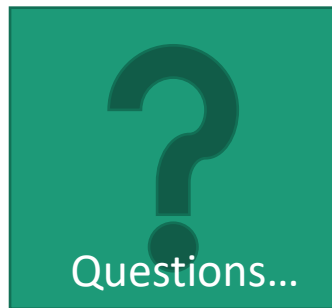


What we still need to do

- Develop the outcome framework and key metrics
 - Scope out the detail of the work programme – across health, housing, children’s and young people etc.
 - Collect and document case studies, including videos to bring the strategy to life
 - Develop and agree a consultation plan
 - Finalise the joint HWB strategy
-
- Questions?



Your comments, questions and suggestions please...



APPENDICES



Literature Review Summary

Strategies	Reports	Insight/Engagement
<ul style="list-style-type: none"> • Fairer Westminster Strategy 2022-2026 • Our strategy for Special Educational Needs and Disabilities 2021-2024 Kensington and Chelsea Council • Our strategy for Special Educational Needs and Disabilities. 2021-2024. City Of Westminster • Autism Strategy • RBKC Council Plan • WCC Emerging Corporate Strategy • Cultural Strategy • Best practice Health and Wellbeing Strategy Examples • ICS Priorities • Active Westminster Strategy • Air Quality Action Plan • RBKC and WCC SEND Strategies • NHS Long Term Plan 	<ul style="list-style-type: none"> • Kensington and Chelsea Health Report October 2021, Public Health Intelligence • Westminster Health Report October 2021, Public Health Intelligence • The Mosaic Community Trust Annual Report 2021-2022 • Active Westminster Active • Communities Report • Church Street Youth Voices Project Report • Bi-Borough Vaccine Sentiment Paper • CP Summary Review • SWIM Covid-19 Assertive Outreach Report • SWIM Project Closure Report • Mosaic Vaccine Hesitancy Report • BMEHF Vaccine Report • Fuller Report • The Marmot Review • The Marmot Review 10 Years On • BMEHF Social Isolation Report • My Care My Way 	<ul style="list-style-type: none"> • CYPP Engagement Review (Summary of recent consultation activities with children and young people across the Bi-Borough (2018-2022)) • COVID-19 Student Voice Survey collected 126 responses from primary schools, 374 from secondary schools and colleges and 42 responses from pupils with SEND (Bi-borough, 2020) • Grenfell – Children and Young People’s Emotional Health and Wellbeing Services with parents and carers, children and young people, schools, and residents or members of the wider North Kensington community (RBKC, 2021) • Community Safety Survey with residents, businesses, and other stakeholders (RBKC, 2021) • Here to Listen Event (WCC, 2021) • Churchill Garden Estate Survey May 2021 • Active Westminster Strategy Engagement session 2022 • Service User Feedback – Mental Health Strategy Kensington and Chelsea • Stakeholder Engagement – Mental Health Strategy Kensington and Chelsea • Virtual Wallet User Findings • Persona Profiles and Findings • Youth Wellbeing Feedback • Young People Covid Concerns • City For All – Resident Engagement Findings • Youth Outreach British Red Cross – Bi-Borough • Covid Sentiment Survey 2020 & 2021 • North Kensington Health and Wellbeing Survey • Older People’s Day Services consultation • Grenfell EHW Adults Consultation • WCC City Survey

Appendix: Engagement Summary

VCS		Health and Social Care		Council			
One Westminster	Survey and overview of the HWBS was provided to One Westminster for distribution in their newsletter.	Children in Care Council		IGXU	Informal meeting with Aby Murray – she will collate information and provide us with feedback		
		Youth Hubs					
		Healthwatch – RBKC/WCC	Meeting and discussion				
Kensington and Chelsea Voluntary Sector Council	Presentation to KCSC CEOs across VSC and discussion	NW London ICB	Workshops (x3)	Active Westminster Partnership	Meeting and workshop with ActiveWestminster strategy consultants Aligning HWB with Active Strategy		
		NWL ICB Engagement Team					
Westminster Homeless Partnership		BME Health Forum					
Action Disability Kensington and Chelsea	Workshop and presentation	Residents		Portobello Business Centre	Part of the summer events programme (17 local businesses involved)		
RBKC Mental Health Partnership		RBKC Citizen's Panel	Market Stall				
Mosaic Trust	Meeting / workshop	Health Champions	Presentation and discussion	RBKC Healthwatch Advisory Group			
The Advocacy Project		Community Champions	Presentation and discussion				
Abbey Centre				Grenfell Recovery Teams			
Young People			Summer Inequalities Programme				
Youth Action Alliance	Workshop				Westminster	RBKC	Total
Youth Healthwatch	Workshop / Presentation			Number of events	491	802	1,293
RBKC and WCC Youth Council	Workshop / Informal Discussion			Number of people engaged	13,088	11,286	24,374
Young K&C Foundation							

Survey Summary

The survey that supplemented the engagement received 51 responses (to date) made up of:

- 23 Westminster Residents
- 13 Kensington and Chelsea Residents
- 10 people who work in either borough
- 9 other

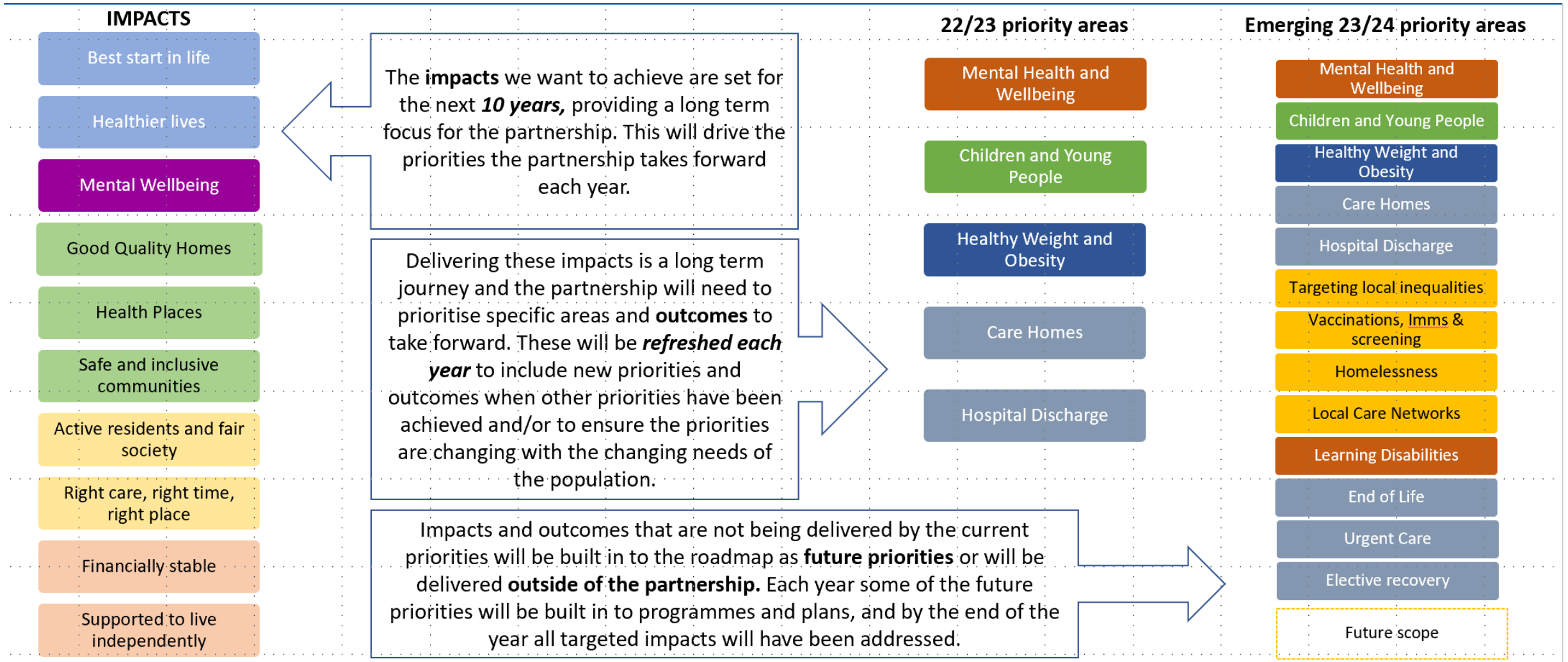
The top 5 responses to the questions *'What do you think impacts on good health and wellbeing?'* were:

1. Cost of living (26 responses)
2. Access to health services (19)
3. Quality of housing (18)
4. Physical activity (15)
5. Mental health (15)

What Residents tell us....

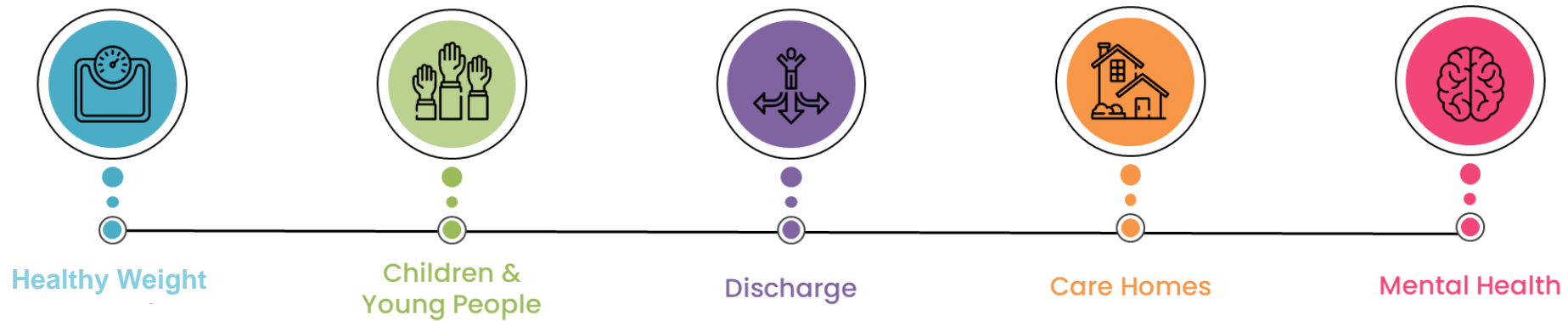
Early Intervention	Residents in control (tailored support)	Access to the right support at the right time
<ul style="list-style-type: none"> • There seems to be a rise in people with depression or anxiety, and a lot of these people don't get enough help that they should, and they don't even know they need help. • As an older man living by myself, I will feel supported if we get more free community events to bring people together as many have been isolated during COVID-19 • We need more community-based health initiatives, family events, mental health support groups, social exercise clubs and pet friendly events" • We need more community-based health initiatives, family events, mental health support groups, social exercise clubs and pet friendly events • The community around me is very special to me. As an old lady living alone, when my local support services check in on me and take time to listen, I get the feeling that 'somebody cares for me', and that is very special. • It will be great to have a trusted community professional that will be able to offer a tailored personalised health and wellbeing plan, as well as access to live health information at fingertips • We should have some sort of activities where we can easily participate and share the feelings 	<ul style="list-style-type: none"> • It will be great to have a trusted community professional that will be able to offer a tailored personalised health and wellbeing plan, as well as access to live health information on an app • More accessible community information on what's available, more should be happening at community centres for people's health and wellbeing. More walk-in advice centres with multi-lingual support • Right now I think a service that would benefit me is a women's group meeting either via zoom or when restrictions start to ease face to face. I think meeting other women particularly women that are going through the same thing that I am going through would be very helpful. There could be meetings to discuss our feelings and the best ways to deal with them; a kind of group counselling. It would also be a good way to make new friends. • I think activities that meet the needs of people with disabilities. Activities that take into account individual needs and bring those people together. I like many things but because of my disability I can't do many things I used to do. So now just having nice talks about interesting subjects will be very nice for me. Learning about meditation and ways to relax are very useful as well and I am very interested in. 	<ul style="list-style-type: none"> • It is so hard to get an appointment at the GP these days and when you finally manage to book an appointment its almost two or three weeks later, It's just not good enough. • People often prioritise their housing issues such as flooding from the flat over their health problems. Poor income or unemployment puts them in a state of helplessness, causing them significant anxiety and depression • Different BME communities should organise activities talking about sexual orientation. Many young people in BME communities are voiceless and suffering in silence as they cannot express themselves in the community

Outcomes Framework



Building Up Our Actions for the next 2 years

We have identified a set of shared priorities, or “impact areas” that will start our journey to reducing health inequalities. These include:



Draft Work Programme example – Mental Health (Older Adult Priority Area) – to meet outcomes

Input	Activity	Output	Outcome	Outcome Metric	Impact
<ul style="list-style-type: none"> Recruit 2 x OA MH practitioner roles for OA 	<ul style="list-style-type: none"> Working with a PCN in K&C and Westminster to design and test new older adults bridging roles. They will work to support two practices each with the ambition to scale across PCN patches as the roles embed in primary care. 	<ul style="list-style-type: none"> Strengthened links with GPs that will help prevent case deterioration More proactive identification and support to individuals with multiple co-morbidities who don't meet secondary care thresholds. Delivery of evaluation report demonstrating proof of concept by Q3 22/23 	<ul style="list-style-type: none"> Increase in access to specialist MH support for older adults who don't meet secondary care thresholds but are too complex for OA to manage alone and prevent their escalation of need. Offer of specialist mental health offer and support across PCN. 	<ul style="list-style-type: none"> % reduction of no of secondary care referrals from GP practices participating in pilot % reduction in no of older adults referrals declined by secondary care Improved patient experience demonstrated by qualitative survey 	<ul style="list-style-type: none"> All people are supported to look after their mental wellbeing. All people are cared for by the people and services that best meet their needs, in the right place, and at the right time.
<ul style="list-style-type: none"> Establishing an agreed approach to work in an integrated way to enable specialist MH input into wider frailty MDT discussions across KCW 	<ul style="list-style-type: none"> Develop tiered approach to MDT input that makes best use of existing resources and structures Test new ways of working to support more joined up decision making around where best to target resource to prevent deterioration 	<ul style="list-style-type: none"> Delivery of local approach that clearly sets out purpose and function of MDTs at each level More coordinated and assertive community response for people with co-morbidities and overlap of needs 	<ul style="list-style-type: none"> Develop and implement a more integrated Older Adult pathway model across the bi-borough There is better continuity of care for patients, achieved through joint care planning for individuals with complex co-morbidities who are at high risk of deterioration. 	<ul style="list-style-type: none"> Improved patient experience demonstrated by a qualitative survey Improved staff experience demonstrated by a qualitative survey Delivery of urgent Community Response to rapid PH &/or MH deterioration 	<ul style="list-style-type: none"> All people are supported to look after their mental wellbeing. All people are cared for by the people and services that best meet their needs, in the right place, and at the right time. All people are treated fairly and are able to shape the decisions that affect them.