

Health and Wellbeing Board

29 March 2017

Report title	Evaluation feedback on Living Well, Feeling Safe Event	
Decision designation		
Cabinet member with lead responsibility	Councillor Paul Sweet – Cabinet Member Public Health & Wellbeing	
	Councillor Sandra Samuels – Cabinet Member Adults	
	Councillor Val Gibson – Cabinet Member Children’s Services	
Key decision	No	
In forward plan	No	
Wards affected	All	
Accountable director	Linda Sanders, People Directorate	
Originating service	Public Health	
Accountable employee(s)	Ros Jervis	Service Director for Public Health and Wellbeing
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Report has been considered by:		
Updated report:		

Recommendation for action or decision:

The Health and Wellbeing Board is recommended to:

Note and discuss the feedback from our first Living well, Feeling Safe event and consider next steps for the Health and Wellbeing Board.

1.0 Purpose

- 1.1 To update the Health & Wellbeing Board on the feedback from the Living Well, Feeling Safe event which took place on 14 February 2017.

2.0 Background

- 2.1 The aim of the “Living Well, Feeling Safe” event was to:

- Increase understanding and raise awareness of the depth and breadth of community and agency support available in the city.
- Engage communities to discover what they are doing for Wolverhampton’s residents.
- Provide an opportunity to register with the Wolverhampton Information Network (WIN).
- Through the provision of stands and space for presentations enable partners to showcase their contribution and share information and learn what others are doing to support our residents.

- 2.2 It was widely supported that an event of this nature would result in statutory services being much more aware of the community based help and support available for Wolverhampton residents. Community groups would have an opportunity to show case their services and demonstrate the value they provide for local people to live full and active lives and the good work happening within communities themselves. We hoped the event would provide further opportunity for organisations and groups to register their services or ‘offer’ on the Wolverhampton Information Network (WIN).

3.0 Summary of the day

- 3.1 We were joined at the Bob Jones Community Hub by a large number of community organisations, charities and health and social care providers (please see appendix 1 for a full and detailed list of participating organisations and groups).
- 3.2 The Wolverhampton Voluntary Sector Council ran a series of #OurPlace sessions where participants could meet other people who care about where they live, share ideas and get support on how to grow their ideas.
- 3.3 In addition, the day featured presentations from individuals and groups providing details of the #smallgoodthings they provide, as well as drama presentations and workshops on a range of subjects including mental health and wellbeing and how people can come up with good ideas which would benefit the local community and put them into practice.
- 3.4 There was also a demonstration of self-help resources such as Wolverhampton Information Network, <http://win.wolverhampton.gov.uk/> – a one-stop shop packed with help, advice, ideas and information for individuals, families, communities, and service providers – and speed dating-style sessions through which people got to know more about what’s on offer in the city.

3.5 Councillor Lawrence, Leader and Chair of the Health & Wellbeing Board in his opening address said: "This event was not a one-off – it is part of our City's desire to empower people to improve the health and wellbeing of themselves and other people. We intend to follow it with a series of community roadshows where we can promote further the wide range of help, support and activities which is available in our local neighbourhoods."

4.0 Evaluation and Feedback

4.1 Among those taking part was Steve Downs, from Wildside Activity Centre based in Whitmore Reans. He said: "This was a great opportunity for us to showcase the small good things that we offer at Wildside Activity Centre, and particularly the way in which we can help children and families improve their health and wellbeing by enjoying the great outdoors in the heart of Wolverhampton." Quotes from the public included "Great event! Excellent set up and such an efficient and refreshing way of forming new relationships within the community" as well as "Only here for two hours but made good connections – Didn't know so much was available – Small is good!"

4.2 Over 40 individuals/group representatives linked into the WIN directory. This interaction varied, including informal chats with residents, and queries from existing record holders who wanted to know how to update and maintain their records and how many 'hits' their pages were receiving in the back office.

From a networking opportunity, the WIN manager was pleased to engage with these interested groups, all of which are now on WIN. All the promotional items and materials were distributed and a great success. Kuldip Khela from WIN said 'there was a lot of repetition in terms of promoting the WIN resource but it was 100% worth it'.

Kuldip also said, "I thank you for accommodating me; it was by far the best event that I have been involved in at the Bob Jones venue. All the pre-planning meetings and efforts from colleagues really made a difference".

4.3 The Council's Customer Services team invited feedback on the new Corporate Website design – over 30 individuals feedback their thoughts, all of which was positive and welcomed. It will be used to make changes to the current design and allow them to make significant improvements to service delivery.

4.4 The WVSC ran two 'ACTIVATE' workshops at the "#smallgoodthings" event. The 'ACTIVATE' toolkit is used for developing ideas and starting a conversation about how local areas can be improved. These workshops were one hour taster sessions as part of WVSC's broader 'Our Place' community events currently being run across the city. These taster sessions were well attended.

4.5 A facilitated 'Mental Health and Wellbeing workshop' took place in the morning and was repeated in the afternoon (with approximately 15 people attending each session).

The workshops enabled people to learn more about the five ways to wellbeing and how they can incorporate these steps into their daily lives to improve their mental health and lead a more fulfilling life. In addition a market stall offered information on the five ways to wellbeing.

- 4.6 The Carer Support Team supports informal/family carers looking after someone with an illness, addiction, or disability by completing a Carers Assessment. The team spoke to nearly 50 people throughout the day regarding the support they can provide. The team also staffed the 'What's on in Wolverhampton map' for the day in order to capture what other #smallgoodthings people were doing in their communities. This highlighted nearly 20 new activities and/or groups and some ideas regarding how we might get better at identifying our community assets and pockets of #smallgoodthings.
- 4.7 Two schools took part in the school art competition with the title "who do you worry about in your street". Six finalists were nominated and on the day of the event, the steering group picked out the two winning pieces of artwork. Both pupils were overwhelmed and very excited about winning and the prizes were presented at school assemblies after the event.
- 4.8 The Healthy Lifestyles service offer 1-1 support for those looking to manage their weight, change their diet, increase physical activity, stop smoking or reduce alcohol and can also offer specialist support for Pregnant Women. On the day of the event, as well as the provision of individual Health Checks, the team were also able to signpost or refer into their services as well as providing advice and information.
- 4.9 WV Active offers a wide variety of sport and fitness activities for everyone and with competitive membership prices starting from £10.00 makes health and fitness accessible to many. On the day of the event the team were offering a week's free pass entitling the recipient to use the facilities for free as a platinum member for seven days.

4.10 Attendance at the event

Out of a total of 182 attendees, 30 were members of the public and 152 organisations were represented. We received detailed feedback from nearly 60 attendees which was all very positive. It included the following:

- 23 comments around good advice and information, very informative, variety of information, excellent for signposting service users
- Comments describing it as a "fantastic" event, well organised, insightful event with lots to see, friendly, informative, and safe.
- Some suggesting that the event is repeated.
- Over 10 feedback forms described the interaction with other people was beneficial and a great way to network.
- Many liked the workshops on offer.

- The venue overall received excellent comments although a couple of highlighted the lack of parking.

4.11 Suggestions and learning for future events

- Please provide more time for workshops and discussions
- Encourage more of the public to attend
- Possibly consider a half day event as this may be more productive
- More seating areas to network and chat would be nice
- Feedback/information regarding the Carers and Community Support Team to have been featured on some of the promotional activity for the event would be helpful
- It may have been good to have had a map of the market place to help attendees know where they were going. This could have been a whiteboard which could have been amended as organisations came and went.

5.0 Financial implications

5.1 There are no direct financial implications from this report. [GS/21032017/J]

6.0 Legal implications

6.1 There are no legal implications from this report. [RB/21032017/L]

7.0 Equalities implications

7.1 This event raised awareness of the range of support and advice available to local people. These can be used to make an impact on health inequalities and support health improvement amongst a diverse range of people from different cultural backgrounds and equality stands within our communities.

8.0 Environmental implications

8.1 There are no environmental implications from this report.

9.0 Human resources implications

9.1 There are no human resources implications from this report.

10.0 Corporate landlord implications

10.1 There are no corporate landlord implications from this report.

11.0 Schedule of background papers

11.1 Living Well, Feeling Safe report Health & Wellbeing Board 19 October 2016.