

8. Mid Sussex Wellbeing Service

REPORT OF: Head of Corporate Resources
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Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Community, Housing and Planning
21st March 2018

Purpose of Report

1. This report updates members about the Mid Sussex Wellbeing Service.

Summary

2. Since 2011/12 the District Council has been commissioned by NHS West Sussex and West Sussex County Council (WSCC) to provide a wellbeing service with the aim of preventing ill health through the promotion of healthy lifestyles. This is provided through a wellbeing hub, which provides signposting and advice and through a range of locally commissioned services. To deliver these services the Council has a contract with WSCC for the period 2016-19.
3. The Wellbeing Service is performing very well and delivering consistently against key performance targets. It has an excellent reputation amongst health and social care professionals and service users.
4. The funding for 2017/18 was £290,139. For 2018/19 the Council has been given an allocation of £274,850 which represents a 5.6% (£15,289) reduction; this follows the 8% reduction in the previous financial year. This report sets out the proposed approach for delivery of wellbeing services in Mid Sussex for 2018/19.

Recommendations

5. **Members are recommended to:**
 - (i) **Consider and endorse the proposed approach for the continued delivery of the wellbeing service for 2018/19**

Background

1. Since April 2013 the responsibility for public health has transferred from the NHS (NHS West Sussex) to local authorities (West Sussex County Council). In West Sussex the County Council has commissioned the district and borough councils across the county to provide prevention and wellbeing services on their behalf. The district and borough councils work to a standard specification provided by WSCC, which includes the delivery of a wellbeing hub and additional commissioned services to meet local need. This standard specification ensures that the wellbeing services across the county are aligned with the healthy lifestyles aim in the WSCC Public Health Plan. It should be noted that WSCC has not set specific targets for the number of people engaging with the service for each of the district and borough councils to meet. This ensures that prevention and wellbeing services are provided at a local level responding to the needs of the local population.

2. Since 2011/12 Mid Sussex District Council has been commissioned by West Sussex Primary Care Trust (now West Sussex Public Health), to provide a prevention and wellbeing programme (known locally as the Mid Sussex Wellbeing Service). The vast majority of the service is funded by Public Health with contributions for staff on costs (29K) provided by MSDC. West Sussex County Council subsequently agreed to commission the service from the council for a further three years covering the period 2016 – 19. The agreement does, however, include break clauses with a notice period of six months at any time, or three months before start of each new financial year of the contract (January).
3. This report sets out the services that were delivered in 2017/18 and outlines proposals for 2018/19.

Mid Sussex Wellbeing Hub

4. Members will be aware that the Mid Sussex Wellbeing Hub is a “one-stop-shop” for health and wellbeing services for adults and families. It provides signposting, guidance and advice to local residents. Furthermore, it is a source of information for people who refer into health and wellbeing services as part of their work, be that in a paid or voluntary capacity. All of the members of the wellbeing team are highly qualified; they work one to one with clients to provide non-medical advice and use motivational interviewing techniques to support people with complex health and wellbeing issues to make long term lifestyle changes.
5. The wellbeing team works closely with other Council services such as environmental health, customer services and community services; the service is also available to support the wellbeing needs of MSDC staff and elected members.
6. Over a period of time (normally 3/4 sessions over 2 -3 months) the advisors support people to find their own solutions to their identified issues and put their plans into action. Members of the wellbeing team capture the impact of the service through monthly evaluation and case studies. Some examples are included in Appendices 1 & 2.
7. The hub has an administrative base at the council's office which can be accessed by telephone, email or through a dedicated website. Wellbeing advisors provide weekly outreach services in Haywards Heath, Burgess Hill and East Grinstead. The wellbeing team also attend community events to ensure the wellbeing service is promoted and accessible to people living throughout the district.
8. The 2017/18 annual target for the number of local residents referred to the wellbeing hub is 1400, with 300 (21%) having been referred by their GP. In the first nine months of 2017/18 (April to December), 1,376 residents have been referred to the wellbeing hub, of which 556 have been directly or indirectly referred by their GP (a total of 40.4% of referrals coming from GPs); 64% of the hub's clients are female and 35.8% male. This reflects a slight improvement on last year's percentage for men which, was recorded at 28%. Some of the services that have been provided for men this financial year include men's only weight management groups, exercise programmes aimed at men (walking football and circuits) and the service continues to support men's health campaigns by offering men only Wellbeing MOT's every November. The workplace health project has also improved the number of men accessing the service. This gender split is consistent with the six other wellbeing hub services in West Sussex and reflects national statistics which show a smaller percentage of men accessing health support services.

9. Since the wellbeing service has been set up, the main source of referrals has been 'self-referral or via a family member, neighbour or friend'. However, since 2014 there has been an increase in the amount of referrals from health professionals which has remained consistent from 29% in 2014/15, to 46% in 2016/17, to 47% (849) in 2017/18. The wellbeing service also works closely with carer support groups, Think Family key workers, Sussex Community Trust and other such organisations that work with target groups to ensure that the more vulnerable residents in Mid Sussex are able to access the service.
10. Performance of the wellbeing service is monitored by WSCC and is delivering consistently against its key performance targets. After a twelve-week period, clients who have engaged with the hub are telephoned and asked for feedback about their experience. In the period from April to December 2017 the wellbeing team received responses from 259 people. Of those clients:
- 89.1% had made positive changes to their lifestyles as a result of contact with the wellbeing service and;
 - 99.6% would recommend the service to others.

The positive changes included; taking action to lose weight, starting a new form of physical activity, changing lifestyles and behaviour, or reducing alcohol intake.

Examples of some Key Achievements in 2017/18

11. Prediabetes

In September 2015 the wellbeing service, working with local GPs, developed a programme for people who are at risk of developing diabetes. This programme has received extremely positive feedback from the attendees. It is a free half-day course delivered at GP surgeries, where people have the opportunity to talk about what it means to be prediabetic and to understand what they can do to reduce the risk of developing diabetes.

This financial year attendance numbers have risen to 157 (April to December 2017) compared with 100 for the same period last year. The service also has over 50 further clients booked on courses running until the end of March with more spaces available that the team anticipate filling. After the course participants are offered support through the core wellbeing hub service to make changes to their lifestyles.

12. Weight Off Workshop Pilot - Adults with Learning difficulties

Mid Sussex Wellbeing designed a pilot weight management course specifically for people with learning disabilities. The team have been working closely with Impact Advocacy Services who recently developed guidance for WSCC on delivering weight management information to people with learning disabilities. The course took place at Signposts in Burgess Hill and was especially designed to be interactive and fun, to accommodate the broad ranging specific needs of individuals with learning difficulties.

13. Community Connections

The Community Connections Directory of Services for Older People was updated and reprinted in June 2017 with 3,000 copies distributed. The directory is always very popular with health care professionals and voluntary organisations supporting older people. The directory has also been amended to include a section on dementia services. For the first time ever, and with the help of the Digital and Customer Service Team, the directory is now available online at: <http://www.communityconnections.org.uk/>

14. East Grinstead Health Event

The wellbeing service organised a Health and Wellbeing event providing older residents with information and advice on staying fit and well in later life. The event was provided in partnership with Local Patient Participation Groups (PPGs) and the NHS. The key outcomes were:

- Over 100 people attended
- Over 80 people received a copy of Community Connections (directory of services for older people)
- Over 50 people took part in one of the four exercise classes
- All 40 NHS Health Checks and Wellbeing MOTs were delivered
- 34 people had their blood pressure taken and four were referred back to the GP (one was an urgent GP referral that day)
- 20 statutory, voluntary and charity groups involved in health provided information stalls and talks. This included; NHS & CCG, Carers Health Team, National Trust, Mid Sussex Older Peoples Council, local town and parish councils and Age UK East Grinstead.

15. Community Events

The wellbeing team have supported a number of public & professional events organised in Mid Sussex for the benefit of the community and partners. Although these events do not necessarily turn into large referral numbers they are often delivered in key target area and provide good awareness of the service. Between April 2017 and December 2017 the service has supported, or delivered, 24 separate events with an estimated 3,821 people in attendance. Examples of these events include; fun days, Mid Sussex Health & Wellbeing Network, talks with community groups and training advice for fellow professionals

Commissioned Services

16. Once the wellbeing team has worked with an individual to the point of 'readiness to change', the next step is to signpost, or refer to a service which can provide additional support for the next three months. Currently Mid Sussex Wellbeing commissions;

- Weight off Workshops - An adult weight management scheme for people who are overweight or obese.
- Wellbeing Coaches - to support people with low self-esteem, anxiety or caring responsibilities to access health and wellbeing services.
- Back to Exercise - A physical activity project providing very low cost exercise sessions for inactive adults.
- 'Wellbalanced' Falls Prevention Programme - An older people's physical activity programme promoting strength and balance.
- Workplace Health – Promoting and providing health and wellbeing services in the workplace.

- Prediabetes workshops - The programme is a free half day course at GP surgeries where people have the opportunity to talk about what it means to be pre-diabetic and to understand what they can do to reduce the risk of developing diabetes.

Appendices 1 & 2 contain targets and additional information about each of the above services.

Future Commissioning

17. **Back to Exercise - Albion in the Community (AITC)**

In October, AITC was not on course to meet its performance targets for 2017-18 and a recovery plan was set in place and when this was not met the contract was terminated, giving 90 days' notice. The project will officially end on 31 March 2018 and it has been agreed with Public Health that the Back to Exercise project will not be recommissioned in 2018/19.

18. **GP Wellbeing Advisor Pilot 2018/19**

Social prescribing is a phrase which has been used to describe the referral of patients from primary care services to forms of social support in the community, to improve their health and wellbeing. Nationally, examples of this model exist via different system approaches, but generally through funding by local authorities, Public Health and the NHS.

19. In Mid Sussex one of the key functions of the wellbeing service (funded by Public Health) is to deliver on this principle by referring residents to social support in the community. This applies whether they have been referred via primary care, or not. The wellbeing service uses highly qualified wellbeing advisors, trained in lifestyle and behaviour change techniques, to help people access support. In delivering this universal service for adults over the last six years there has been increasing demand from GP practices to access support for their patients. In the last 19 months the wellbeing service has received 1158 referrals from local practices.

20. The Mid Sussex Wellbeing Service has been approached by Mid Sussex, Horsham & Crawley Clinical Commissioning Group (CCG) to pilot a more specific, tailored approach of this social prescribing model via regular outreach in local GP practices. The CCG has agreed to help GP practices start this pilot. The outcome of this will demonstrate not only the social and health benefits to individuals already using the wellbeing service, but also the cost savings to NHS services. This will further highlight the importance of prevention work in one of the most financially challenging times for the NHS and local authorities.

21. It is proposed that the GP wellbeing advisor pilot and remaining services listed in section 17, along with the wellbeing hub, are to continue in 2018/19. Public Health has agreed this approach after reviewing the service business plan for 2018/19.

Evaluation

22. There is a rigorous performance management process in place for all of the commissioned projects. The performance measures used are aligned with the public health indicators detailed in the Public Health Outcomes Framework 2012 -16. The wellbeing service is monitored by West Sussex Public Health on a quarterly basis.

Policy Context

23. The wellbeing service contributes to the 'strong and resilient communities' corporate objective through the promotion of healthy lifestyles. The wellbeing service works closely with other departments of the council addressing wider public health issues such as environmental health, leisure services, customer contact team and housing services.

Other Options Considered

24. There is no statutory obligation for the council to provide a wellbeing service. However, all other districts and boroughs in West Sussex have agreed to provide this service in partnership with WSCC. If the Council decided not to continue to provide the service in the future, it would leave a gap in service provision in the Mid Sussex area and the Council would lose both the opportunity and funding to provide locally tailored public health services.

Financial Implications

25. There are no specific financial implications for the Council arising from this report. There is no requirement for additional council funding as the cost of the wellbeing service, including core staffing costs and the commissioned projects, is covered by the funding provided by WSCC. Staff on costs for this service comes from within the existing revenue budget of the Community Services, Policy & Performance Business Unit.
26. If WSCC decide to serve notice on the current partnership agreement (2016-19) funding for the wellbeing service, the council will incur redundancy costs of £41,000 in 2018/19.
27. As there are limited guarantees in terms of the annual allocation of funding, all contracts for staff are temporary. The commissioned projects are contracted on a two-year term basis with an option of a third year, with the contracts including a clause relating to the availability of funding.

Risk Management Implications

28. A risk assessment has been undertaken as part of the Mid Sussex Wellbeing Service Business Plan 2018-19 and an updated risk log is a requirement of WSCC's quarterly monitoring process.

Equality and Customer Service Implications

29. An Equalities Impact Assessment has been undertaken for the service. The key finding of the assessment is that the target groups for the wellbeing service are broadly aligned to those identified under the Equalities Act. The wellbeing service is monitored on a quarterly basis on how the service targets and engages with people at risk of the poorest health.

Other Material Implications

30. All processes relating to both the wellbeing hub and commissioning function are in line with the Council's procurement procedures, legal procedures, health & safety procedures, safeguarding and any other relevant legislation.

Background Papers

- [Mid Sussex Wellbeing Equalities Impact Assessment](#)
- [Improving Outcomes and Supporting Transparency; Part 1 A Public Health Outcomes Framework for England 2013-16. Published by Dept. of Health 2012.](#)
- [WSCC Public Health Plan](#)

Mid Sussex Wellbeing Evaluation

Comments about the Wellbeing Advisor Service

A) “This year has been very difficult for me, living with ongoing pain and not being able to work. I have felt quite worthless and depressed. I now feel that I can find new meaning and structure again, by helping other people. It’s also reassuring to know that there are other support services to help my long-term mental wellbeing after I finish my counselling sessions.”

B) “I am enjoying making my packed lunches and I am more careful with my portions. When I checked on the scales my Mum said I had lost 6kgs and I am really pleased about that. My clothes are also now getting looser and I need new work trousers.”

(Client has Down’s syndrome and lives with her parents)

C) “The past few months have been a very difficult time for me. I was very grateful for the guidance I received on diet and wellbeing, as well as how I viewed food and my attitude towards myself. I continue to incorporate this advice in my eating habits and decision making processes around that. I really appreciated the help and am now much more confident that I can achieve a healthy lifestyle.”

Comments about the Weight Management Service

A) “Without being cliché this has genuinely changed my life. More importantly it will also affect my parenting and therefore my children’s lives and those of my patients. The tutors were amazing so kind and understanding in a really accepting way, I have not once felt judgement - so critical to being helpful with behaviour change”.

B) “I would recommend this course. I have found the whole 12 weeks interesting, very well run by our facilitator and very informative. In the past I have attended other weight loss programmes but I have taken more away from this course than any other”.

C) “I cannot criticise the course. I didn’t know what to expect but am completely satisfied with all aspects and especially the tutor who was so encouraging. I feel confident that I can now maintain a healthier lifestyle”.

Comments from Work Place Health

A) “We are currently looking at our wellbeing package within the company and introducing things that worked well during our wellbeing week. The advisors were very informative during the health MOTs and we had some very good feedback from everyone who had a health check. Based upon our workplace assessment we are currently reviewing our staff vending machines and adding in a few more 100 kcal snack options.”

B) “A feedback form was sent out to staff from our Director of Staff Wellbeing and all staff thought the MOT's were very informative. The Director of Wellbeing is approaching the senior management team to see what else the college can do to uphold the health and wellbeing of all staff. We are all looking forward to a review date in the future”.

C) “All staff have seen these checks as really positive and are keen to arrange some more dates later in the year. Since the wellbeing visit we have undertaken a step challenge (supplied staff with pedometers) as one of the factors which come from the workplace assessment was physical activity levels and some staff set an improvement within this area. We have also

added some fruit baskets around the offices so staff can snack on this rather than other unhealthier choices”.

Comments from Back to Exercise

A) “I’m still exercising by running and attending a few yoga classes. The course was great it started me back running again. The coaches were really helpful. They got everyone involved and were brilliant at encouragement.”

B) “I started yoga without having done it before. The coach walked people through each exercise. It was great. I can’t recommend her enough. It was great for beginners and was ideal for me.”

C) “I am trying to walk more and I am looking at starting Nordic Walking. The course was really enjoyable and Liz was fantastic. I have carried on doing some smaller exercises at home.”

Comments from Wellbeing Coaches

A) ‘My life has changed! Evie has been wonderful. As long as you are ready to make the change (I was) then this is the best programme/service to use. The new information has really helped me to get into routines and enjoy eating better and being more active. This has also helped me to be so much more confident. I still have some way to go but I am equipped with everything I need to continue this journey. I am enjoying every bit of it and it is also sad for it to end as well.’

B) “The best bits have been being given access to information that I would never have found on activities / courses in and around where I live. Also, having someone to go with, moral support and confidence, as well as support that is tailored to me.”

C) “Talking whilst doing physical activity has worked really well. I have found it much easier to talk and come away feeling good about myself. The encouragement, praise and recognition of small successes have helped with confidence and motivation. The flexibility with timings was really useful, as well as the flexibility with the approach. Through activity I was made to feel at ease and whilst I struggled, just doing it was seen as a positive step to improving both my physical and mental wellbeing. I was always made to feel that I was ‘OK’ to feel low or to have a ‘blip’ and was encouraged to not be too hard on myself. Thank you.”

D) “My food coach as I call her has been totally invaluable. Always encouraging, non-judgmental, such an informative human with a great sense of humour and provided me with the tools to lead a healthier lifestyle, even with my limited physical ability, due to my disability. Jo has always gone out of her way to provide me with the information & tools to hopefully change a lifetime of bad eating habits. She has taught me to look at my achievements. Even though I had maybe unrealistic goals, short term, I have still lost weight and changed my eating habits, small changes at a time.”

Comments from Wellbalanced – Falls Prevention

A) “You have given me techniques which I can practice on a daily basis. Thought initially what am I doing this for but have found it informative, absolutely super and now I go to other classes and exercise at home daily. The classes have encouraged me to get out and get active. I feel really positive and would like to say thank you.”

B) “I am slow, depends on what sort of day my body is in. It makes me do the exercising and meet people who suffer, plus the teachers and helpers are lovely. I feel I am improving slowly, but it makes me feel good so I am happy.”

C) I started the programme because I lacked confidence after my recent fall. The classes have helped me regain my confidence and I now feel ready to attend other community classes that are now a little more challenging. The classes were a tremendous help and I feel they have made such a difference”.

Comments from Prediabetes Courses

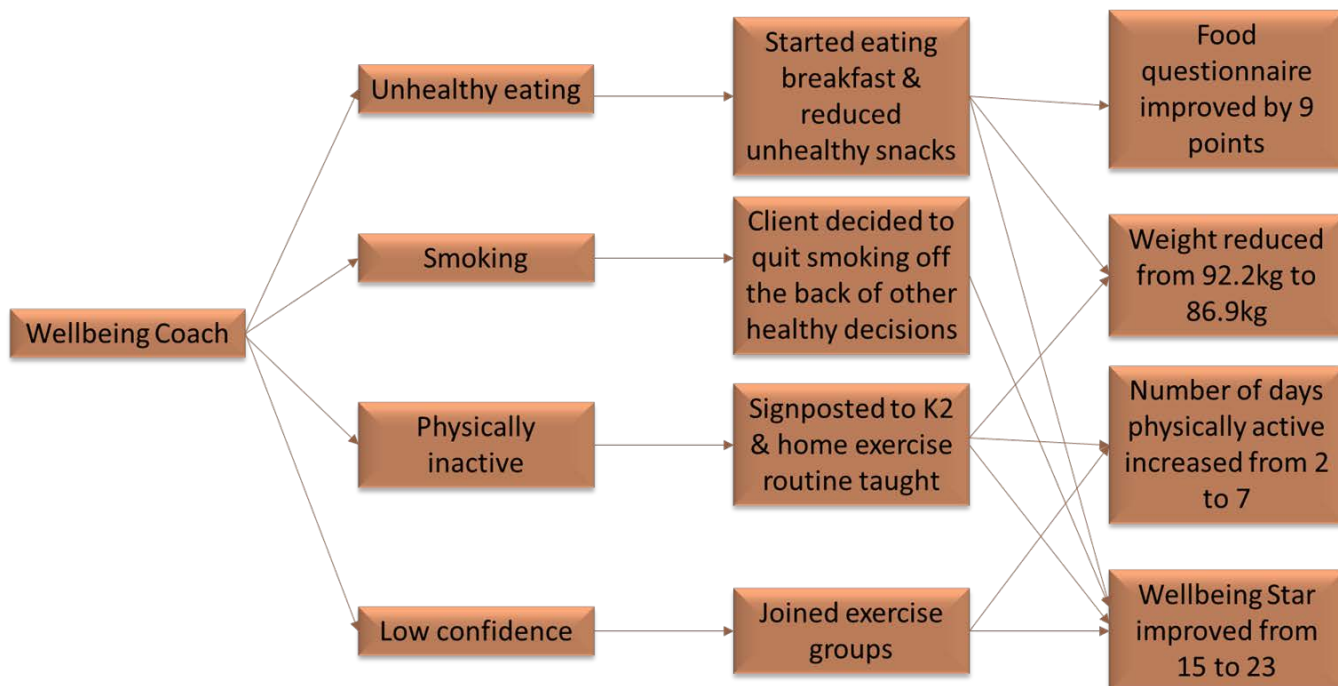
A) General comments on lifestyle changes 3 months after receiving the course:

- o No longer pre-diabetic.
- o Modified sugar intake- avoids fizzy drinks. Lost stone and a half.
- o The way I shop, portion size and building activity into life has all changed.
- o Doing more exercise.
- o Watching portion sizes, planning meals, less cakes/snacks at work.
- o Stopped sugary breakfast cereals and cut out 90% of puddings.
- o More careful with what I am eating.
- o Cut right down on sugar and reading labels of food packaging.
- o Walking more and using step counter.
- o Improved diet.

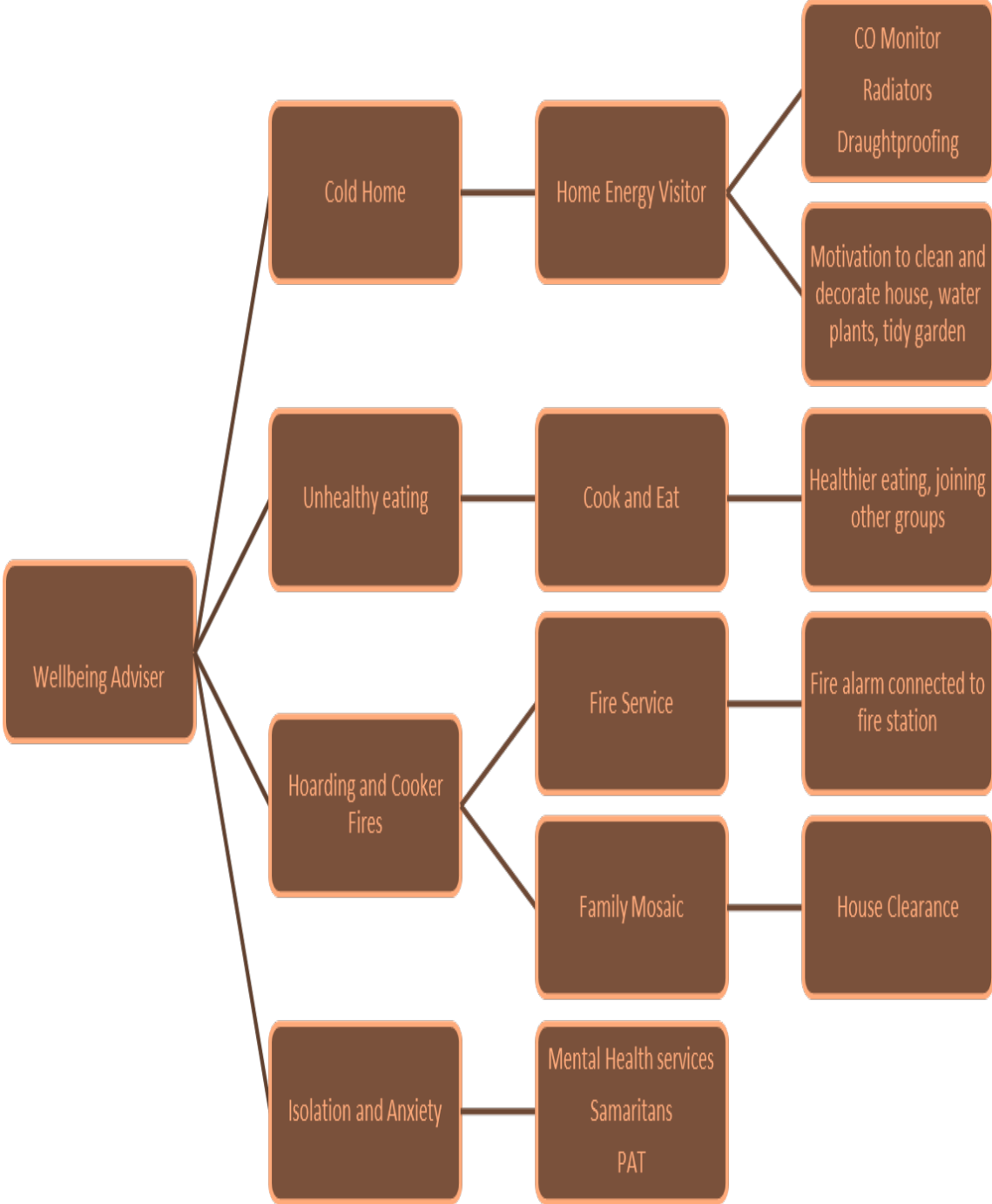
B) “Pulled back from the brink of diabetes. Walking more, modifying diet, and lost weight. Hugely impressed by session, it’s what government should spend money on”

Examples of value added by the wellbeing service

Example of Client Health Outcomes



Example of cross service outcomes



Commissioned Projects in 2017-18

All of the commissioned projects contribute to the National Public Health Outcomes Framework 2013-16. The vision of this framework is to improve and protect the nation's health and wellbeing and to target the people at risk of the poorest health.

Below is a brief description of each of the Mid Sussex commissioned projects, along with the public health indicators to which they contribute. All of the commissioned projects are targeted at people at risk of the poorest health, for example people living in deprived areas, people from black and minority ethnic communities, people with long term health conditions or physical disability, people with caring responsibilities or with low self-esteem. This is a targeted rather than a universal service and is measured on health outcomes rather than absolute numbers. Members should be aware that all of the projects also have a range of more detailed performance measures which are used for the monitoring of each provider. A summary is provided below.

Weight off Workshops – MSDC **Cost for 2017-18 - £50,000**

This project contributes to the following public health indicators

- Excess weight in adults
- Self-reported wellbeing

The workshop runs over a 12-week period. The course supports a minimum of 160 people to take responsibility for their weight and to make small changes to their lifestyle with the aim of long term sustainable change. It is expected that people who have completed the course will have reduced their body mass index and will be able to maintain weight loss 3, 6 and 12 months after the course.

Outcomes from April 2017 – January 2018



Back to Exercise –Albion in the Community
Cost for 2017-18 - £35,000

This project contributes to the following public health indicators

- Proportion of physically active and inactive adults
- Utilisation of green spaces for exercise/health reasons
- Self-reported wellbeing

Back to Exercise is a 12-week course of exercise sessions for adults aged 18+ who do little or no exercise. Courses include Learn to Run, Back to Netball, yoga and walking football which are all taught at a beginner’s pace. The cost is £12 for 12 weeks. The project also includes promotion of the outdoor gyms. A minimum of 250 people will access the service with 80% of participants reporting that they have continued to exercise three months after the end of the programme.

Outcomes from April 2017 to end of December 2017



Falls Prevention programme – Places for People Leisure & Active House Solutions
Cost for 2017-18 - £33,500

This programme contributes to the following public health indicators

- Proportion of physically active and inactive adults
- Self-reported wellbeing
- Falls and injuries in the over 65s
- Social connectedness

This service is aimed at vulnerable adults aged over 65 years to improve their strength and mobility. The programme provides strength and balance classes to reduce the risk of falls for people who have been discharged from the acute or community NHS falls teams and for those who are not eligible for the existing services.

Outcomes to from June 2017 to end of December 2017

45 clients have been professionally referred on to the programme

• 67 target

4 extra courses are now running as self funded

86% of completers have maintained or improved strength & balance

89% of completers have increased their activity levels

97% reporting improved mental wellbeing

84% self-reporting maintained strength and balance 3 months after course

Workplace Health – MSDC Cost for 2017-18 – £45,000

This project contributes to the following public health indicators

- Excess weight in adults
- Proportion of physically active and inactive adults
- Self-reported wellbeing
- Smoking prevalence – adult (over 18s)

The aim of the project is to provide a resource for local businesses to support sustained lifestyle changes amongst their employees to prevent future ill health. The service aims to engage directly with a minimum of 25 local businesses (targeting small and medium sized enterprises that employ routine and manual workers and businesses in rural areas where possible). The businesses will be supported to engage with the wellbeing hub and community services.

Outcomes from April 2017 to end of December 2017

20 businesses supported to offer Wellbeing MOTs within the workplace

17 businesses received additional talks on diet, mindfulness and exercise

• 15 year target

327 employees have had a Wellbeing MOT within their workplace

• 250 year Target

68 employees receiving additional support from the workplace wellbeing advisor

• 50 year target

90% clients have fully or partially achieved their smart goals 3 months post intervention.

• 87/97

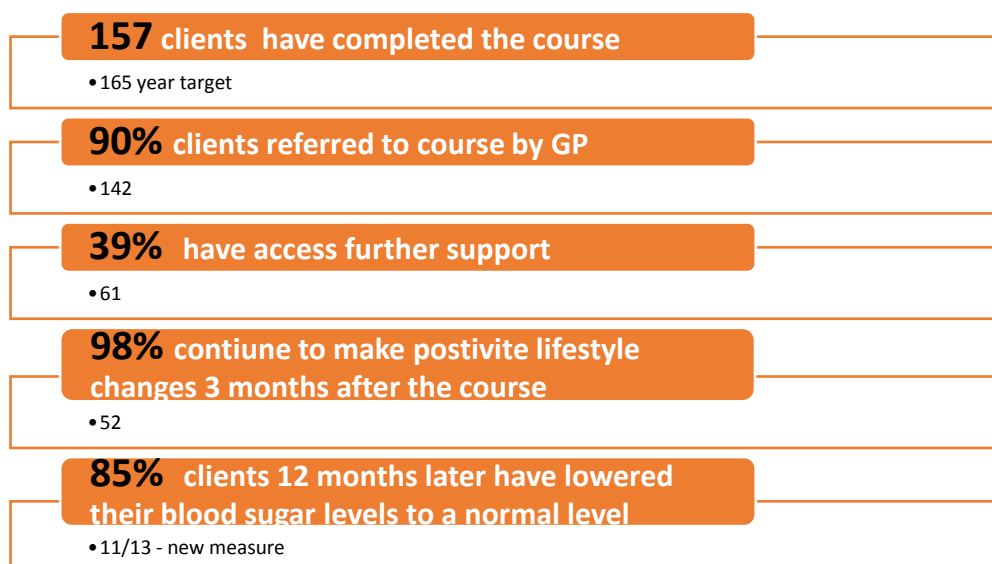
Prediabetes – MSDC
Costs £8,000

This project contributes to the following public health indicators

- Excess weight in adults
- Proportion of physically active and inactive adults
- Self-reported wellbeing

The aim of the project is to assist local residents who are at risk of developing type 2 diabetes. In Mid Sussex alone 6,000 people have been diagnosed with diabetes and it is estimated that a further 1,000 have the condition, but have not yet been formally diagnosed. The programme targets those at greatest risk, including residents with a family history of type 2 diabetes, a BMI over 25 and adults from ethnic minority backgrounds. The prevention programme shows people how they can take control for themselves and reduce the risk of developing the condition. This includes advice on changes to diet, activity levels and other lifestyle factors.

Outcomes to from June 2017 to end of December 2017



Wellbeing Coaches - Albion in the Community
Cost for 2016-17 - £40,000

This project contributes to the following public health indicators

- Excess weight in adults
- Proportion of physically active and inactive adults
- Social connectedness
- Self-reported wellbeing
- Alcohol-related admissions to hospital.

The wellbeing coaches provide one-to-one support for adults who need additional support to make changes to their lifestyle. This could be because they have caring responsibilities, have low self-esteem and are unable to participate in group sessions. Support is offered over a twelve week period. The provider is expected to work with a minimum of 80 people per year and that 80% will improve their cardiovascular fitness and emotional wellbeing.

Outcomes from April 2017 to January 2018

