

6. MID SUSSEX WELLBEING SERVICE

REPORT OF: ASSISTANT CHIEF EXECUTIVE
Contact Officer: Elizabeth Carter, Wellbeing Manager
Email: elizabeth.carter@midsussex.gov.uk Tel: 01444 477047
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leisure and Community
2 March 2016

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 2013-16.
3. In September 2015, WSCC announced that as a result of the cuts to Public Health England funding the Council should prepare for a budget reduction for the Wellbeing Service of between 10% and 25%. Although the budget has not been finalised this report sets out the proposed approach for delivery of wellbeing services in Mid Sussex for 2016/17.

Recommendations

4. **Members are recommended to:**
 - (i) **Consider and endorse the proposed approach for the continued delivery of the Wellbeing Service for 2016/17**
-

Background

5. 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 Districts 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 numbers 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.

6. The Council has a contract with WSCC to deliver the Wellbeing Service for the period 2013-16. The funding for 2015/16 is £328,500 which is made up of £100,000 per annum to deliver the Wellbeing Hub and £228,500 per annum to commission additional services aligned to local need. This report sets out services that were delivered in 2015/16 and outlines proposals for 2016/17.
7. In September 2015, West Sussex County Council announced that as a result of the cuts to Public Health England funding the Council should prepare for a budget reduction for the Wellbeing Service of between 10% and 25% for the 2016/17. WSCC has indicated that the announcement about funding for 2016/17 would be made in January 2016 with a partnership agreement being drawn up and signed by the end of February 2016.
8. At the time of writing WSCC has not been in a position to confirm the funding for 2016/17 nor the length of the contract period.

Mid Sussex Wellbeing Hub

9. 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 and 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, and work one to one with clients to provide non-medical wellbeing advice and use motivational interviewing techniques to support people with complex health and wellbeing issues to make long term lifestyle changes.
10. The Wellbeing Team works closely with other Council services such as Early Intervention and Housing Needs and the service is also available to support the wellbeing needs of members of MSDC staff and elected Members.
11. Over a period of time (normally 3 sessions over 2 -3 months) the advisors support people to find their own solutions to their identified issues and put their plans in to action. Members of the Wellbeing Team capture the impact of the service through monthly evaluation and case studies. Some examples are included in Appendix 1.
12. 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.
13. The 2015/16 annual target for the number of local residents referred to the Wellbeing Hub is 1750 with 250 having been referred by their GP. In the first nine months of 2015/16 (April to December), 1,325 residents have been referred to the Wellbeing Hub of which 267 have been directly referred by their GP and a further 374 on the recommendation of their GP (a total of 48% of referrals coming from GPs). 68% of the Hub’s clients are female and 32% male. The figure for male clients is increasing on an annual basis which is attributed to GP referrals and the provision of the service in workplaces.

14. Since the Wellbeing Service has been set up, 'self-referral or via a family member, neighbour or friend' has been the main source of referrals. However in 2015/16 this has altered from accounting for 48% in 2014/15 to 29% in 2015/16. This is due to significant increases in referrals from health professionals. The Wellbeing Service works closely with the Think Family key workers and within Think Family Neighbourhoods to ensure that the more vulnerable residents in Mid Sussex are able to access the service.
15. The success of the hub, reflected in the increasing number of referrals has resulted in a need to explore how the service can be adapted to meet current and future demand. An additional Wellbeing Advisor was recruited in 2015/16 to increase capacity in the team.
16. Performance of the wellbeing service is monitored by WSCC. 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 2015 the Wellbeing Team tried to contact 518 people (39% of clients) and received responses from 209 people. Of those clients;
 - 94% of responses rated the service as 'useful or very useful'
 - 83.5% had made positive changes to their lifestyles as a result of contact with the wellbeing service and;
 - 100% would recommend the service to others.

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

Key achievements in 2015/16

17. The Wellbeing Service has worked with local GPs to develop a programme for people who are at risk of developing diabetes. From September 2015 the Wellbeing Team has been running regular free half day courses 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. After the course participants, who have been referred in by a health professional, or have self-referred, are offered support through the core wellbeing hub service to make changes to their lifestyles.
18. The Community Connections Directory of Services for Older People was updated and reprinted in March 2015 and 5,000 copies distributed. Due to demand from health care professionals and voluntary organisations supporting older people, the directory is going to be amended to include a section on dementia services and a further 5,000 copies are due to be printed by the end of March 2016. The Digital and Customer Service team is supporting Mid Sussex Wellbeing to provide the directory in an electronic format that can be updated by the organisations promoted within it.
19. The Wellbeing Team is working in partnership with the newly appointed Care Coordinators who work in GP surgeries across the District. The Care Coordinators are responsible for the care of vulnerable older people. The Wellbeing Team has provided training for the Coordinators and provides signposting support and advice. This relationship has reduced the number of referrals of vulnerable older people to the Wellbeing Service enabling the team to support people who are best able to make longer term lifestyle behaviour change.

20. The Team has been involved in Mid Sussex Older People's Council's Heat for Health project which was successful in securing £126,000 funding to address fuel poverty in Mid Sussex. The Wellbeing Team will be the first point of contact for the project which will include installation of energy efficiency measures to the homes of vulnerable older people and families with a child under 5 years old.
21. Given the successes in the current year it is proposed to continue to deliver the core Hub services in the same way in 2016/17. Relationships with the GP surgeries will continue to be nurtured and it is planned that links with local dentists will be developed.

Commissioned Services

22. 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.
 - Mid Sussex Family Alcohol Service - A family alcohol worker project for people aged 11 – 25 years.
 - 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.

Appendix 2 contains targets and additional information about the each of the above services.

23. All these contracts expire on 31 March 2016.

Future Commissioning

24. The adult weight management service 'Weight Off Workshops' is currently provided by Health Champions Training Ltd and offers a free Tier 2 weight loss service for people above a healthy weight. The service has been running since September 2013 and during this time the Weight Off Workshops have been successfully integrated in to the West Sussex Weight Management Pathway which details the tiers of service from Tier 1 (information and advice) to Tier 4 (bariatric surgery).

25. In the light of budget restrictions and the inherent skills within the wellbeing team it is has been decided in consultation with WSCC and the Cabinet Member for Health and Community that the adult weight management service will not be re-let and the service will be provided in house. This approach will offer good value for money, support the need for one-to-one appointments, small groups and set up programmes within GP surgeries and workplaces. It will also avoid any duplication with the countywide service. The proposed budget covers the staffing costs of one advisor and a budget to hire venues, procure resources and potentially recruit casual temporary workers to run groups.
26. The Mid Sussex Alcohol Project which supports young people aged 10 – 25 was originally commissioned from Crime Reduction Initiatives (CRI) in 2010. Mid Sussex Wellbeing and the Mid Sussex Partnership have been jointly funding the project since 2012. Despite a renewed targeted promotional campaign with key agencies and services throughout 2015, demand for the service has reduced and a number of the referrals received by the project are either inappropriate as higher levels of support are needed or the client has refused to engage.
27. In October CRI was commissioned to deliver the Health, Wellbeing and Recovery Service for people who use alcohol and other drugs across West Sussex. The service will commence in May 2016 and will provide support to children, young people and adults of any age who use alcohol and/or drugs, as well as those affected by someone else's alcohol and/or drug use. Due to reduced demand and the provision of a new countywide service it has been decided in consultation with WSCC and the Cabinet Member for Health and Community, that the Mid Sussex Alcohol Project will not be re let in 2016/17.
28. The Workplace Health Service works with local businesses to support the health and wellbeing needs of their employees. Through the use of Mid Sussex Wellbeing funding, the Council recruited a Business Liaison Officer. The Business Liaison Officer has developed strong links with local business and has given the Wellbeing Service the foundation with which to incorporate the workplace health function in to the core Wellbeing Hub service.
29. It is proposed that the responsibility for the Business Liaison Officer post, which has evolved into a predominantly economic development role is transferred to Planning Policy. The Business Liaison Officer will continue to work closely with the Wellbeing Team and promote the Workplace Wellbeing Service to local businesses and encourage them to engage with the Wellbeing team. This is set out in the Economic Development and Planning Service Plan for 2016/17.
30. It is proposed to continue to commission the following services in 2016/17;
 - the Back to Exercise programme which offers low cost exercise for people who need to take more exercise;
 - the Falls Prevention Service which has been integrated in to the local Falls Pathway and;
 - Wellbeing Coaches who support people with complex health and wellbeing issues on a one to one basis.

The amount allocated will depend upon the funding decision and the performance requirements will be amended accordingly.

31. We are still awaiting confirmation of the funding from WSCC, we have been advised that due to the late notification of funding these contracts can be extended for a one year term on the same terms and conditions. The performance measures for these projects will be amended in light of the available budget.

Evaluation and Future Commissioning Intentions

32. 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.
33. The current funding period comes to an end on 31 March 2016. At the time of writing the Council has not been informed of the level of funding available for 2016/17 and has not been issued a partnership agreement. It is anticipated that formal notification of the funding will be announced in mid-February and a verbal update will be given at the meeting.

Policy Context

34. The Wellbeing service contributes to the Council's Better Lives 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 and Housing Services.

Other Options Considered

35. 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

36. 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 staffing costs and the commissioned projects, is covered by the funding provided by WSCC. Management for this service comes from within the existing revenue budget of the Performance and Partnerships Business Unit.
37. If WSCC is not in a position to offer a partnership agreement and provide funding for the Wellbeing Service in 2016/17 the Council will incur redundancy costs of £44,383.
38. 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 three-year term basis, with the contracts including a clause relating to the availability of funding.

Risk Management Implications

39. A risk assessment has been undertaken as part of the Mid Sussex Wellbeing Service Business Plan 2013-16 and an updated risk log is a requirement of WSCC's quarterly monitoring process.

Equality and Customer Service Implications

40. 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

41. All processes relating to both the Wellbeing Hub and Commissioning Function are in line with 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) "I am much more in-tune with myself. Talking about the amount of alcohol I drink really made me think. I realised that I was having much more than I realised. Apart from the impact on my weight, I did not understand how it could reduce my energy levels because of disruption to my sleeping patterns. I am better at recognising my 'triggers' too. My goal is to keep my healthier eating habits and build on what I have learnt. Thank you – without the Wellbeing Service, I would not have made the changes."

B) "Good advice was given in a friendly way that wasn't judgemental or critical. It has encouraged me to continue my exercise and dietary programme. It has also made me make the effort to get out of the office at lunchtime for a walk."

C) "The contact with the Wellbeing advisor was excellent. She was sympathetic and helpful with not only diet but also with exercise."

Comments about the Weight management Service

A) "I have tried to lose weight on my own and thought I had reached the age when it was not possible and gave up. Now I have found something that does work! I have enjoyed the process and the encouragement I have received from everyone involved. The support from the Wellbeing Advisor and those at the WOW has been really important and helped me stick with it. People have started to notice the weight loss and comment on my new shape. That gives me the confidence to keep going – only half a stone to my goal. Thank you."

B) "I lost weight on the course and also learnt to eat more healthily. I used to mainly eat ready meals and things out of tins but now I am preparing my own food. I have more energy and feel healthier. This course sets you on the road to eat the right things - for me it's been a change for life. Homemade food is also better for you and cheaper."

C); "I joined the course because I was referred by my doctor. I was a typical male - eating very quick and easy food - often out of a tin or from a café. I didn't really know how to cook. This course has showed me how to prepare a meal and the food is good and healthy."

Comments from Work Place Health

A) I found the check really useful as it gave me a starting point. I have since started attending a boot camp class 2- 3 times per week and have been trying really hard to cut down on my smoking now. The check was very informative and told me my bone mass, body fat percentage and hydration all of which I hope I have improved on now! I was really grateful to my employer for letting me have the check done at work; because I work full time I find it a challenge to book appointments outside of 9-5. I hope to have another check soon to see if my hard work has paid off.

B) After having a Wellbeing test at work I have been able to reduce the amount of coca cola that I drink a day from 4 cans per day to one; I now have fizzy water and squash as an alternative. Originally I was drinking 2 litres of coke per day so it has all been a big but gradual change for me. I was reluctant to go to my GP about it because I felt that they would tell me off, whereas the wellbeing check was much more of a relaxed appointment. I would recommend the service as it was really informative and it was good to be offered something when you couldn't have to over 40's check (NHS Health Checks are only offered to people aged 40 - 74).

Comments from Back to Exercise

A) "Just a few lines to thank you and all involved in bringing Walking Football to Haywards Heath. I had previously tried playing with a few guys organising ourselves but that became too intense and competitive for an old man like me. I was talking to the Wellbeing Coach expressing my disappointment at having to give it up after only after 2 weeks, and he told me to go down to Ashenground community centre on a Tuesday and see Ian.(the Walking Football Coach) I have not looked back since, he ensures we warm up correctly and play to our own level. I have not had so much fun and enjoyment for years.

I need to keep up my activity levels since a heart scare a couple of years ago, and found the gym starting to take up a lot of my time and was boring, so I gave it up. Since starting with the walking football I find that this combined with swimming is a far better way to keep active and have fun. As I was always looking forward to my Tuesday evenings, so much I managed to convince a mate to come along and now he has become a regular and as the word continues to spread the numbers have started to grow."

B) "I want you to know just how much I have benefited from the class you run in Burgess Hill. Due to severe arthritis I had surgery on both feet in July and was really struggling to walk and move normally again. I was feeling very frustrated and discouraged at how long it was taking me to recover and gain any benefit from the surgery. I realise just how out of condition I had become over the past couple of years but already my feet and legs are stronger, more mobile and less painful, also my balance has improved. The exercise class has also had a significant impact on my general fitness - helped kick-start weight loss and improved my feelings of wellbeing. It has been all very positive and essential to continue!"

Commissioned projects in 2015-16

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 – Health Champions Ltd

Cost for 2014-15 - £48,800

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 100 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 by 3%. All participants have the opportunity to attend cook and eat sessions as part of the course.

Outcomes from April 2015 to end of December 2015

- 81 people have completed the course
- 37 people are on or are waiting to start the course
- 92% of completers lost weight
- 89% of completers reported improved mental wellbeing
- 100% of the 34 people who provided feedback at 12 weeks post completion reported sustained behaviour change

Mid Sussex Family Alcohol Service - CRI

Cost for 2014-15 - £28,657

This project contributes to the following public health indicators

- Alcohol-related admissions to hospital.
- Self-reported wellbeing

This service is for young people aged between 11 years and 25 years who are drinking to hazardous levels or are at risk of drinking to hazardous levels. The service also works with the families of the young people. The provider is required to work with a minimum of 150 young people per year on their alcohol intake (125 as brief interventions and 25 as one to one support) and to offer brief intervention training to 30 organisations working with young people.

Outcomes from April 2015 to end of December 2015

- 142 brief interventions delivered to young people (brief discussion about alcohol consumption and advice given)
- 15 young people have received one to one advice and support
- 32 education sessions have been delivered reaching 790 young people
- 19 people who work with young people trained to deliver brief interventions

Wellbeing Coaches - Albion in the Community

Cost for 2014-15 - £39,000

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 cardio vascular fitness and emotional wellbeing.

Outcomes from April 2015 to end of December 2015

- 67 people have been recruited to the programme
- 60 people have completed the programme (some on-going)
- 94% reporting improved mental wellbeing
- 94% reporting increased activity levels
- 94% reporting improved eating habits
- 95% reporting sustained change at 12 weeks post completion

Back to Exercise –Albion in the Community

Cost for 2014-15 - £40,000

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 240 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 2015 to end of December 2015

- 219 recruited to the programme
- 122 people completed the programme (attended a minimum of 8 sessions)
- 9 new courses have become self-sustaining

- 50% of completers have increased their activity levels to meet Department of Health recommended levels (against a target of 25%)
- 82% reporting improved mental wellbeing
- 93% reporting sustained behaviour change at 12 weeks post completion

Falls Prevention programme - Zest people

Cost for 2015-16 - £28,416

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 2015 to end of December 2015

- New provider appointed in June 2015
- Referral pathway agreed with NHS Falls Service
- 42 people referred on to the service
- 26 people have started in classes in Haywards Heath and East Grinstead

Workplace Health – MSDC

Cost for 2015-16 – £38,490

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. A Business Liaison Officer and Wellbeing Advisor have been employed to engage directly with a minimum of 15 local businesses (targeting small and medium sized enterprises who employ routine and manual workers and businesses in rural areas). The businesses will be supported to engage with the Wellbeing Hub (and the commissioned services) and coordinate access to non-chargeable services such as NHS Health Checks and the Stop Smoking Services.

Outcomes from April 2015 to end of December 2015

- 1351 businesses contacted directly and via direct marketing / newsletters
- 33 businesses supported to offer Wellbeing MOTs within the workplace
- 197 employees have had a NHS Health Check or Wellbeing MOT within their workplace
- 6 businesses supported to set up wellbeing programme within the workplace