

Arun District Council

REPORT TO:	Housing and Wellbeing Committee on 25 January 2023
SUBJECT:	Arun Wellbeing Programme
LEAD OFFICER:	Georgina Bouette, Wellbeing & Communities Manager
LEAD MEMBER:	Councillor Jacky Pendleton
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Arun Wellbeing Programme directly contributes to the councils vision of improving the wellbeing of its residents.	
DIRECTORATE POLICY CONTEXT:	
The Arun Wellbeing programme works closely with the Arun Local Community Network (a specific partnership group to tackle health inequalities) and the Arun Community Engagement Project to deliver health interventions where the need is greatest. Arun Wellbeing is critical to the delivery of the Local Community Network ambitions.	
FINANCIAL SUMMARY:	
The Arun Wellbeing Programme is funded by West Sussex Public Health with a contribution of £414,024 per annum for the duration of the current five year agreement: 1 April 2022 to 31 March 2027.	

1. PURPOSE OF REPORT

- 1.1. The purpose of the report is to provide information and data on the activity and outcomes of the first 6 months of the Arun Wellbeing Programme in 2022 (1 April to 30 September). It describes initiatives delivered by the Arun Wellbeing Team to both inform and update Committee Members on work to improve the health and wellbeing of Arun residents.

2. RECOMMENDATIONS

- 1.2. The Housing and Wellbeing Committee are recommended to endorse the Arun Wellbeing Programme and support targeted work in Arun's areas of significant health inequalities and need.

2. EXECUTIVE SUMMARY

- 2.1. The West Sussex Wellbeing Programme is a partnership between West Sussex County Council Public Health Department and the seven District and Borough Councils of West Sussex. Since 2009, Arun District Council has delivered a prevention and wellbeing service (Arun Wellbeing) which

provides a service that focuses on addressing local health inequalities. The Council entered into a new five year agreement with West Sussex Public Health from April 2022 and this report outlines progress in the first six months of year one.

3. DETAIL

3.1. The West Sussex Wellbeing Programme is developed by Public Health in partnership with the District and Borough Councils. Its stated aim is to provide an 'adult health improvement and prevention programme delivered at scale, focussed on modifiable risk factors and supporting wellbeing for all adults who live and/ or work in West Sussex.' The Programme is integral to the West Sussex Joint Health and Wellbeing Strategy and has flexibility, so each District and Borough Council can focus on local health needs and address inequalities.

3.2. The Arun Wellbeing Programme, agreed with Public Health focuses on:

- Addressing the risk factors for cardiovascular disease (CVD), and preventable cancers by supporting residents to improve their health through providing information, advice and services to promote and encourage health and wellbeing.
- Providing evidence based group and individual sessions to support health improvement including smoking cessation, alcohol reduction, weight management, falls prevention, NHS Health Checks and one to one motivational interviewing and brief advice sessions.
- Delivering information and signposting to promote wellbeing and lifestyle changes (e.g., telephone, email, website and face to face meetings).
- Delivering targeted work with the following communities to tackle and reduce health inequalities:
 - In the following deprived Arun wards: Courtwick with Toddington, River, Bersted, Marine, Pevensey and Hotham
 - Central and Eastern European Communities
- Supporting individuals from high risk groups as identified in the service specification and set out in Appendix 1.
- Work with partners to raise awareness and improve pathways into and from the Arun Wellbeing service through the Arun Local Community Network and other partners in the district.

3.3. Appendix 1 outlines the programme progress and outcomes from 1 April to 30 September 2022 (six months) in the first year of the refreshed five year agreement. Key points of note include:

- Achieving the 40% goal of supporting clients from high risk groups: at six months, 41% of the clients who referred into Arun Wellbeing were from these identified cohorts and of those participating in one-to-one sessions, 43% were from these groups.
 - The Arun Wellbeing team received a 98% satisfaction rating from clients using the services in the first eight months of the programme and is on track to exceed the councils annual target of 90%.
- 3.4. Case studies are provided in Appendix 2 showing the positive changes individuals have achieved with the support of Arun Wellbeing.
- 3.5. The Arun Wellbeing Programme is formally monitored by West Sussex County Council Public Health Department. At the current time there are no significant matters impacting on the delivery of the Arun Wellbeing Programme Business Plan.
- 3.6. On a final note, West Sussex Public Health have provided the following supporting comment:

'Arun Wellbeing is an established partnership between West Sussex County Council and Arun District Council. Our shared aims and vision are realised through the programme which is successfully delivering evidence based public health programmes to those individuals and groups who are most at need of support to improve their health. The first six months of this new agreement has seen a significant shift in this inequalities focus particularly with the introduction of staff to focus on working with Central and Eastern European Communities, which has been welcomed'.

4. CONSULTATION

- 4.1. Consultation has not been undertaken in relation to this report.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. Consideration of options / alternatives is not required in relation to this report.

6. COMMENTS BY THE INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 6.1. The scheme is delivered by a set financial contribution. There are no direct financial implications so no further comment is offered.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. There are no direct impacts on the above areas arising from this report.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. The funding arrangement is governed by the five-year agreement referred to within this report. There are no legal implications arising from this report.

9. HUMAN RESOURCES IMPACT

- 9.1. There are no direct impacts on the above areas arising from this report

10. HEALTH & SAFETY IMPACT

- 10.1. There are no direct impacts on the above areas arising from this report

11. PROPERTY & ESTATES IMPACT

- 11.1. There are no direct impacts on the above areas arising from this report

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

- 12.1. The Arun Wellbeing Programme is a universal, free programme for all residents aged 18 years and above.
- 12.2. Social Value: The programme supports adults who live and work in Arun and their families to access lifestyle support to improve their health, in their own communities. The programme is person centred, working with individuals to address the barriers to positive health behaviours. The service is tailored to suit local need, working with local community assets such as leisure, green space, and community groups. Health outcomes are measured through outputs such as weight lost and levels of physical activity, but also through other pre and post intervention measures such as case studies, and 3 month follow up post programme completion.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

- 13.1. There are no direct impacts on the above areas arising from this report

14. CRIME AND DISORDER REDUCTION IMPACT

- 14.1. The programme works with individuals and families some of whom have complex needs. This includes those with low level mental health, alcohol and substance use issues. The programme therefore supports reduction in crime and disorder via this mechanism.

15.HUMAN RIGHTS IMPACT

15.1. There are no direct impacts on the above areas arising from this report

16.FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. There are no direct impacts on the above areas arising from this report

CONTACT OFFICER:

Name: Georgina Bouette

Job Title: Wellbeing & Communities Manager

Contact Number: 01903 737605

APPENDICIES

Appendix 1 Arun Wellbeing Programme Update: 1 April 2022 to 30
September 2022

Appendix 2 Case Studies

BACKGROUND DOCUMENTS:

[17 March 2022: Arun District Council Housing & Wellbeing Committee: Partnership Agreement – Public Health Wellbeing Programme](#)

[September 2021: West Sussex County Council – Future arrangements for the West Sussex Wellbeing Programme](#)

Appendix 1 - Arun Wellbeing Programme Service Update

Background

Data is provided for the first six months of the current performance year i.e., 1 April to 30 September 2022.

Output and outcome requirements as set out in the agreement with West Sussex Public Health, reflect the start of a refreshed five year agreement from 1 April 2022 to 31 March 2027. The programme is currently in the first year of the new agreement.

For this specified period, there have been a number of staff vacancies resulting in reduced service capacity. At the time of writing, these have been fulfilled and will therefore have a positive effect in quarters three and four activity and outputs.

Supporting high risk groups

A key deliverable for the Arun Wellbeing programme is supporting clients from identified high risk groups. These are:

- Carers
- Young people leaving care
- English as a second language
- Clients with a learning disability or autism
- Clients with severe mental illness (formally diagnosed by health professional)
- Those living in the 20% most deprived areas.

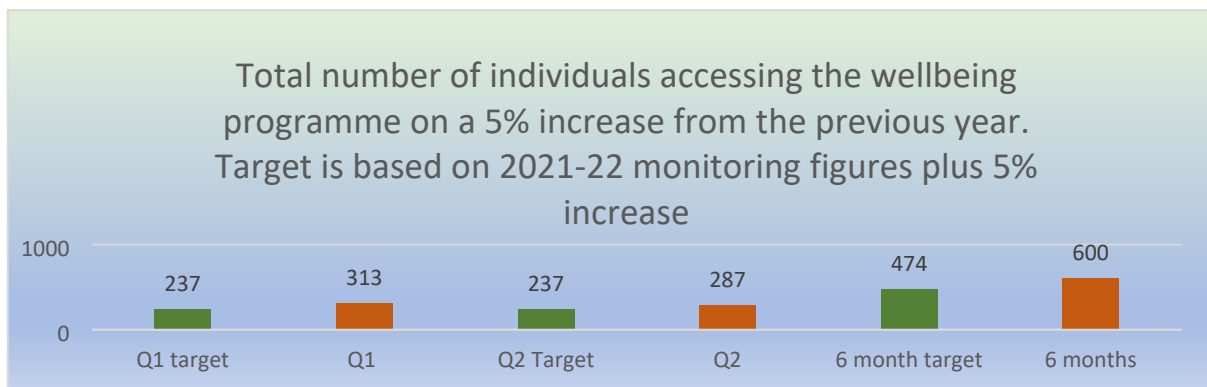
The Arun Wellbeing programme has been co-locating the service in the two Community Hubs at Chilgrove House (Littlehampton) and Bersted Green Hub (Bognor Regis) which are two deprived areas in Arun. Being based at the hubs, the Wellbeing team have worked closely with the Arun Community Engagement team to raise awareness of the programme and support available with local residents and the wider community.

The programme has a newly appointed Community Wellbeing Adviser whose role is dedicated to working with local individual and communities where English is not their first language. The postholder is multi-lingual and is of Ukrainian heritage. They have made extensive links with local partners to understand and engage with local Central and Eastern European communities and have supported eleven clients who speak English as their second language since they started in June 2022. The majority of the clients spoke Polish, followed by Latvian and Ukrainian. They are also delivering a weight management course specifically for Ukrainian guests in Arun who are part of the resettlement scheme.

It is encouraging to note in the first six months 41% of individuals accessing the Wellbeing programme were from an identified high risk group with the target being 40% - see table below. The largest proportion were clients living in the top 20% disadvantages areas within Arun, followed by Carers.

	Confirmed total number of clients accessing Wellbeing service	Confirmed total of clients accessing service from identified high risk groups	Confirmed total as percentage
Q1	313	120 (107 clients from disadvantaged areas, additional 13 carers not living disadvantaged areas)	38%
Q2	287	125 (101 clients from disadvantaged areas, additional 19 carers not living in disadvantaged areas, additional 5 clients where English is their second language, not living in deprived area or carer)	44%
6 months	600	245	41%

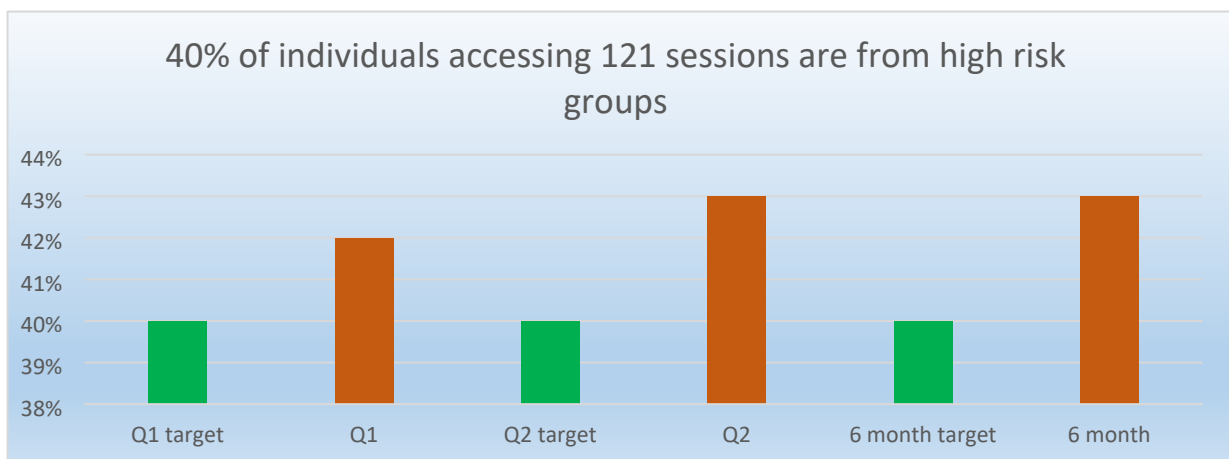
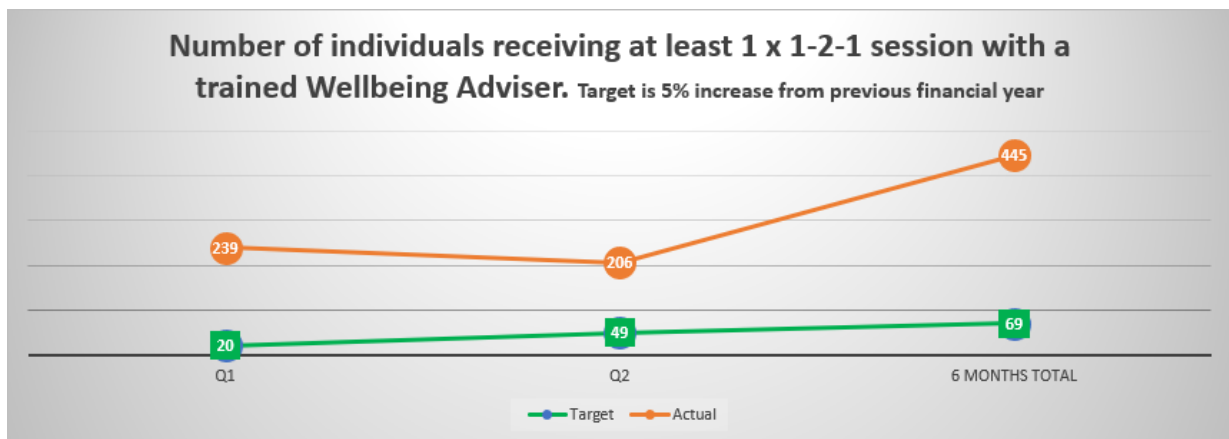
Wellbeing Programme



The service has exceeded the six months stretch outcome for the number of individuals accessing the service, overachieving by 26% (additional 126 clients). This equates to approximately 23 individuals per week entering into the service over the six month period. With the team now fully staffed, capacity and activity will continue to increase and the first year goal should be significantly surpassed.

Core Adviser Service

Wellbeing Advisers provide one to one support for clients who wish to make ongoing lifestyle changes to improve their health and reduce their risks of preventable diseases including type 2 diabetes, stroke, cardiovascular disease, and preventable cancers. All Advisers are trained to the same level which enables both flexibility and resilience as they can interchange to deliver across all these services. Using motivational interviewing techniques, the Advisers support clients to make and sustain desired behavioural changes to achieve positive outcomes.



The recording parameters for the one-to-one sessions changed from April 2022, explaining why there is a significant difference between the target numbers (obtained from data in the previous performance year 2021/22) and the confirmed number of clients accessing this service during this period. Before a client receives support for some of the services on offer, such as smoking cessations, alcohol reduction or weight management, they will have a one-to-one conversation with an Adviser enabling triage to other services and offering initial lifestyle and behaviour change support. This is now being classed as an Adviser 1-2-1, whereas this was not being captured prior to April 2022.

Four hundred and forty five individuals participated in a one-to-one session with a trained Wellbeing Adviser in the six month period and 43% of those were from high risk groups, exceeding the goal of 40%.

On average across 1 April – 30 September 2022, 43% of the individuals accessing a Wellbeing one to one session were from an identified high-risk group. As stated previously, the majority of these clients live in the top 20% disadvantaged areas of Arun. The two co-located Wellbeing Advisers in Bersted (Bersted Green hub) and Wick (Chilgrove House) are improving visibility and reducing barriers for local residents accessing the service, such as travel. The Advisers have been offering one-to-one appointments at these locations, as well as delivering courses and working alongside local organisations in each area. Support is continuing to be given across the whole of Arun to anyone over the age of eighteen who lives or works in the District.

Weight Management - WISE

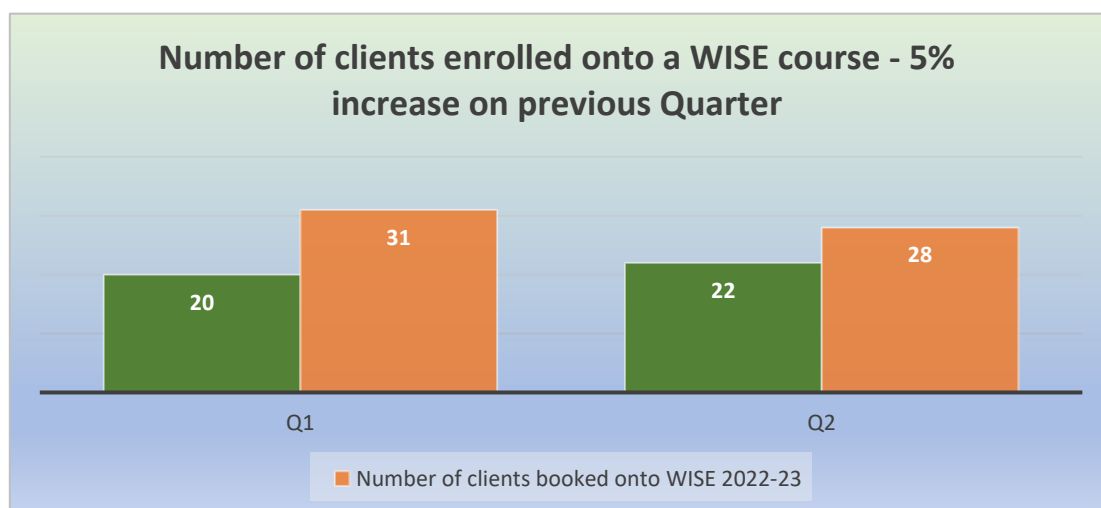
A weight management programme for people with a Body Mass Index of 25 and above; individuals attend a 12-week course that includes healthy eating guidance and introduction to exercise. Clients presenting with a BMI of 35 and above with co-morbidities, or 40 and above are signposted to an external specialist service.

Fifty-nine clients were enrolled onto the WISE courses in quarter one and quarter two. Out of those clients, forty-five clients participated on the WISE course (attended at least one session) with thirty-three completing the WISE course (attending 75% or more of the course).

77% of participants in the WISE course lost weight, exceeding the target outcome of 75% of participants to lose weight.

Out of the WISE clients who attended one session or did not attend any of the sessions, 65% of these were from identified high risk groups. The team are researching the potential barriers these clients may have, recognising that historically, engagement and participation within these cohorts has been low. This will be derived from service user feedback and partnership insight and will inform how services are delivered going forward to retain participation.

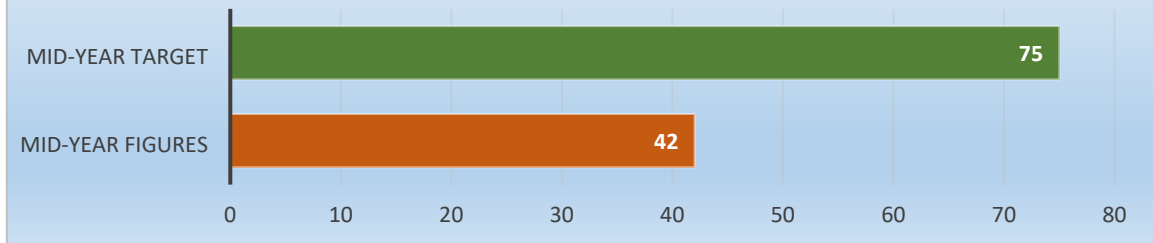
The WISE course is currently offered face in group settings. These sessions take place in the daytime in a mixture of community venues across Littlehampton and Bognor, and GP surgeries.



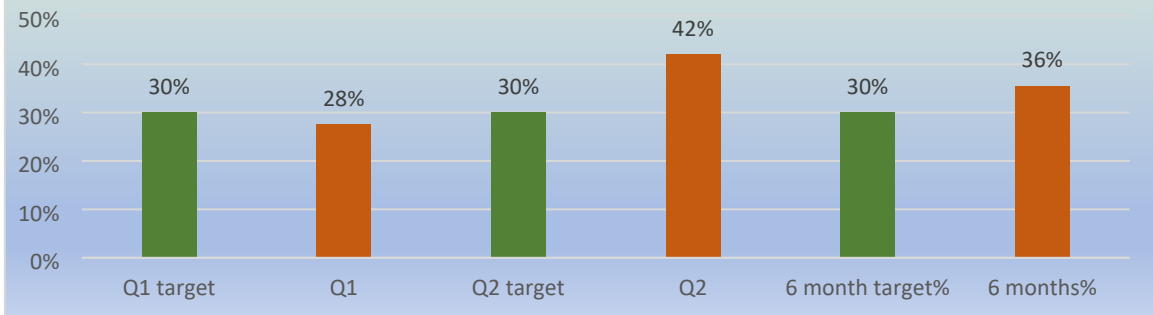
Smoking Cessation

Stopping smoking is one of the most effective steps a person can make to improve their health, but many smokers who want to quit aren't sure about the best way to go about it. With professional support they are three times more likely to have a successful quit compared to trying alone ([Stop smoking services: increased chances of quitting \(ncsct.co.uk\)](https://www.ncsct.co.uk)). The Arun Wellbeing Advisers offer residents up to 12 support sessions to help plan how to quit, set a quit date and dispense Nicotine Replacement Therapies.

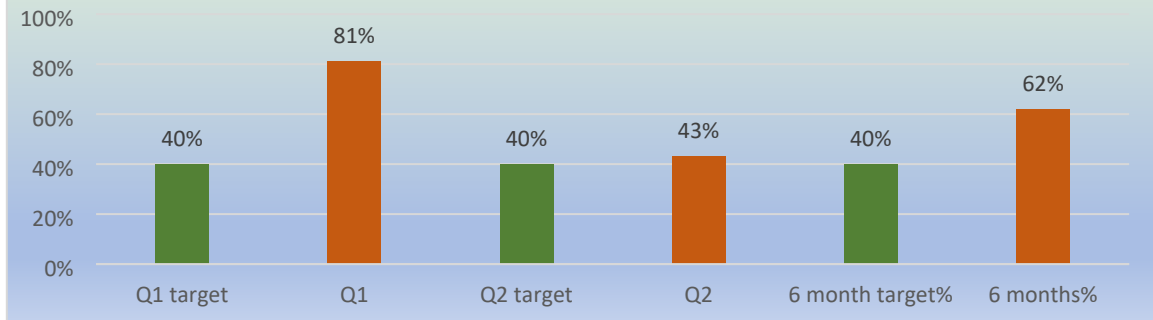
Individuals setting a quit date (mid-year target based on half of the annual 150 client intervention target)



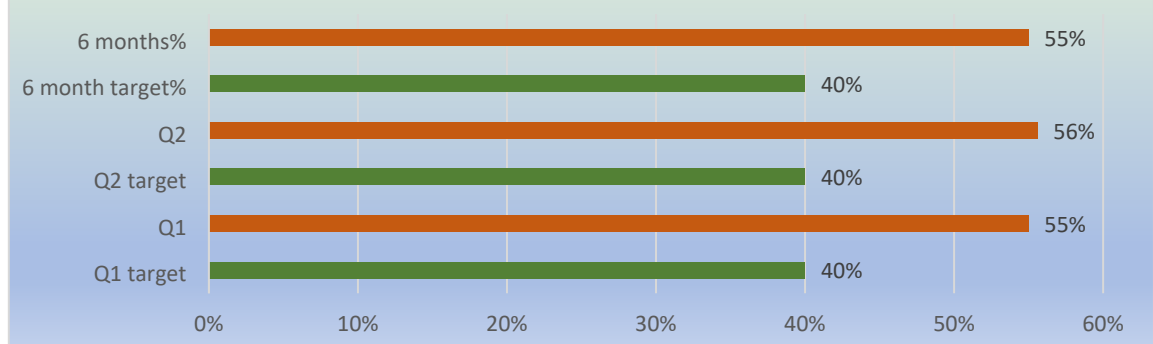
At least 30% of service users setting a quit date are routine and manual workers



40% attending service are from identified high risk groups



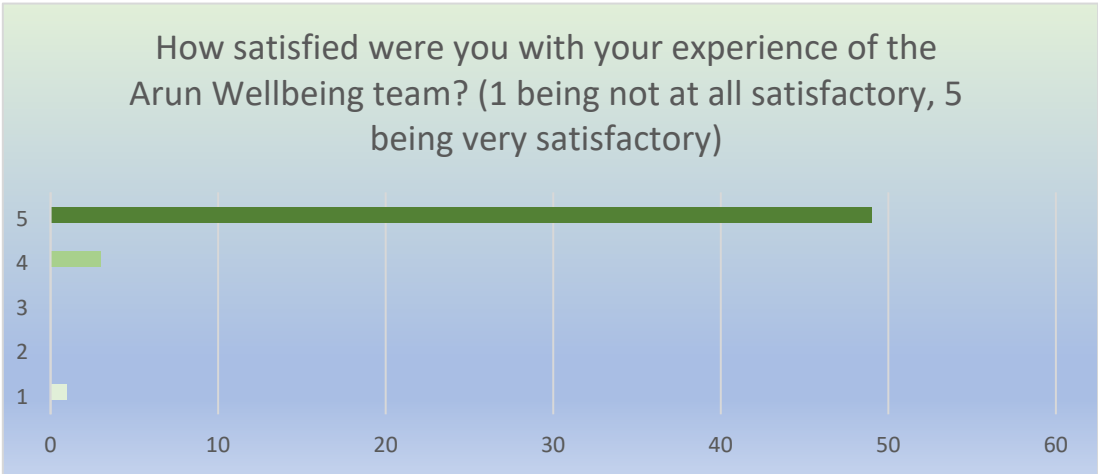
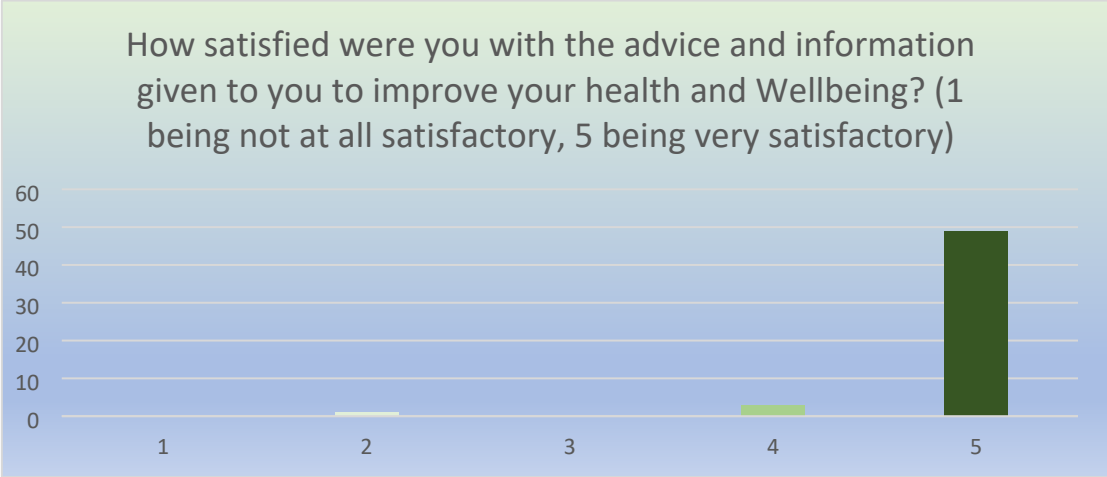
40% succesful quitters are from high risk groups



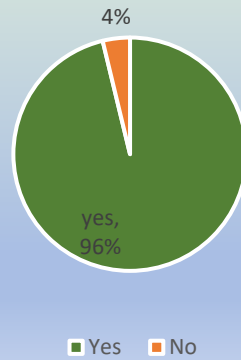
Whilst the first registered appointments and successful quits are lower than we would like at the six-month point due to staff vacancies during this period, an average of 55% of the clients who successfully quit are from the identified high-risk groups. However, at the time of writing this report, the service is fully staffed and trained to provide smoking cessation support and there will be specific focus on increasing participation in this service for the remainder of the performance year.

Wellbeing Client Satisfaction rating

For the period 1 April to 23 November 2022, the team have achieved a 98% satisfaction rating from clients who have used their services, exceeding the councils objective to achieve 90% wellbeing client satisfaction rating. Fifty-three individuals have completed the service satisfaction survey. The average satisfaction score was 4.9 out of 5 as shown below.



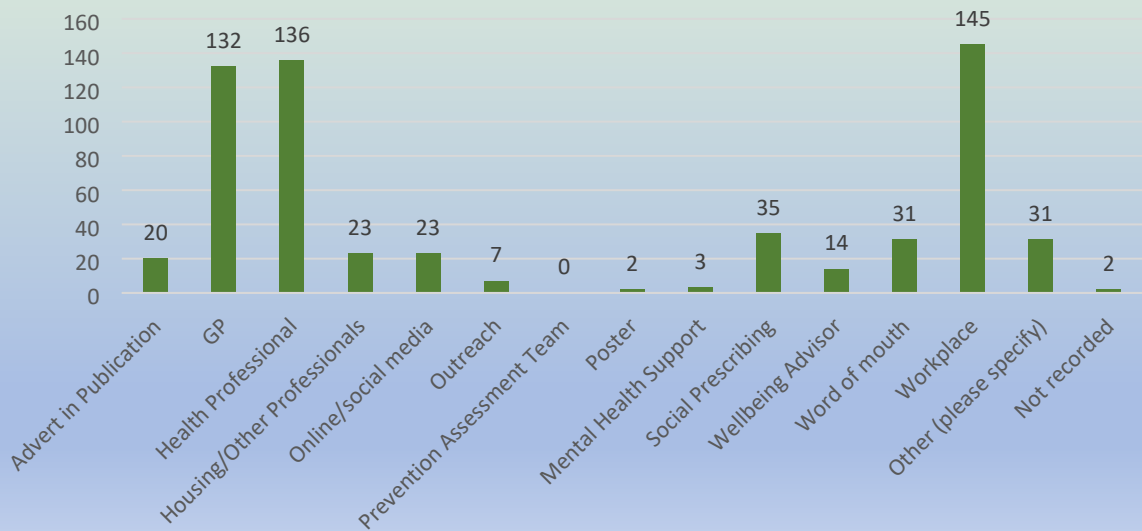
Would you recommend the Arun Wellbeing service to others?



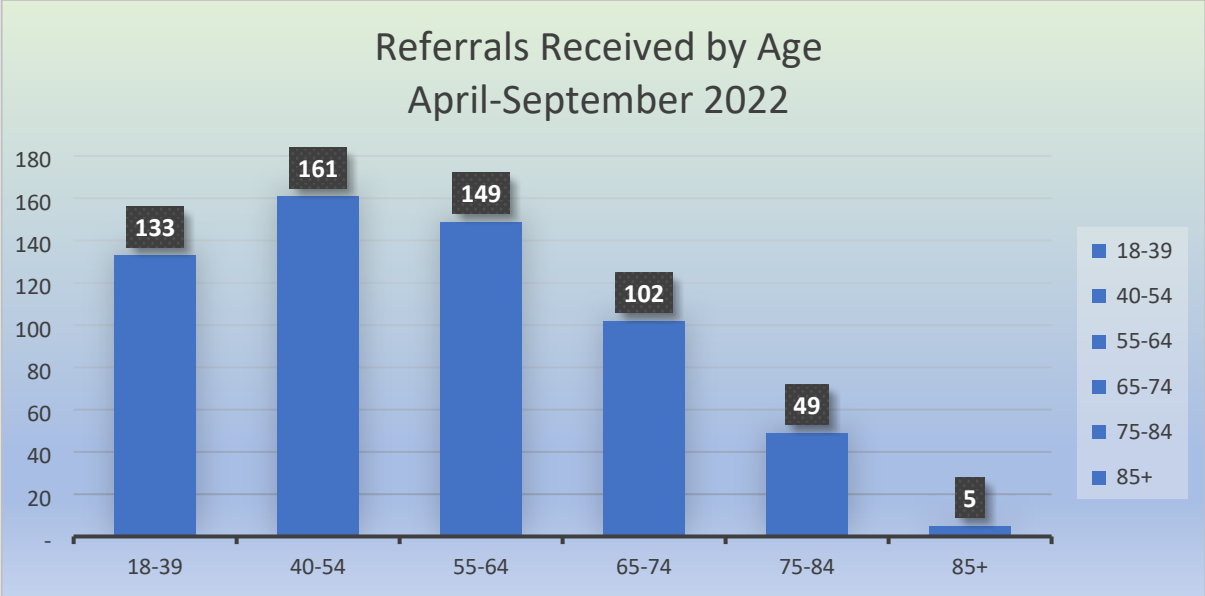
Referral Sources

Analysis of the total of referrals received into the service shows that GPs and other health professionals are the main sources of referral followed by Workplace Wellbeing. The recruitment of a Wellbeing Assistant whose role will focus on promotion of the service will work on increasing referrals from other sources, such as social media and other advertising methods.

Source of Referral
April - September 2022



The ability to resume face-to-face workplace wellbeing has enabled the team to offer wellbeing checks which helps to balance the range of client ages accessing the service

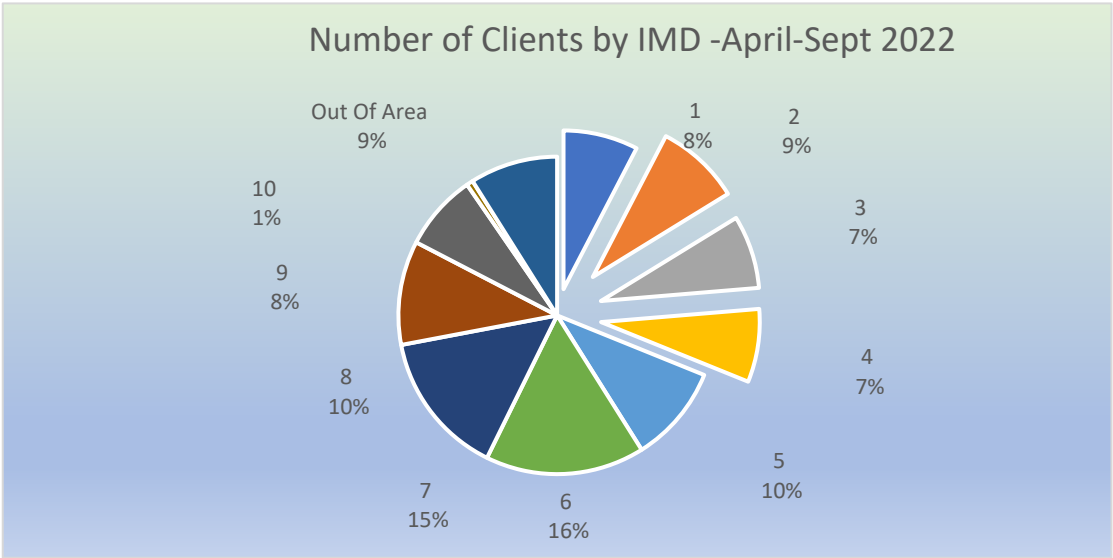


Engagement by Ward

Postcode analysis identification of which wards clients live in shows that higher numbers of referrals are being received from some areas. Partnership working with one Primary Care Network (PCN) which includes Fitzalan, and the Coppice Surgeries in Rustington and Angmering has increased referrals from Angmering, River, Rustington and Courtwick with Toddington. Outlying areas such as Ferring, Findon and Walberton require an additional focus, however residents from these areas may well be accessing services via a neighbouring Hub.



Further examination of postcode information identifies which clients are living in the most disadvantaged areas by the indices of multiple deprivation (IMD) scores, with over a quarter of referrals coming from areas with an IMD of 4 or less (1 is most deprived and 10 is least deprived).



External Signposting Added Value

A total of seventy telephone enquiries came into the Wellbeing Hub during the six-month period. There were a wide range of enquiries that were not within scope for the Wellbeing service. These were offered advice and signposting to external organisations. Reoccurring enquiries included various adult care services, home energy and maintenance and onward referrals to neighbouring Wellbeing Hubs.



Partnership Working

Analysis of previous data illustrates the benefits of the Wellbeing Senior Partnerships Officer working with external organisations to promote the Wellbeing services and working with the Senior Wellbeing Adviser and their team to facilitate proactive ways of working with partners to engage their service users. Regular attendance at the Primary Care Network meetings has increased both understanding of the service and referrals from GP surgeries; in particular, the Fitzalan Medical Group ran a stop smoking campaign sending a text to all patients known to be smokers and making referrals for patients who responded. They also proactively identify patients who are overweight or obese and make onward referrals to Wellbeing for support. Future focus will be on the encouragement of patients and clients to take up cancer screening. The replication of this combined way of working is hoped to be achieved with the other Arun Primary Care Networks.

The Wellbeing Senior Partnerships Officer also attends other network and partnership meetings including Pathfinders, Voluntary Action Arun and Chichester Networks, Early Help Services, Arun and Chichester Food Partnership and Arun Financial Impact Network. The Adviser team have recently been working with Pathfinders to engage with adults diagnosed with severe mental health, delivering a session as part of the pathfinder Wellbeing course. Please see appendix two for an email from the organisers of the group attended by the Wellbeing team.

Work has started with parish councils to deliver two days of health checks and wellbeing checks in the new year. If successful, these will be rolled out to other parishes focusing primarily on those in the most deprived areas. Recent recruitment to the Wellbeing Assistant role will also help to promote the service and support partnership working with parish council, pharmacies, and other community groups.

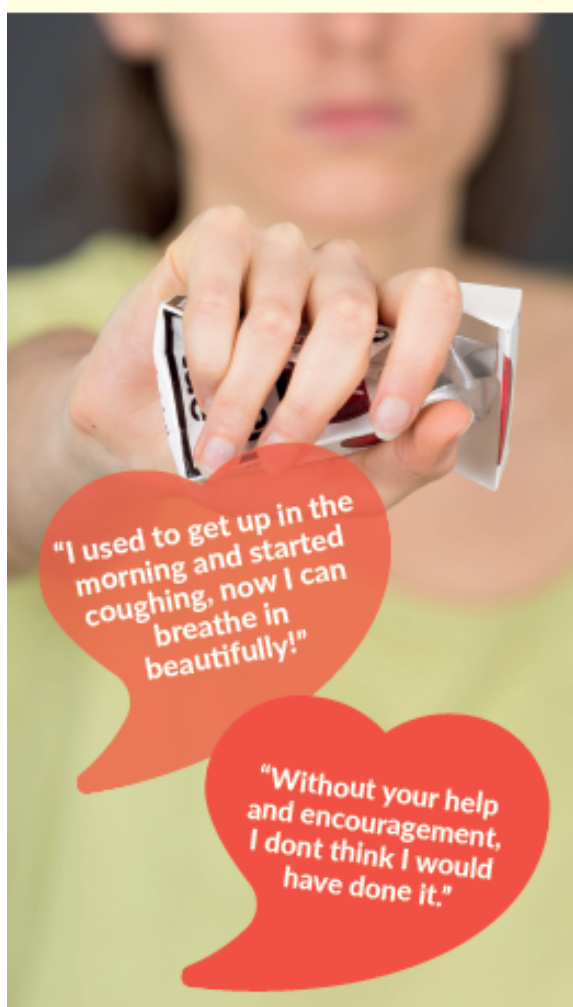
Appendix 2 – Wellbeing Case Studies

Stop Smoking Case study



Laura is in her seventies and lives with her adult son. She was referred into the service by her GP for support around pre-diabetes and high cholesterol.

arun wellbeing



"I used to get up in the morning and started coughing, now I can breathe in beautifully!"

"Without your help and encouragement, I don't think I would have done it."

Laura chose to speak to an adviser by telephone as part of the Wellbeing hybrid support options. She received support around diet and lifestyle to reduce risks of diabetes.

Her adviser Sylvie noticed she had a cough, Laura said she had COPD and smoked. Smoking is associated with a higher risk of developing type 2 diabetes. Sylvie explained that stopping smoking was the most effective way to manage COPD. She agreed that giving up was the best thing for her health and decided to give it a go.

Laura was offered 'Actively Quitting' vouchers to help distract her from cravings. She trialled 'Stretch and Tone' exercise classes at Age UK. After a few weeks she reported that she was really appreciating the class and benefited from the social aspect too.

OUTCOMES

Diet: Improved diet, trying to have breakfast every day, and regular meals.

Health: Successfully stopped smoking with 12 weeks support and NRT patches and said it was "a question of mind over matter". Improvements to her health are now her motivation not to smoke.

Money savings: Laura saved £250 in under three months, which she used to help her son with dental cost. This also enabled her to carry on with the gym sessions after the vouchers ran out.

Less stress: Laura felt better off and as a result less worried about her bills.

If you want to quit smoking, call the Arun Wellbeing Team on 01903 737862 or find us at www.arunwellbeing.org.uk

 Arun Wellbeing  @ArunWellbeing



in partnership with





Pathfinders sessions Case Study

arun wellbeing



1 Senior Wellbeing partnerships officer attended Pathfinders network meeting and promoted the service

2 Pathfinders Clinical Service contacted the Hub to request Healthy Lifestyle sessions as part of their Emotion Management programme

3 Wellbeing Advisers Natalie and Sylvie spoke to Jess Ireland, Mental Health Practitioner at Pathfinders Clinical Service to plan the sessions

Dear Sylvie and Natalie

Thank you for a fabulous session delivering the information on Healthy Lifestyle for our Emotion Management programme, it was such a lively, interactive session with excellent participation from the group.

It was evident that you had worked hard considering and preparing for the session and it was lovely seeing the group taking on board all the information and having their information packs to study for later. . . thank you.

The most important aspect for me was the relaxed, comfortable atmosphere that was created and how the session just flowed enabling all the group to question, ask for advice, share their own experiences and I really felt they were taking on board the impact of food and mood, which is so important for our group and it reinforced a message that we have been working on, identifying aspects of their individual lives that they can take control of rather than feeling so out of control.

Thanks, Suzanne Cummings - Pathfinder Clinician

6 Both groups had a mixture of needs and engaged differently. Signposting to BEAT (Eating Disorder Support) and to the GP for a GP Referral assessment at Freedom Leisure.

5 The first session had four attendees and the second seven

4 So far, they have delivered two sessions, active and food and mood



Arun District Council