

APPENDIX 2

EXAMPLE OF FEEDBACK GATHERED FROM THE EVENT.

One of the objectives of the Health Summit was to gather knowledge, ideas and information from the attendees. Each table was provided with a “thoughts and ideas box” to encourage people to share Thoughts and Ideas throughout the day. Using an anonymised box in addition to verbal feedback allows for a wider collection of information. We gathered a vast amount of feedback which shows how engaged and passionate people are about the health and wellbeing of the Borough’s residents. We have listed the feedback in its raw form below.

The next stage is to analyse and utilise all feedback from the event, including the workshop discussions, and use it to inform the drafting of the Public Health and Wellbeing strategy and action plan.

General

- One Service holding a ‘Small Business Womens networking event’ –to promote women/empowerment -community cohesion -Networking - Collaborating Promoting network groups that WHBC facilitate
- Allow community organisations to use the WHBC website to promote what they do in the borough
- WH Hoarding Partnership and referral system- How do you identify/refer people? Reactive rather than preventative
- There is a joined up approach to all topics, tackle as one, not separating mental and physical health, community cohesion and environment.
- Community use agreement- Survey to be sent out to community groups and organisations
- Hold ‘how can help’ sessions – regular slots, no need to book: explains schemes/identify contacts. Informal
- Lots of initiatives but how do we, the public, find out about them
- Spread/communicate Herts Help fb page -31 likes, who knows it’s there?
- Hatfield is crying out for a multi community Hub with disability access and visible to the public- must be resourced and affordable
- Where is the money coming from to solve policy issues
- Free advertising for local businesses to advertise in Welhat magazines –share case studies (inspired by lady from Age UK)
- Planning, need for evidence – local needs HAS TO BE STRONG
- Flatted development – need green space
- Volunteering opportunities are available for people to do
- Healthy hub (branding)
- Fb advertising on council fb page for local businesses, charities etc.
- More communication/networking sharing of knowledge
- Villages transport

- Learn from past
- How to find out the knowledge of what's around to pass it on
- Connect Herts- Connecting Conversations (training for people to talk to others)
- Publicise good stuff too
- Is the healthy hubs a producer of the doctor's surgeries being phased out?
- Challenges- lack of communication/knowing
- Facilitate a networking hub – online physical, we need to know who is who and what is what
- The university has a sexual health clinic
- Community champions –trusted members of the community that can spread the word of what is happening locally
- So many individual societies/schemes are being duplicated by others. Is the health hub going to assist these or detract from them?
- Encourage representatives of agencies/charities/community schemes/etc. to offer their expertise to completely different organisations – bottom up network to complement top down.
- Co-ordinate: all service support for special needs
- What can be done for autistic people? What is the Herts plan?
- List of all the special needs people in Herts
- What stats are available for people with different health needs and what resources money is allocated to help
- Herts help- share this- social media, doctors surgery leaflets
- FUNDING- need a mechanism that allows 'invest to source' – using protected future savings in one budget area to justify spending on public health
- Health of mobile workers generally ignored, need for toilet access, currently workers reduce fluid intake which is dangerous to their health
- Knowing what is happening and what is available to do or hire
- Transport to outside villages
- Youth activities – not much they can do
- Raising awareness/support local businesses, charities and projects
- Pull together as local businesses may struggle with funding
- Utilise what we already have, posters in town etc.

Social Isolation

- Look at the triggers for social isolation e.g. bereavement and MH episodes. How can we report these to relevant agencies early, reducing costs. (GDPR issues?)
- Community centres in Hatfield have closed – re-open one.
- How can community groups/Access Public Health budget
- Need community storage space
- Need a properly functioning public transport policy to help social inclusion, current bus system isn't fit for purpose
- Let's Chat – telephone service supporting loneliness/isolation –CVS

- Group to collectively take pride in their community. Clean up a neglected area.
- Interrogational Projects can create cohesive communities and promote physical activity.
- WGC now has only one recognised youth club (YMCA)
- Men's Sheds and potential kids – 'Mini Hub' Hatfield
- Totally Isolated people (don't come out of flats/houses at all) are harder people to include as they perhaps would not know
- Create spaces to have open conversations on death and dying
- Accompanying isolated people to activities
- Community toilet scheme to help reduce isolation, i.e. shops and businesses allow use in their toilet facilities
- Enable interrogational learning to take place
- Create a WELHAT as a 'compassionate Community'
- Community led end of life care
- Establish Borough, Social isolation/loneliness group to link with county forum-partnership
- Hard to reach people – how do we connect
- Transport for those in isolation
- Community café
- Compassionate neighbours
- Website directory, community inclusion
- Dementia- getting information out so people know where help is available
- Find out why people can't engage- deaf/blind/disability
- CVS car scheme phone a friend
- Communal space- outside/inside
- How do we support home schooled children and those 'non attendees' re social isolation and obesity? therapeutic-shed.co.uk potentialkids.org
- The youth as well. Children out of school
- Social prescribing- sometimes residents in 'sheltered' accommodation are passed over due to the thinking that they are 'ok' as the scheme managers are in attendance
- People with disabilities and those who are elderly cannot easily go out because of the lack of facilities. In stores- open up stairs at back of store

Environment

- Streets need cleaning and green spaces in town centre
- Protect Green spaces
- Provide more litter bins, open the HWRC for more days
- Improved design of public spaces through planning to increase physical activity
- Promotions about initiatives and projects, council websites need to advertise more about projects

Mental Health

- Shared responsibility- How can voluntary and community groups be referred to. Re: people in crisis and isolation if they are not part of the WH council referral process potentialkids.org therapeuticshed.co.uk
- Is there a health and wellbeing partnership in Welwyn Hatfield? Mind in Mid Herts sits on Health and Wellbeing partnership in Stevenage East Herts, St. Albans not Welwyn Hatfield –Restore funding to ‘Mind’
- Health and wellbeing is dependent on lots of supporting matters which should include supporting infrastructure, transport, schools, retail opportunities etc.
- WELHAT FOYER: young people’s support service.
- Mental Health services needed by young and adolescents within the BAME communities
- Maendeleo are offering services for BAME communities particularly providing specialist counselling. What can be done further to extend the support? Are the councils interested in working together and supporting maendeleo in delivering mental health services and abuse services in Herts?
- How you eat is essential, not what you eat! Sequence you do things is important
- Accessing MH services
- Whose addressing emotional needs/distress for people who are hoarding
- Look at school exclusions as a start to the mental health journey
- What ‘health’ support is there for those excluded from school
- This girl can campaign
- Promotion

Physical Activity

- Importance of walking and physical activities. No easy walking routes on new estates built. Making people more likely to get in the car if they have to walk the long way round.
- Inactivity is down to personable options, you cannot make a ‘horse’ drink even after you lead it to a trough
- Council needs to use its community assist strategy and sports facility strategy to invest in gosling
- Go to the people, Thai Chi – free
- Organic- evolve
- Walking is the best activity
- To increase physical activity, keep supporting voluntary sector to provide sport and PA opportunities. This could be through helping with promotion, facilities available, enforcing community use agreements for facilities
- Building opportunities for physical activity into the design of the new housing developments.
- Dog walks
- Once a day get the heart rate up
- I would recommend separating physical activity and obesity to have: decreasing obesity, decreasing physical inactivity and increasing physical activity levels. Focussing on reducing inactivity has the greatest health gains,

this can also help as a reference point when applying for Sport England grants.

- More ambition to find low cost activities for young people especially
- More focus on the issues within the older community- malnutrition huge issue over shadowed by an obesity
- Allotments access
- Get children involved in outdoors- get explorer across the borough
- Dog agility
- Easy walking routes

Mental Health

1)

Need volunteers in all areas,

Make services accessible

Impact on social isolation from living in flats

Encourage community centres in new developments

Learn from previous experience

Supporting local shops and businesses

Accessing mental health services (who, how, where)

Action plans need to evaluate outcomes

2)

Sports Partnership

Bind into design/how it will interact with MH

Time to talk

Sports Groups

Signposting

How to spot MH

Media campaign- new theme each month

Train/Coaches – travel

Dementia Groups

Back massage

Positive message

Build trust

Activities to stimulate the mind + use textiles

Canal

Providing free help for business regarding MH

Sport as a tool

Men- a clear group targeting improving MH and communication

Age UK

Work with Dementia/Carers

Meet carers/cater for their MH

Tackle loneliness

Training into organisation to teach people to recognise signs

Challenges

Need to increase confidence in talking about MH

Recognising signs

Communication

Recognising the high % of people who suffer with bad MH

3)

Partnership with Mind/WHSPAA to promote MH improvement with exercise

'Safe spaces' community cafes-talk/listen

Dementia friendly cafes w/ activities

Dementia friends' promote across borough

Local knowledge of resources/locations

Transport

'Buddy' to help link people

Explore funding options for Mind (Because of cuts)

Shift focus to community, what can we do?_Not- what can the council do?

Council could provide role in co-ordination of information

4)

Mindfulness and meditation practices- tools + techniques to take away and practise anywhere

-not related to faith or culture (for everyone)

Drug and alcohol treatment – different methods/counselling/acupuncture/problem solving

Mental health services are overstretched

Difficulties in referring people for help- time frames too long for assessment to referral

Costs of access to mental health services

Identify what the local community problems are

Directory of services – hub to coordinate

Acknowledging barriers- language/cultures/accessing services/specialist areas

Gardens/trees in deprived areas to help mental wellbeing

Encourage community gardens to bring people together

WHBC to coordinate statutory services, links to voluntary services

Networking groups for people to join up

Earlier interventions/people signposted – HUB

There is a gap in reaching those involved in community work

5)

Mind lost funding

Partnership with YMCA – building self-esteem/managing anxiety/living with depression

There is a crisis child MH – limited services/access in Herts – 18m w/ CAHMS

Health walks/café – WHBC/HCC/Mind connecting people in local communities

Mind – café activity for young people

Wellbeing groups

Maendeleo services

Challenges- funding/location (above the library in the town?) outreach

Social Isolation: main themes

Need a directory of information, to reach out to people- information and communication sharing

Compassionate Community

Compassionate neighbours, Find a Friend' through Isabel hospice or volunteer, 1/3 of over 65's live alone

Community Café (pay as you feel, sit with others, space open to all)

Better use of community centres/community space open (community centres in Hatfield have closed)

Eat Out Eat Well

Heads up

Make people aware of events

Sense of place within the community/ promotion of community

Meals on wheels – small interaction is also positive

How can community groups access public health budget?

Let's Chat- telephone service supporting loneliness/isolation – CVS

Create spaces to have open conversations about grief/death/dying- community led end of life care

Accompanying isolated people to activities

Transporting and Signposting (ACCESS)

Improvement of transport to activities and to people in isolation – accessibility

Bus routes to outside villages

Map existing 'transport offer' –info and directory of agencies for transport

Struggle to reach isolated people

Signposting and advertising what is available (how do isolated individuals know what is available if they do not leave their homes)

CVS car scheme

Identifying Isolation

Hard to reach people, how do we connect? How do we know who is isolated?

Website directory, community inclusion, social media

Find out why people can't engage – deaf, blind, disability, mental health etc.

Support of home schooled children and 'non attendees' – therapeutic-shed.co.uk
potentialkids.org

Access for people with disabilities or elderly who cannot go out due to lack of facilities

Dementia- getting information out so people know where help is available

Linking Physical Activity to Social Isolation

Taking on a partnership approach to solution, combine getting people active with social inclusion

Integration of projects e.g. music, food, sports, community clear up

Community litter picks

Youth activities and magazine which provides support and network for community and LGBT, unite teens in a sports club

Start a skateboard club so you don't need friends to initially start skateboarding

Reducing ASB as preoccupied with activities

Promotion of Local Businesses

Use social media and other sources to promote activities, businesses and charities

Website directory, community inclusion

Main themes: physical activity – need a directory of agencies

Healthy and Inclusive Streets

Improvements of walking cycling routes around Welwyn Hatfield Borough

Health walks

Park runs

Dog sharing/walks

Group litter picking activities

Walking is the best activity- can include all ages

Reduce Reliance on cars

Flatted development – need green space

Planning- walking routes on new estates built/building opportunities for PA into the design of new estates

Get Kids Outside

Address schools to help change attitudes to get people to do outdoor activities

Change attitudes!

More ambition to find low cost activities for young people especially

11-19 Group found that 19% of the 210 youth activities discovered in Welhat are free and the 81% left charge, are activities too expensive?

Chaining the mind-set of the public

Health fest Events

More sporting facilities required

Keeping gosling open

Promote mind-set- do they have facilities? Do they not feel safe?

Accessible activities- e.g. in the park

Allotments – people don't have to do high intensity activities

Involvement of all ages – free Thai chi

Persuade the public to get their heart rate up once a day

Prescribed activities instead of medication