

Wellbeing EXETER



OVERVIEW

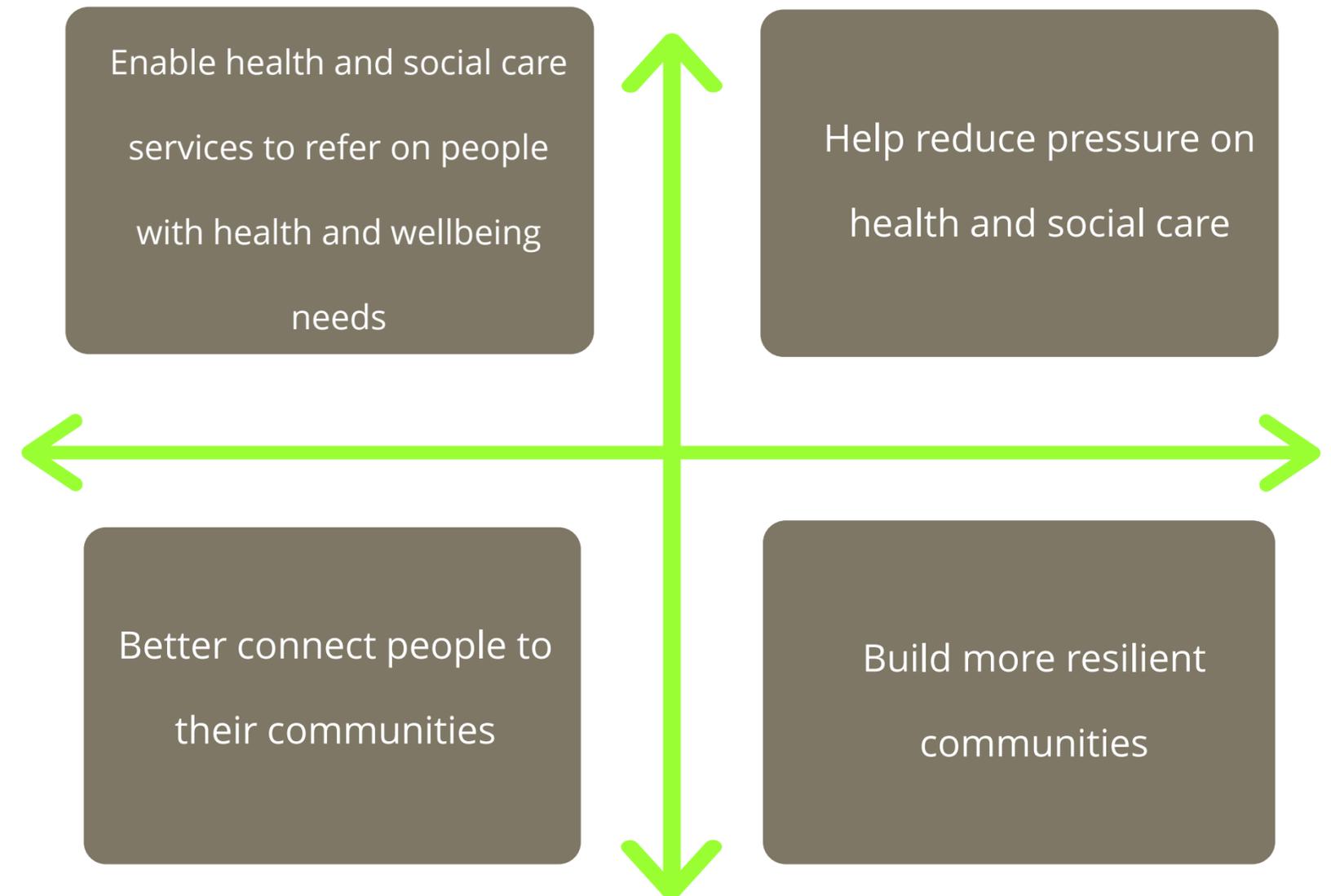
Wellbeing Exeter is a partnership of public, voluntary and community sector organisations working together to **provide the firm foundations for individuals and communities to promote and improve their own health and wellbeing.**

The programme has developed into a city-wide social model of prevention which recognises that **communities, and the relationships that make them, are vital to creating and sustaining health and wellbeing.** To achieve this, we put connecting, supporting and strengthening communities at the heart of our work.

Currently a collaboration of nine organisations, the programme offers **Community Connecting** (“social prescribing”) for adults, families and young people in combination with **Community Building**, alongside a focus on **being active** as one route to improved health and wellbeing.

Our work is informed and framed by the **5 Ways to Wellbeing** and takes an **asset-based approach** to supporting individuals and communities to improve their health and wellbeing.

Wellbeing Exeter’s four key aims are:

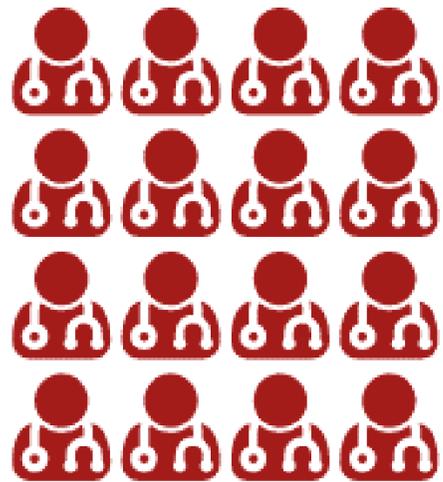


BACKGROUND

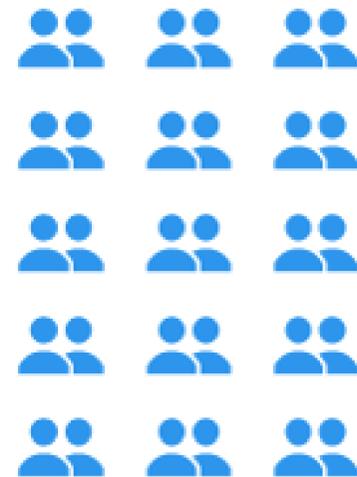
November 2016: 10 GP Practices, 7 neighbourhoods (16 month Pilot: ICE)

April 2018: Expansion: 16 GP Practices and all 13 neighbourhoods.

July 2020: Expansion: Young people (11+ years), families and Cranbrook



17 GP Practices



16 Community Connectors



13 Community Builders



4 Community Physical Activity Organisers

Funded by:



APPROACH

Health and social care services introduce a person they believe would benefit from increased social activity to their trusted **Community Connector**. These referrers are GP Practices as well as Care Direct Plus, the Community Rehab and Exercise & Rehab Teams at the R, D and E and both schools in Cranbrook.

The **Community Connector** works with the person or family to identify what matters to them, and plan a way forward. Together, they start to engage with their local community.

Simultaneously, **Community Builders** are working within communities, identifying social resources, stimulating activity, and helping those communities to thrive and develop. This builds communities' capacity to offer opportunities to residents for connection and interdependence.

The **Community Physical Activity Organisers (CPAOs)** focus on supporting individuals and communities in Exeter to move more in their daily lives in ways that work for them. They work alongside residents and communities to grow community-led, welcoming and long-lasting opportunities for physical activity in local neighbourhoods.

The **Co-ordination Team** manage the Single Point of Referral and support all aspects of Wellbeing Exeter bringing people and organisations together and enabling them to work in collaboration to help discover what might be on offer for people.



STRUCTURE



Community Connectors			
Families	11–18	18–30	30+
Family Community Connectors Exeter Community Initiatives 50 hours per week	Young People's Community Connectors Young Devon Space 142 hours per week	Community Connectors Exeter YMCA 67.5 hours per week	Community Connectors (local community based) The Beacon Centre 50 hours per week

Community Physical Activity Organisers
Exeter City Community Trust CPAOs 150 hours per week

Community Builders
Exeter Community Initiatives Community Builders 281 hours per week

Community Builder
Exeter Community Initiatives 18 hours per week



Community Connector (Adults, families and young people)
Youth Genesis 28 hours per week

Coordination Team (Co-Lab)	
Partnership support, coordination and collaboration	Internal and external engagement and communications
Staff induction, learning and development	Data, monitoring and reporting
Single Point of Referral, including participant welcome and feedback	Support for programme development

Programme management and leadership (Devon Community Foundation):	
Programme development	Primary care and stakeholder engagement
Learning, monitoring and evaluation	IT and digital
Financial and risk management	Commissioner reporting and relationships

IMPACT

- A person is referred to a **Community Connector, Family Connector, or Young Person's Community Connector** by their GP.
- The Connector will spend time **getting to know** the individual or family and begin **building a relationship** with them, drawing on the positives and **what is working well** for them right now.
- Working with the person or family's strengths, they will decide what is **most important to improve their wellbeing** at the time. This can include **signposting** to online or virtual support that can be accessed independently.
- At this point, a person could be referred to a specialist service like counselling or introduced to a social group, like the Wonford Walking Football Club, for example.

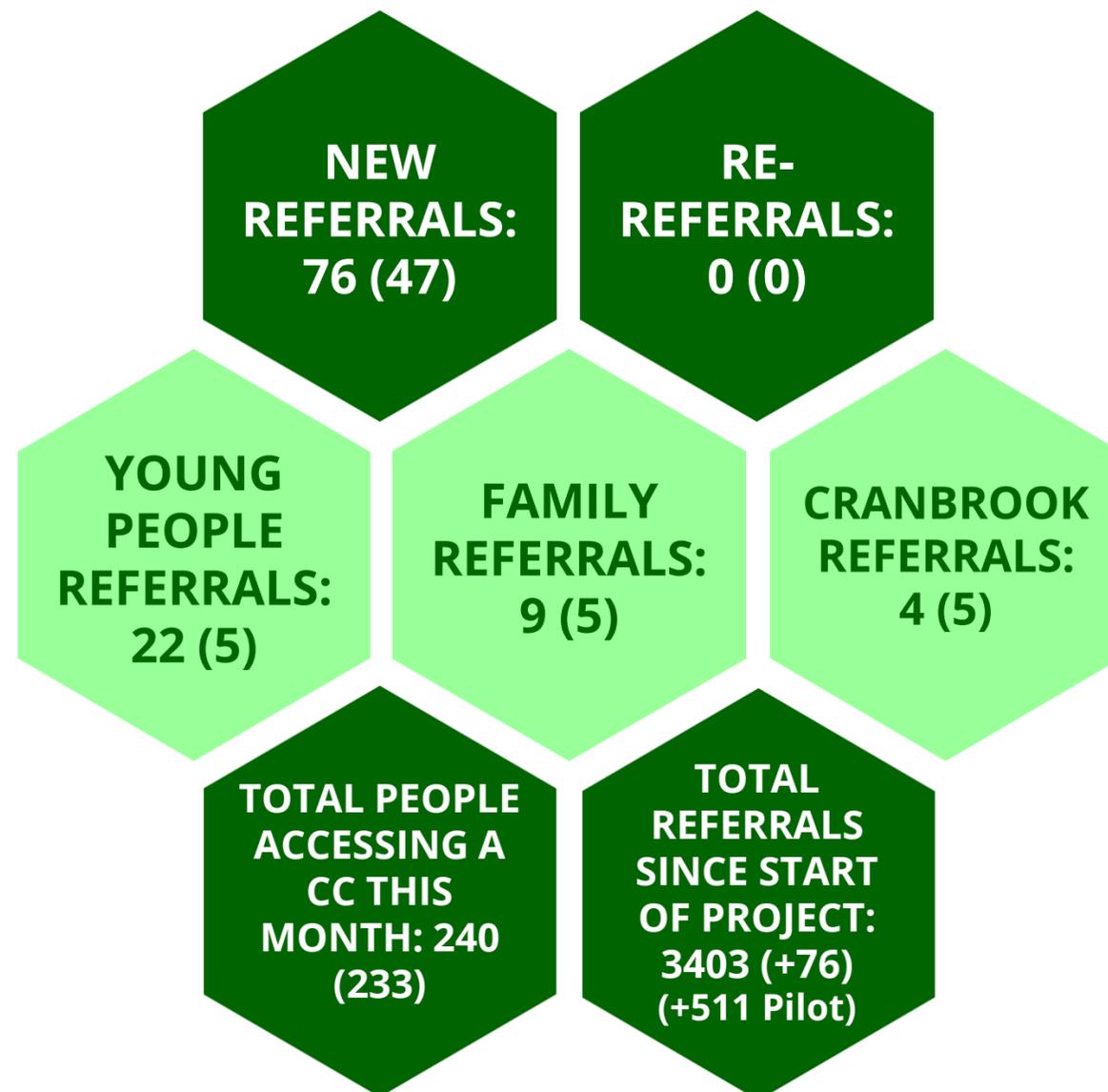


- An individual may choose to access what they have been signposted or referred to independently or, the **Community Connector can support them to access this**. This can include attending a group with them or supporting them to use public transport to access the group.
- The goal of Community Connecting is always for the work to have **longevity** and be something that can **continue long after the work with a Connector has finished**.

COMMUNITY CONNECTING

REFERRAL DATA:

() = previous month

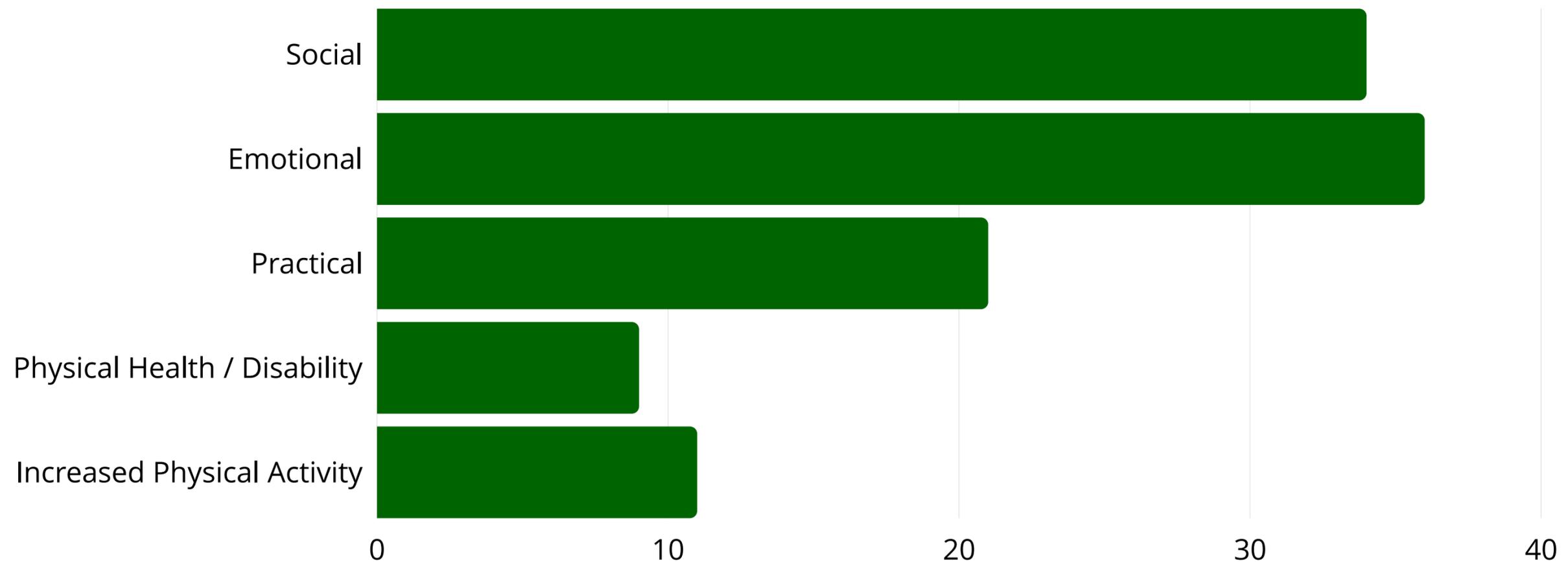


REFERRAL ROUTES

() = previous month



REFERRAL REASON: (multiple reasons can be selected)



WAITING TIMES: () = previous month

Beacon: 3 weeks (1 week)

ECl: 6 weeks (6 weeks)

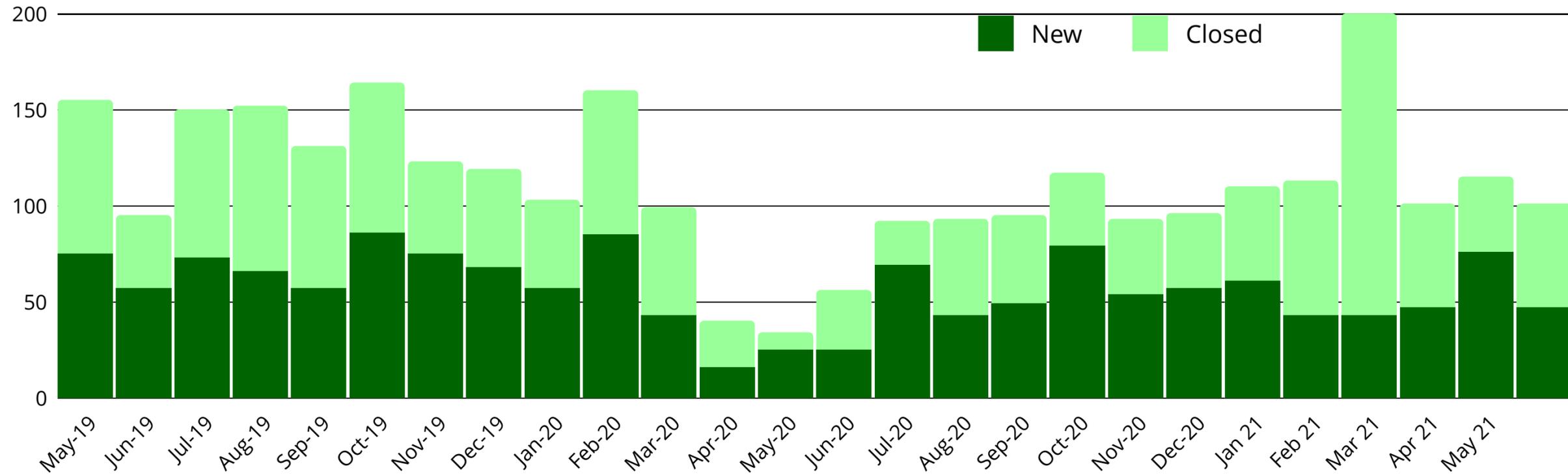
Space: 0 week (0 weeks)

YMCA: 2 weeks (2 weeks)

Young Devon: 0 weeks (0 weeks)

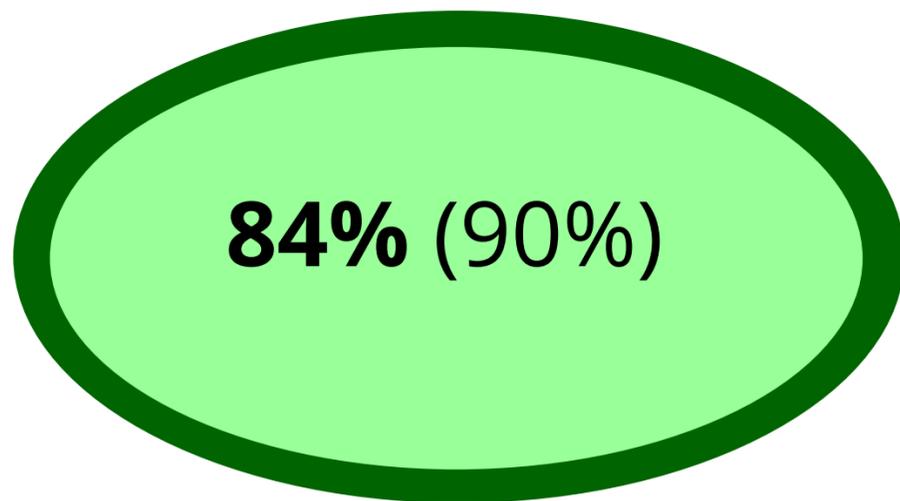
Youth Genesis: 4 weeks (2 weeks)

MONTHLY REFERRAL BREAKDOWN:

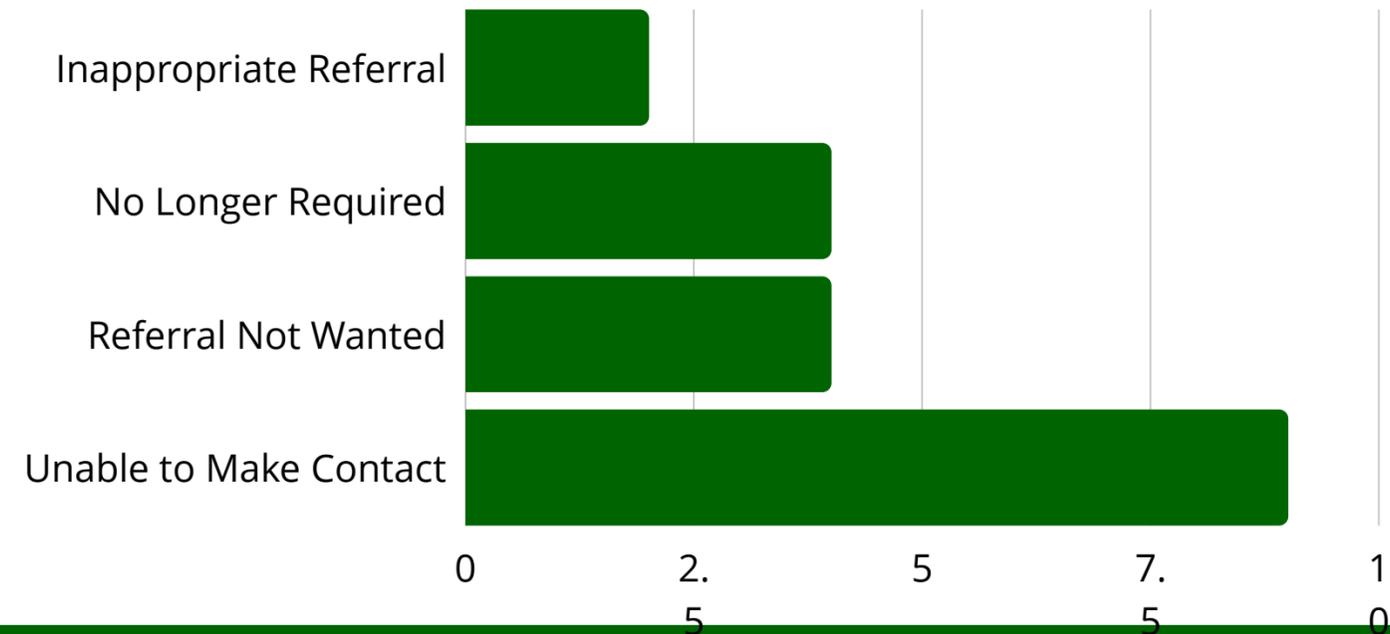


ENGAGEMENT RATE:

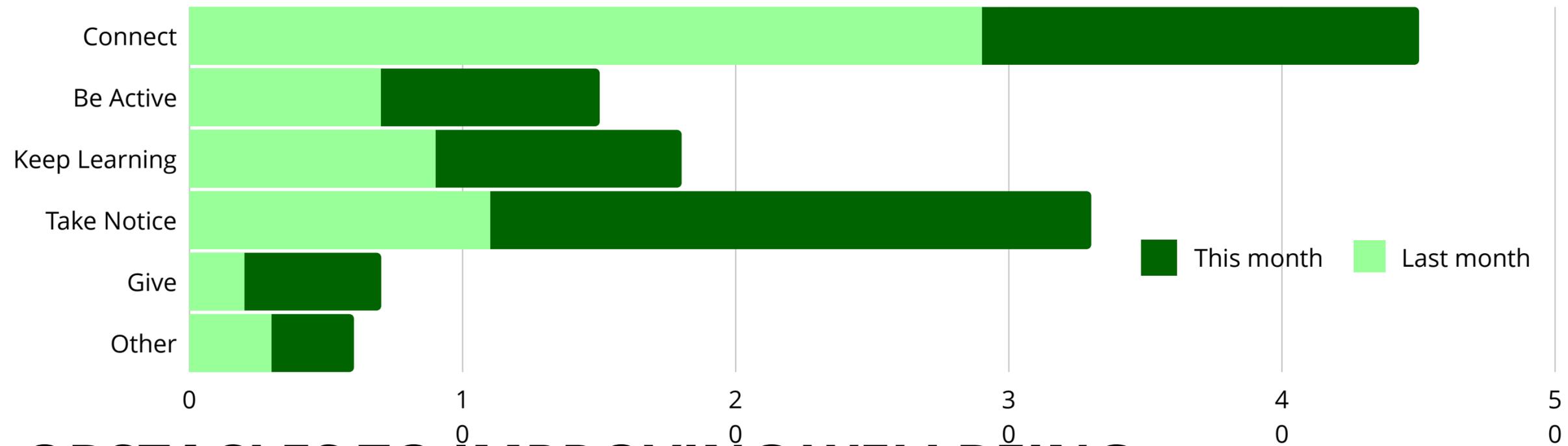
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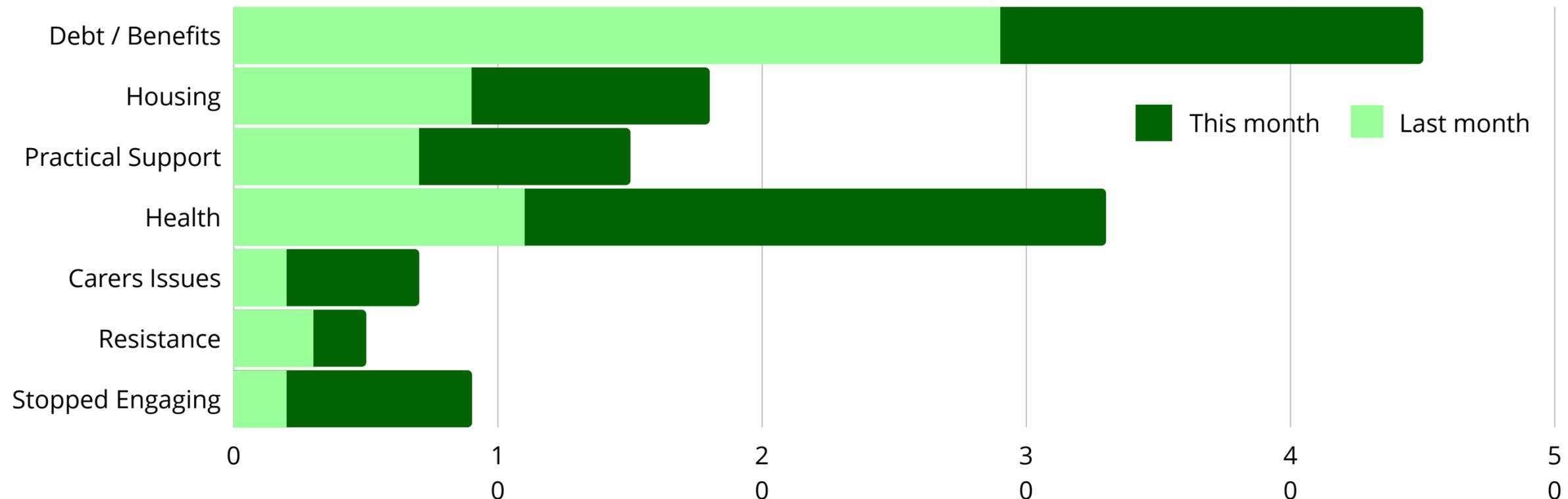
NON-ENGAGEMENT REASONS:



ASPECTS OF WELLBEING POSITIVELY INFLUENCED:



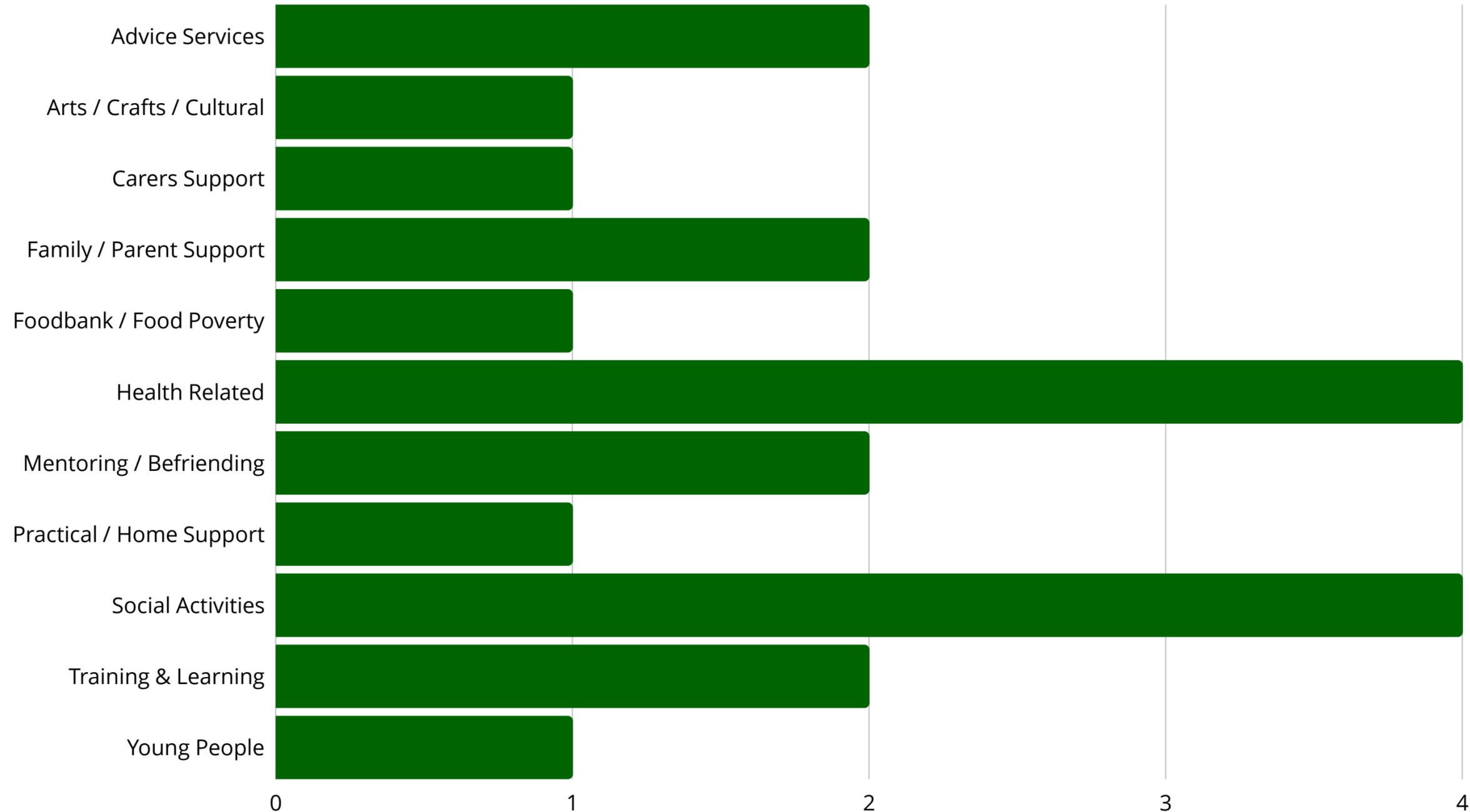
OBSTACLES TO IMPROVING WELLBEING:



SUCCESSFUL INTRODUCTIONS MADE THIS MONTH:

31 (55) successful introductions made with 22 (36) different groups / organisations / services

INTRODUCTIONS PER CATEGORY:



IMPACT

A gentleman struggling with his health wants support to quit smoking and is referred to One Small Step who also support him to become more physically active.



A family who have experienced loss of earnings due to the pandemic, are supported by their Connector to access the Foodbank and Citizens Advice for employment and financial advice.



After coming out as bisexual and struggling with their mental health, a young person is referred to Young Devon's counselling service, as well as Proud2Be's social group which they attend every week to meet like-minded people.



WELLBEING EXETER DURING COVID-19:

When the first lockdown arrived in March 2020, Exeter was faced with supporting residents with both practical issues, such as shopping and prescriptions, and the emotional effects of social isolation, loneliness and anxieties related to the pandemic. Wellbeing Exeter's pre-existing and well-established structures and relationships with partners became integral to the city's response and we worked closely with the City Council and other partners to set up and deliver Exeter Community Wellbeing, an online and telephone hotline and platform assisted individuals and community groups to link together and access the wide range of support on locally and offer across the city.

As of March 2021, over 2800 individuals had requested support, and 721 residents had volunteered to help. Residents have been connected with local volunteer networks and groups for help with shopping, food deliveries, prescriptions and phone contact for those self-isolating. Alongside this, local groups and networks have received support from Wellbeing Exeter Community Builders to mobilise, connect and develop. The Exeter Community Wellbeing Hotline also became a temporary referral route to the Community Connectors so that those who were struggling with the emotional and social effects of lockdown and isolation could be connected directly to wellbeing support and onward links to relevant support.



STORY OF COMMUNITY CONNECTING DURING COVID-19

Background: Clive lives alone and has been single for more than 25 years. He has little to no contact with his family and lives with a long term health condition. In early 2020, he had joined a local sports club which felt like a very big step for him after so long living a solitary life. He felt uncomfortable taking part at first but was determined to improve his mental and physical health. He persevered and ended up enjoying the routine the regular sessions offered. However, after the first national lockdown was announced, Clive found himself more isolated than ever. His feelings of loneliness combined with his impaired health led to him feeling depressed and suicidal.

What We Did: He was referred to Wellbeing Exeter by his GP and from their first conversation, he developed a good rapport with his Connector. Together they identified ways in which Clive could become better connected to his community and improve his wellbeing. He is now a member of a walking group that has been warm and welcoming, and is in the process of applying to be a volunteer for a local organisation. Clive hopes to expand his social network in the longer term as he's already feeling a multitude of benefits having some routine back in his life, and is enjoying regular conversations with people he meets on his walks.

What Next: With a focus on 'what's strong, not what's wrong', and being mindful of the Five Ways to Wellbeing, the Connector has helped Clive identify his existing interpersonal skills and encouraged him to take steps towards a life in which he can truly thrive.

COMMUNITY BUILDING

Community Builders complete monthly monitoring reports that also serve as a reflective tool for us to plan our next steps for the month ahead. This monthly update is a snapshot that should give you a picture of the breadth of our networks, the variety of conversations we have in neighbourhoods, and how they might interact and start to move forward.

A lot more of our work has seen us leave the house more frequently this last month (thank goodness!). There has been a reduction in online meetings, as people are able to meet outdoors, in cafes and community settings.

We have slowed down the Community Zoom meetings, although these have not come to a halt, and we of course anticipate these will pick up again in the winter months. So we will continue to facilitate these with residents and networks on occasion where its helpful to others. This could be to share a message or idea to a wider audience, or offer an alternative to meeting outdoors and indoor settings, as we recognize the gradual readjustments people need to take to start to feel at ease as the world opens back up.



Community Builders have had a real emphasis this last month on hosting Pop Up Listenings and in some cases we have co-hosted these with the CPAOs. We come together regularly as a team to share what we are learning from these, to help affirm what our role is over the coming months, as well as understand key issues that are arising so that we can collectively be confident in how we respond to these in our practice.



COMMUNITY BUILDING

Wellbeing and mental health within an Asset Based Approach

As a team we continue to discuss this, ensuring we are confident in what role an Asset-Based approach can play in supporting people's journey to recovery and improved wellbeing, particularly how we can support them within their neighbourhood, amongst their neighbours, sparking their interests and encouraging them to explore and participate in opportunities.

Summary of what is important for Community Builders to consider with conversations where mental health comes up:

- Place value with the individual conversations – recognise the value of this within an asset based model, we don't need to just signpost people to services, but what can our role be to help them connect, and spark an interest?
- Initiating more hyper local conversations - do they know their neighbours, opportunities in their area to get out and about, on a street, local neighbourhood level that you can help bridge?
- Take the time to listen to people and help them find connections and next steps at their own pace.
- Create Pop Up Listening spaces that are welcoming, bring chairs, hang around for a bit longer (when the weather allows) to invite people to sit and talk.
- Ask questions, but try not to solve.
- Invite them alongside – 'I'm going to be at such and such on Friday, pop along for a cuppa and chat'.
- This is happening, would you like to get involved? I can meet you there.
- Where necessary, make people aware of other services to support mental health, i.e; Talkworks, Samaritans etc.



STORY OF COMMUNITY BUILDING

Greening Heavitree Project

The Greening Heavitree Group started off as a conversation on community network Facebook pages about greening the area more. Anita, who was active in the discussion, offered to set up a WhatsApp group where around 9 people started to post simple ideas for developing the area.

Devon County Council then got in contact with us and asked if we would like to plant the planters that replaced the concrete bollards blocking roads off on Chard Road and Homefield Road. This was then a catalyst for the group becoming active and meeting one another. Further WhatsApp groups were then established by volunteers to look after the set of planters. We then had over 20 people in the group and a Facebook page was also established.



Hamlin Lane Field

Greening Heavitree also received £200 of funding through Active Devon's Health May campaign to help develop Hamlin Lane (or the JLC to locals) as a more active and community oriented space, and to encourage people to use the space more, particularly those who don't get out much or are inactive. We used plants and gardening as a means for connecting with the community. A team of volunteers set themselves up as the Hamlin Lane Gardening Group and set to work to decide what to do with the money.

STORY OF COMMUNITY BUILDING

Jenna volunteered to spend some of the money aimed at children, and developed a terrarium making idea – with clear pots, stickers, little plants, and an animal. We also bought loads of discounted flowers and veg from B&Q, and a few hanging baskets to make.



Jules suggested we take a look at the local Hospice plant sale and, when Hospice heard the event was for charity, they gave us loads of free for just a small donation. Each of the volunteers contributed ideas as things developed. Susan developed some of the marketing, even designing a logo for the group, and contacted organisations on Facebook, such as Westbank Carers, Age UK, and local churches. Jenna offered to drop off slips advertising the event in the area, Philip (the local Community Builder) did some door knocking and also dropped off slips at the post office and charity shops at Heavitree. Finally, Lowenna offered loads of her own potted plants.

WELLBEING EXETER AND PHYSICAL ACTIVITY:

Additional Community Connector Capacity

- 167.5 hours per week added, including for families and focused on some key LSOAs and Cranbrook.
- 'Increased Physical Activity' added as referral reason for GPs and other referrers.
- New referral routes: Exercise and Rehab Specialist (Community Physiotherapy), Care Direct Plus and schools in Cranbrook.
- In first year of LDP Accelerator funding 33% of CC referrals came from 20 key Exeter LSOAs + Cranbrook (the 20 LSOAs represent approx. 26% of the total city population)
- Opportunity to also work with young people (11 – 18 year olds) via PCN funding.

Expanded Coordination Team

- Extra capacity to enhance participant welcome, journey and feedback.
- Improved and increased data collection, monitoring and reporting, including individual outcomes and case studies.
- Supporting greater collaboration and information / resource sharing across organisations and roles.
- Learning and Development: recent physical activity skills and knowledge audit to inform training and development plan.

Community Physical Activity Organisers

Supporting individuals and communities in Exeter to be move more in their daily lives in ways that work for them and the development of community-led, welcoming and long-lasting opportunities for physical activity in local neighbourhoods.

- Mapping and listening – understanding their places, what exists already in local areas and what barriers / gaps / opportunities there are.
- Added capacity to support individuals, both via Community Connectors and other routes.
- Working alongside residents to develop their ideas for being more active.
- Working with Live and Move to develop communications, sharing insight and learning and supporting specific projects.

Primary Care engagement and design:

- Pre-covid: design sessions with primary care (6 key GP practices) to identify approaches to enhancing role of physical activity in primary care and how W.E's role can be further developed. Skills gap identified and Moving Medicine – Active Conversations training trialed with GPs and some WE staff.
- Now: reengaging with primary care, exploring how to best link those who are currently inactive with W.E. and potential new referral routes.

COMMUNITY PHYSICAL ACTIVITY ORGANISERS:

JANUARY 2021

CPAO MAPPING REPORT

Community Physical Activity Mapping Report

South East Exeter



WRITTEN BY

Ed Shaw

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📌 BeActiveExeterSoutheast

INTRODUCTION

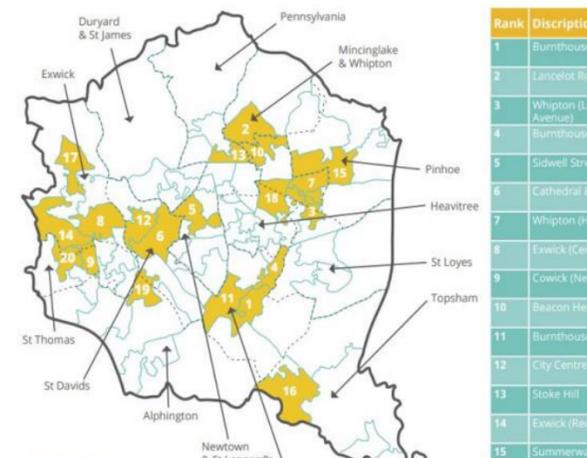


Figure 1. LDP Target Areas

ABOUT THE AREA

Exeter is covered by four CPAOs, two for the east of the River Exe and two for the west. My patch is formed of the four wards east of the River and south of the city centre: Heavitree, St Loyes, Wonford and Topsham. The work is targeted further within the Wards to focus on those areas at most risk of inactivity. The Delivery Strategy for the LDP used data from a number of sources to identify the twenty areas with the most at-risk residents and produce the map shown in Figure 1 above. Of most relevance to my patch are the areas ranked 1, 3, 4, 11, 16 and 18.

ABOUT THE ROLE

The CPAO role is focused on supporting individuals and communities to make physical activity part of their daily lives and enabling the development of community-led, welcoming, local and long-lasting opportunities for physical activity. In pursuit of these aims I have engaged in the work described in this section of the report.



MAPPING REPORT

PAGE 1

WELLBEING WALKS

Alphington and St Thomas

Join us for our short weekly group walks, suitable for all abilities.

Contact: maresa.bossano@ecfc.co.uk 07784 359021

- Mondays 11.30am from the Twisted Oak pub
- Thursdays 1.30pm from the Huntsman in Ide



BeActiveAlphingtonStThomas



CONNECTING TO PHYSICAL ACTIVITY DURING COVID-19:

Background: Brian was introduced to Wellbeing Exeter after speaking to his GP about his social isolation and desire to improve his physical health. During my initial conversation with Brian, he told me he incorporated a short walk into his daily routine – that helped add structure to his day-to-day life during the pandemic. He told me he had become increasingly isolated and would like someone to talk to from time to time.

What We Did: I introduced him to a Community Physical Activity Organiser who invited him to a community walk. Brian was surprised (and pleased) to hear such activities were available but he was also very nervous about meeting new people. With the CPAO's support, he soon felt at ease and enjoyed a few weekly walks with the group.

What Next: When lockdown was announced on 4 January, Brian was very disheartened. He had overcome lots of anxiety associated with taking part in the group and then suddenly felt as though the effort had been wasted. He is concerned that he's lost momentum around his social connections. We had a conversation about the resilience he's shown so far in recent months - and how he can take things one step at a time when restrictions are lifted, so as to avoid feelings overwhelming him or any discomfort. Brian accepted the progress he has made has been substantial and was able to view the current situation as a temporary one, with positive opportunities available in the future.

REVIEW AND DESIGN:

The Covid-19 pandemic and its consequences have had and continue to have an impact across all of the Wellbeing Exeter programme and on the communities and individuals we work alongside.

This, along with changes to the programme's funding and delivery partners has necessitated a review of certain aspects of the programme to ensure we are effectively responding to both the existing and emerging health and wellbeing challenges across the city and maximising the benefit from investment in the programme. Based on discussions so far have identified four key areas of programme development:

- Within the specific **Covid-19 landscape**, develop work across the programme to support and encourage individuals and communities to take steps to improve their wellbeing as restrictions lift.
- (Re)growing our team of **Community Connectors** to ensure a universal offer across the city while further locating and embedding the Community Connector team in local communities and ensuring we reach those who most benefit.
- **Reengaging with primary care** as the Covid-19 landscape shifts, to ensure that the Wellbeing Exeter offer remains embedded in primary care and is able to respond to emerging health and wellbeing needs.
- **Expand our referral routes** in to the programme, embedding it into other key parts of the health and social care system and ensure we are in the right places to reach those who could most benefit, including in relation to increased physical activity.

Alongside the above, a review of the overall **governance** of the programme has been undertaken to ensure we have the right structures and processes in place to ensure strategic commitment, oversight, quality and financial sustainability. The programme's **monitoring and evaluation framework and communications** will also be reviewed and refreshed to reflect these changes.

PROPOSED DEVELOPMENTS:



Community Connectors					
			Additional capacity: Year 1: 3.25 FTEs + Year 2: 3 FTEs = 6.25 FTEs (total)		
Families	11—18	18—30	30+	Local community / geography	Communities of interest:
Family Community Connectors Exeter Community Initiatives 50 hours per week	Young People's Community Connectors Young Devon Space 142 hours per week	Community Connectors Exeter YMCA 67.5 hours per week	Community Connectors (across city) 75 hours per week	Key LSODAs Already in place: The Beacon Centre: Mincinglake, Whipton and Pinhoe 50 hours per week	Individuals from BME backgrounds 25 hours per week (Separately funded)
Additional capacity?					

