

Coventry Health and Wellbeing Strategy 2019 - 23

Stocktake of progress, September 2021

1. Background

1.1 The Coventry Health and Wellbeing Strategy is the city's overarching plan for reducing health inequalities and improving health and wellbeing outcomes for Coventry residents. The existing Health and Wellbeing Strategy 2019-23 identified three short term priorities:

- Loneliness and social isolation;
- Young people's mental health and well-being; and
- Working differently with our communities.

1.1 As part of the development of our Health & Well-being Strategy, we agreed we would review and refresh our short-term priorities every 12 to 18 months to ensure that these still reflect the key issues and challenges facing Coventry residents. The impact of the Covid-19 pandemic on our city and residents and the proposed changes within the health and social care system have further strengthened the need to refresh the Health & Well-being Strategy to ensure the priorities contained within it remain relevant.

1.2 This paper provides a light touch stocktake of key outcomes for each of the three priorities, as well as wider lessons learnt about the format and implementation of the Strategy within an evolving health and social care context. It aims to capture impact and learning to inform the refreshed Health and Wellbeing Strategy.

2 Loneliness and social isolation

2.1 Background

In 2019, Coventry's Health and Wellbeing Board selected 'loneliness and social isolation' as one of its three priorities. It was chosen as a priority due to growing awareness that social isolation and loneliness impact negatively upon the quality of life and well-being of those who experience them, with demonstrable negative health and social effects. By tackling loneliness and social isolation, the Health & Well-being Board aimed to help reduce the burden on health and care services, building resilience that enables people to remain independent for longer and addressing social needs outside of formal settings.

There are also financial benefits to tackling loneliness - the national Campaign to End Loneliness was launched in 2011 and found that every £1 invested in tackling loneliness saves £3 in health costs.

2.2 Progress and impact

A multiagency working group was set up to take this priority area forward, and a workshop was held in December 2019, led by Grapevine with partners to create a shared vision for tackling social isolation. Partners who attended included statutory and non-statutory agencies. The purpose of the workshop was to consider creating a collective movement of change against social isolation and loneliness and set shared objectives to tackle this priority area. A shared vision was developed by partners:

"A city where everyone feels connected and is working together to end loneliness and isolation"

A mapping exercise was completed to understand the current resources in the city which are working towards tackling social isolation and loneliness. In addition, the social isolation and loneliness workstream has made connections to the Coventry Place Based Health & Care

Executive and in particular the work being conducted through the Coventry Place Frailty Programme.

2.3 A number of initiatives were set up to tackle social isolation and loneliness, prior to Covid which included:

- **Connecting for Good** is a social movement against isolation sparked by Grapevine Coventry and Warwickshire and is creating multiple isolation tackling initiatives led by Coventry people in a way that is emphatically 'bottom up' and enables them to sustain each one. So far there are 15 such initiatives
- **Chatty cafes** - In January 2020, Chatty Cafes launched in Coventry. The scheme allows Cafes to sign up for a small fee and create a 'Chatter and Natter' table for people to talk to each other to tackle loneliness. There are now 6 cafes in Coventry offering the initiative and feedback has been positive.
- **Coventry Libraries** - The Library spaces are being used to engage people in the community. Grapevine have developed a creative kindness group. The group meets once a week to create crafts that are gifted around the Library to share kindness. Also, Coundon Library have started a new knit and natter group
- **Moathouse Community Trust** received funding from the Better Care Fund to identify isolated / vulnerable residents in the local area and encourage them to take part in preventative and early help activities. This project aims to:
 - Identify people with support needs and prevent them from entering crisis.
 - Grow capability at individual and community level reducing as much as possible the support needs of people who might otherwise require social care.
 - Build the web of individual, family and community relationships people need, so that people are enabled to take a more active role in managing their own health and well-being in the community.

2.4 COVID 19 has seen an increase in how services are using technology to provide support and reduce social isolation and loneliness. Grapevine has continued to deliver many of the community initiatives virtually such as creative kindness which now meets weekly online. The Creative Kindness idea was generated at the start of 2019 at an Ideas Factory hosted by Grapevine posing the question, "What can we do together to tackle isolation? It aims to use arts and crafts to connect people.

2.5 Collaboration stations have now been held virtually to allow for ideas to be developed by communities. Collaboration stations have focused on areas such as GoodGym Coventry and 'The Fight for your right to party' team who have moved from inclusive nightclubbing & DJing pre lockdown to online audio visual shows & games nights.

2.6 During COVID, Operation Shield provided a range of support to clinically extremely vulnerable people who were 'shielding'. This support including 1:1 phone calls for those experiencing loneliness and isolation. This was linked to broader social prescribing and link worker support. Social prescribing services have continued to operate throughout COVID, working within primary care networks and working with wider referral partners to provide 1:1 link worker support connecting people to community services, groups and activities.

2.7 On July 4th 2020, Grapevine called the people of Coventry together for a Summit that attracted approximately 150 people to reflect on the pandemic and how it had changed how communities work together and how to sustain community resilience for the future. The summit focused on three key areas:

- Poverty and inequality

- Neighbourliness and connections
- Our power to change

A full report summarising the summit findings can be found at:

<https://www.grapevinecovandwarks.org/wp-content/uploads/GV-Spirit-to-Power-f-WEB.pdf>

- 2.8 Current data shows that, whilst there has been a number of initiatives aimed at tackling social isolation and loneliness, there is still more to do. Findings from the Coventry Household Survey, conducted in 2021, shows that 16-24 year olds score highest on loneliness, with the survey showing that the younger you are, the more likely you are to be lonely. The survey also highlighted that women, carers, disabled and unemployed people are more likely to be lonely.
- 2.9 Data collected through Children’s Mental Health service providers shows that social isolation is a growing problem for children and young people. Children and young people who rely on school or activity groups to prevent this are left with increased vulnerability which can't be mitigated against without face to face contact/ support. Where previously school acted as a protective factor, this has been removed due to closures or changes in access criteria (vulnerable and keyworker children only) and therefore the needs of these children and young people have escalated. With restrictions now easing there will be an ongoing need to support children and young people with a reintegration to new relationships and societal norms.
- 2.10 A workshop is planned with key stakeholders who have been involved in progressing work around this priority area to understand their views on progress around this agenda and how best this could be accelerated. The findings from this will be used to inform the Strategy refresh.

3 Young people’s mental health and well-being

3.1 Background

- 3.2 Delivering a mental health system that is underpinned by prevention, building resilience, early intervention, recovery and self-care for children and young people was selected as a key priority for Coventry’s Health and Well-being Board in 2019. Nationally, the evidence suggests that 1 in 6 young people aged between 5 and 16 have some form of diagnosable mental health condition and that children with a mental health problem face unequal chances in their lives. Long waiting lists and a lack of access to specialist and urgent care are key concerns locally, especially when transitioning between adolescent mental health and adult mental health, and there are known pressures on acute / Tier 4 provision, which is commissioned by NHS England.

3.3 Progress and impact

- 3.4 Since October 2019, the key areas of work include:

- **Kooth** – Coventry City Council in partnership with Coventry and Warwickshire CCG have commissioned Kooth, an online virtual support offer for emotional wellbeing and mental health. The service, which is for children and young people aged 11 to 25, went live in Coventry on 12 April 2021, has:
 - Enhanced Coventry’s early intervention mental health support offer

- Widened the accessibility through an open referral process for children and young people aged 11 to 25.
 - Enabled children and young people to gain quicker access to mental health support.
 - Given children and young people more choice and control, when accessing support
 - Provided additional support to care leavers
- **Establishment of mental health surge working group** to monitor and review referral data into mental health services. The purpose of the group is to ensure a co-ordinated, system wide response to supporting children and young people with emotional wellbeing and mental health issues. The working group provides an opportunity for services to come together to build working relationships, understand each other services, and to help avoid duplication across the system. In January 2021, a leaflet was developed and circulated to all schools across Coventry detailing children and adult mental health support services available. Furthermore, in June 2021 two system wide mental health school webinars were held for all schools and colleges to hear more about mental health services in Coventry. The webinars, which saw over 100 attendees, were recorded so other school professionals are able to access them after the events.
- **Coventry and Warwickshire Mind** have adapted their offer during the Covid-19 pandemic, involving the move to a digital platform. This has seen the development of:
 - 6-session webinar programme designed to build resilience and help them identify and regulate emotions.
 - Digital youth groups and quizzes, whilst parents have been able to access a parent forum for support.
 - Continuation of counselling support during Covid moving to an online virtual platform
 - Weekly virtual education staff peer support sessions were launched in December 2020
 - Resource packs and themed newsletters that provide information, advice, and guidance on how to manage emotional wellbeing at home, have been circulated to all schools, parents/carers, children and young people.
 - Pre-recorded webinars were produced and are accessible to children and young people on the waiting list for the Reach service since August 2020.
 - Back to School Resource Booklets for primary and secondary schools were created and sent to schools in August 2020, to support all children and young people in preparation for returning to school in September 2020. These resources were adapted and re-sent to schools in February 2021.
- Coventry has received NHS England funding to develop and implement two **mental health support teams** (MHSTs) in schools. The teams are equipped to provide low level Cognitive Behavioural Therapy (CBT) approaches that can be accessed directly. MHSTs are made up of Educational Mental Health Practitioners (EMHPs) who have been trained through a year-long university course which ran from September 2019 to September 2020. The MHST service has continued to provide support during lockdown. EMHPs were providing support to 8 schools pre-Covid however for the period of the first lockdown expanded the offer to all schools across Coventry for an interim period. The

project has returned to its normal development plan and will grow the access to up to 40 schools as per the project brief.

- **The Primary Mental Health Team** has continued to offer support and consultation to schools and those professionals reaching out the service via the Rise Navigation Hub. Rise and CWPT delivered a series of training sessions to professionals on self-harm to support those professionals who were dealing with distress. These were delivered across Coventry and Warwickshire and reached more than 1000 people working with and supporting children and young people.
- In March 2020 the **Rise mental health service** for children and young people made rapid changes to the Crisis Team, including the development of a 24/7 crisis line and moving the Crisis Team to a new location at Whitestone Clinic, Nuneaton, where it could access clinical space to see children and young people away from acute hospitals, given the expectation they would be running at maximum capacity in response to Covid 19. The Navigation Hub was supported with additional capacity for consultation should this be needed
- In September 2020, the Government launched a **Wellbeing for Education Return training programme** as a response to providing mental health and emotional wellbeing support to schools and colleges. Coventry Educational Psychology Team took the lead on the local roll out of this programme and hosted a number of webinars during November 2020. From January 2021 onwards Educational Psychologists have provided 1:1 consultation sessions with a focus on onward cascade of the training programme.

3.5 With regards to the priority in the HWB Strategy around young people's mental health and well-being, a discussion was had with members of the Coventry and Warwickshire Children and Young People Mental Health and Wellbeing Board to understand their views on the progress and impact of the work that's been done over the past 18 months. As the priorities are currently being reviewed and refreshed, it was also an opportunity to discuss whether it continues to still be relevant and the right priority moving forward. The group acknowledged that this was still a key priority for the city and highlighted the strong multi-agency partnership working over the last 18 months to support children and young people who are experiencing crisis and responding to emerging needs and the importance of continuing this work going forward; they recognised the need to strengthen approaches to resilience and early intervention and prevention; it was stressed that it is important to have a system wide understanding of children and young people; and the need to bring together and align priorities with other plans, both at strategic and operational level, to ensure they do not sit in isolation.

4 Working differently with our communities

4.1 Background

Through the engagement process carried out as part of the JSNA, a key message that was highlighted was the need to work in a collaborative way with our communities and community organisations to improve people's lives and the city for the better. Communities indicated that they wanted to be part of the change and want to work

with statutory partners, meaning that we would need to examine how we work together in our places and with our communities.

The Health & Well-being Board recognised the opportunity that this presented to mobilise health and well-being solutions through assets that already exist within our communities and to work together with the voluntary and community sectors to make a real difference of local people. By working differently with our communities, the Health & Well-being Board aimed to:

- Empower and enable community solutions by valuing the community leaders who have trust, networks, understanding and legitimacy; and getting behind existing partnerships
- Facilitate forums and networks to enable better collaboration and communication between public and third sector partners and within the third sector, by helping partners and communities share what they do and learn from, and build partnerships with, each other
- Taking forward work to change the way we commission services to better recognise social value
- Provide practical support to strengthen the community sector including by pooling resources to build capacity and connections and enable communities to maximise social action

4.2 **Progress and impact**

4.3 Key deliverables include:

- Health Inequalities Call to Action has been developed to encourage all businesses and organisations across Coventry to take action to help address health inequalities
- 14 new Social Supermarkets/ Food Hubs supported and set up in response to the pandemic. These include Stoke Aldermoor, Stoke Heath, Canley, Cheylesmore and Willenhall. Twice the level of people are being fed in comparison to pre-COVID19
- Through the COVID Winter Grant Scheme, 17,000 contacts responded to provide a wide range of support
- Supported places of worship and faith groups to adjust their religious practice and behaviours in light of COVID19
- Positive Youth Foundation and the council's communication team held a series of focus groups with young people to help develop specific messaging for the younger audience regarding the importance of getting tested (LFT). This was in preparation for their return to school and college and to inform their understanding of the guidelines and tier structure;
- Voluntary and Community Groups worked with the Council to share communications and host webinars to brief Community Centres and places of worship when there was a change in COVID19 guidance. The use of social media was important in preventing infections and informing and encouraging residents to take up vaccinations.
- The Good Neighbours scheme helped to reduce isolation and improve wellbeing amongst older people. 670+ Coventry residents have been supported by this scheme so far.
- The Community Resilience Team and the Migration Team were successful in securing funding to set up two interventions to support small grassroots community organisations.

- Migrant Health Champions have been supporting their communities and disseminating messages alongside Public Health
- 273 Community messengers were in place to give out messages about COVID19 and other PH issues – these are people already in community organisations who will give general messaging and bring back local intelligence from communities. Their remit was to include harder to reach groups.
- A wide range of engagement was carried out across the city, focusing on vaccination and the wider national/local roadmap/recovery. Regular open community engagement sessions were hosted by the CCG and the Council for: Black African and Caribbean Communities, South Asian Communities, and groups for younger women, including a number of bilingual events.
- Revised Council Social Value Policy developed
- City of Culture Caring City Programme aims to increase individual wellbeing; empower people to contribute creatively to their communities; improve social connectedness across social borders; and cultivate civic pride and belonging. A number of projects were held during 2020/21 as part of Phase 1 of the City of Culture Caring City programme, including:
 - Community Connectors – eight Coventry community leaders receiving mentoring and training to deliver a community event;
 - Walking Forest Camp –26 women exploring nature, climate change and biodiversity; and
 - Stand and Be Counted Theatre – involving 12 newly-arrived citizens in designing and taking part in theatre.

In line with the City of Culture monitoring and evaluation framework, the wellbeing of participants involved in the Caring City Programme were monitored. Participants saw an uplift in wellbeing over the timeframe in which they undertook the projects. While it is not possible to directly attribute this increase to the project, qualitative data provided by participants does provide evidence that increases in confidence, wellbeing and being able to make their own decisions to the training they received as part of the respective projects.

- Place Based Social Action, which is a six-year DCMS programme running in Stoke Aldermoor. The goal is to encourage and empower those who live and work in a neighbourhood leading social action; an active, connected and thriving community; the public and private sector working differently with local people.
- Healthy Communities Together programme - a three-year programme to tackle health inequalities in Coventry in partnership with Coventry and Warwickshire Primary Care Trust, Coventry City Council and Coventry and Warwickshire Health and Care Partnership. It's one of six national partnerships and aims to improve working relationships and partnerships between health and care services and the communities they serve.
- Grapevine received funding from the Better Care Fund to activate communities on public health concerns like air pollution, green spaces and social isolation

4.4 A workshop with partners from the voluntary and community sectors was held to understand their views on the progress and impact of this work over the past 18 months. Participants recognised some of the good work that had taken place over the last 18 months and wanted to maintain and further develop the culture shift and foster the new connections that had been created during this time. Examples included

positive engagement with schools to deliver mental health services and using local networks in communities to identify residents who need support, including hard to reach groups.

- 4.5 Participants highlighted the diverse nature of the VCS sector in Coventry and need for the Health & Well-being Board to effectively engage with the sector to ensure that its views are represented. The group suggested establishing a working group that included VCS reps to help keep the momentum around this priority area.
- 4.6 Attendees also felt that there could be improved co-production of services between and across the VCS and statutory partners and stressed the importance of being involved in these conversations at an early stage. Partners wanted to continue working together to build trusted relationships in order to help improve outcomes for residents.

5 Wider learning

- 5.1 There are a number of overarching lessons and conclusions that can be drawn from the reflections on the progress and impact of the three priorities in the current Strategy detailed above:
 - **Profile and commitment:** Including specific priorities within the Strategy as a focus for the Health and Wellbeing Board partners has raised their profile and galvanised commitment to work in partnership specifically to address children and young people's mental health and well-being, work differently with our communities and reduce social isolation and loneliness.
 - **Population health model:** the King's Fund population health model was adopted in 2019 and used to frame our revised Health & Well-being Strategy. The model has been helpful in mobilising partners around each of the four pillars and highlighted the roles that different organisations can play in delivering our strategy priorities. It has enabled us to make connections between and across the three different priority areas, which has enabled partners to identify synergies and complementary activity. The model has provided a strong foundation on which to build our partnership approach to COVID-19 response and recovery and extend our work to tackle inequalities. The population health model has also been adopted and embedded across our ICS footprint at system, place and organisation level and underpins a strong strategic focus on population health, wellbeing and prevention.
 - **Stronger partnership working:** Across the three priorities, clear benefits have been realised through new collaborations both with organisations that may not historically have recognised their role in contributing to health and wellbeing outcomes, but also directly with communities themselves, with communities playing an equal and trusted part in the city's response to the pandemic. There is a strong desire from voluntary and community sector organisations to continue working collaboratively with Health and Well-being Board partners and focus their efforts on areas/themes which will have the greatest impact on the health and well-being of residents.
 - **Demonstrating impact:** over the last 18 months, the Strategy was not specific about the measurable outcomes it aimed to deliver and, due to the Covid-19 pandemic, work on developing a performance framework to monitor outcomes and impact has been delayed. There is a recognised challenge around attributing system interventions to health and wellbeing outcomes, but in order to build trust and support

within the system and with our communities there is a need to find tangible ways of measuring progress and demonstrating impact.

This learning should be the starting point for refreshing the priorities of the Strategy.