

WELLBEING Planner

DISCOVER | COLLABORATE | CHANGE

Conwy and Denbighshire Public Service Board

Mental Wellbeing Workshop Notes

20 November 2018

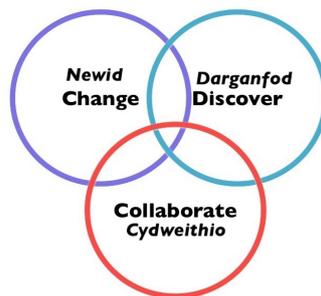
December 2018

Ynglŷn â'r adroddiad hwn / About this report

As the Wellbeing Planner, I provide an independent, bespoke, customer focused service for my clients that includes:

- Facilitation of processes or group activities
- Project and Organisational Development and
- Evaluation and Research.

Improvements in wellbeing drive what I do and these components come together in a cycle of Discovery > Collaboration > Change (see Figure 1).



Ffigur 1 Figure 1: Cylch Lles y Cynllunydd Lles / The Wellbeing Planner's Wellbeing Cycle

This report details a workshop was held on the 14 November 2018 at Glasdir Conference Centre Llanrwst for Natural Resources Wales for the Conwy and Denbighshire Public Service Board - Mental Wellbeing Sub Group. If you would like any more details about the contents of this report, please don't hesitate to contact dafydd@wellbeingplanner.co.uk.

If you would like a list of the participants, please contact Justin.Hanson@cyfoethnaturiolcymru.gov.uk.

Yn gywir

A handwritten signature in black ink that reads 'Dafydd Thomas'. The signature is written in a cursive style and is underlined with a single horizontal stroke.

Dafydd Thomas
Wellbeing Planner
December 2018

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1 Purpose

The purpose of the workshop was to:

- Develop a common understanding of the activity relating to supporting good mental wellbeing within the counties of Conwy and Denbighshire - particularly what was taking place and where it was happening;
- Develop an action plan of projects to take forward the Public Service Board's Priority 1 People - Supporting Good Mental Wellbeing for all Ages;
- Include a timescale and
- Identify individuals to help take the actions forward in the future.

2 Process

Participants were given two presentations:

1. Lesley Singleton Together for Mental Health on local Together for Mental Health activity including the role of the Local Implementation Teams and
2. Sian Williams Natural Resources Wales on progress with Wellbeing Plan to date and to sketch out the next steps.

There then followed a discussion about the presentations and how local activity could deliver on Priority 1 of Conwy and Denbighshire Public Service Board's Wellbeing Plan (2018 - 2023). Appendix Two contains a detailed list of the interventions that workshop participants felt linked to the Priority 1 Next Steps headings.

It should be noted that some of the participants felt their work didn't necessarily sit under just one of the Priority 1 Next Steps and had difficulties carrying out this process. There was a great deal of discussion as to how the Next Steps had been agreed and their impact on Supporting Good Mental Health for All Ages.

3 Feedback from the Workshop

Workshop participants were then given an opportunity to discuss what would be the priorities to take forward under the Public Service Board's Priority 1 People - Supporting Good Mental Wellbeing for all Ages heading.

Some of the issues discussed at this point included:

- The importance of setting interventions in the community;
- That there were a range of different cultural approaches to the issue of Good Mental Wellbeing - ranging from sector specific approaches to interventions to the way certain demographic groups within our communities engage with and discuss mental wellbeing;
- The impact of transport on initiatives generally and the issue of mental wellbeing specifically in local communities - for example lack of transport leading to individual isolation and subsequent poor mental health;
- The importance of trying to prevent problems occurring rather than constantly reacting to issues;
- The need for services to be more holistic when talking with communities and citizens about their lives;
- Language and the way organisations communicate with individual citizens;
- The need to start with people wherever they are. So sign posting people to a limited range of services isn't going to be effective, particularly with vulnerable people, where the complexity of their lives doesn't necessarily fit into a simple organisational category;
- Some of the participants felt that people need to register to take part in interventions so that in some way, they commit to whichever process they choose;
- Participants felt there is a great deal of siloed working within the public services - which doesn't help people or neatly fit into their complex lives (see earlier point);
- How organisations share information can be a real challenge. It then makes it really hard for professionals in the system to navigate what information is available and get the resources they need, never mind the people they're trying to support;
- Workshop participants felt that it was important to remember that some people just don't want to engage and a completely different set of interventions are required in those cases; and
- Someone somewhere needs to be accountable within the whole system for this area of work. Everyone needs to know who the person is in a particular service / community / intervention who is making sure that the people they work with are ok.

After some initial creative thinking, the participants were then given the opportunity to suggest activities to take forward, vote on what they felt were the priorities then put their name forward to plan ways of implementing those priorities.

The two highest scoring activities to take forward, by some distance, were:

- Exploring different ways of working with people (38 votes);
- Working with community assets (34 votes);

The following five activities received far fewer votes:

- Carry out Wellbeing Assessments (10 votes);
- Improve Communications (6 votes);
- Understand Public Service Board mechanisms (3 votes);
- Map out pre existing services (3 votes) and

- Undertake some organisational activity by the members of the Public Service Board (2 votes).

The details of each activity are in Appendix One.

5 Discussion and Conclusions

Overall it felt like two very different ways of working and approaching Mental Wellbeing came together during various conversations on the day. Some of the participants were focused on the process behind the interventions, whilst others focused on the context in which interventions took place. These are both very valid points of view and need to be recognised as such. Potential exists for being even more effective by bringing them all together and engage as broad a range of contributors and partners as is possible on such a complex issue.

Most of the workshop participants voted to better understand how interventions are carried out with people and at a community level. They were very interested in understanding how the language of working with people and their assets could be translated across Conwy and Denbighshire through the Public Service Board mechanisms.

Other participants within the workshop wanted to know how organisational and partnership processes might contribute to improving mental wellbeing. This included mapping the interventions currently being delivered across the two counties; and understanding how wellbeing data is collected then used to inform the development and delivery of interventions going forward. In terms of partnership work at a more corporate level, participants wanted to understand how the parts of the Public Service Board might work together, communicate or focus on their constituent parts to improve mental wellbeing for the workforce as well as local communities.

Bearing that in mind, a twin track approach to satisfy the strengths of both approaches seems appropriate. Part of that approach would need to better understand the principles, values and approach of working with people, in their communities and identifying assets that can be used to improve mental wellbeing. The second half of the twin track approach focuses on mapping out which services are currently being delivered and their effectiveness. This would be the first step and lay the foundation for other corporate level activities within the Public Service Board discussed during the day.

The following recommendations are based on the discussion of the workshop participants.

6 Recommendations

- a. Establish a task and finish group to define the scope of working with people in relation to improving mental wellbeing. Tasks might include:
 - How to apply Co-production principles between citizens and organisations in carrying out this work;
 - How services can support people in their journey of discovery of their own needs and which pathway/services are appropriate to them; and
 - Properly identifying citizen or service user assets and needs in this process.
- b. Establish a task and finish group to define the scope of working with community assets in relation to improving mental wellbeing. Tasks might include:
 - How to apply Co-production principles between citizens and organisations in carrying out this work;
 - How to apply Asset Based Community Development principles in carrying out this work - and build on what was already happening in communities in the area;
 - Include other partners in the task and finish group such as representatives from housing;
 - Identifying good practice and some of the factors that might inhibit good practice; and
 - Scope the local development plans for information on community assets.
- c. Identify which aspects of recommendations a) and b) link to the Community Empowerment Priority of the Wellbeing Plan.
- d. Use the information gathered from recommendations a), b) and c) to map current services. This process needs to consider some of the following issues:
 - Identifying good practice and understanding why? (as it wasn't possible to do that during the workshop);
 - Identifying some of the factors that might inhibit good practice and understanding why? (as it wasn't possible to do that during the workshop);
 - Mapping the individual experiences of the ongoing services and activities (from initial referral to successful outcome).
 - In mapping these services, the Public Service Board needs to ensure that service users aren't only offered what's available - rather than what individuals and communities need.
 - This process needs to make sure it is clear which assets are being used and what needs are being met and the availability of any data that supports these outcomes.