

Public Consultation: 'You Said, We Did'

Summary of comments received during the public consultation (4 June 2018 until 15 July 2018) and responses and actions by South Gloucestershire Council.

| You said... | We did... |
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| <p>There is general concern that a focus on digital could exclude people who need more than a digital offer (such as one to one work) or are unable to access the digital offer/online due to inability to use the internet, literacy issues or not having the internet or a device to access it.</p> | <p>The website and social media is not a replacement of one to one and group work for individuals. It is designed for people who prefer to receive help and advice via a website and to compliment the work that people may be doing with a health coach or in a group. We will monitor uptake of the different elements of the service and ensure client satisfaction is measured. There will be access to information about the service within communities including libraries, GPs, pharmacies and HLWBS staff providing specialist support.</p> |
| <p>Self-care shouldn't replace support from a service provider.</p> | <p>Self-care is an important aspect of the service to ensure that there is help which is evidenced based in one place. Self-care is important for people who are happy and able to take care of themselves and is not a replacement for support. Assessments and reassessments for people accessing support will direct them to the most appropriate information and support.</p> |
| <p>There needs to be clear and consistent branding and the service needs to be well-marketed and publicised so it is recognisable to those who will most need it.</p> | <p>Branding is currently being explored with PHE to tie the branding in with their "One You" brand. The service brand will be used across all areas of the service. A communications plan will include methods and a plan to promote the service to those who most need it.</p> |
| <p>The service needs to be free or very low cost so that people can access it if they are on low incomes.</p> | <p>The service will be free.</p> |
| <p>Community engagement should be central and the service should acknowledge that people are experts in their own lives.</p> | <p>Working within communities with community groups and voluntary sector organisations will be central to the service.</p> |

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| | Acknowledging that people are the experts in their own lives, a strengths based approach will be used to empower positive healthy lifestyle changes. In service commissioning, we are actively seeking organisations to run these services who can describe how they can engage with communities in South Gloucestershire. |
| Mental and emotional health are important in their own right and there should be links to other provision for mental health and wellbeing. | Mental health and emotional wellbeing will be a priority across all areas of support of the service. We are currently tendering for a provider who will specifically work with people to make positive lifestyle changes to support mental health and emotional wellbeing including specialist support. |
| The service should work across geographical boundaries as people live and work seamlessly across the border, especially with Bristol. | The service is commissioned by South Gloucestershire Council and therefore will be available to people who are either resident in South Gloucestershire or are registered with a South Gloucestershire GP. The service is being considered by the Clinical Commissioning Group (CCG) as a “pathfinder” to inform service development across Bristol, North Somerset and South Gloucestershire |
| The service needs to be accessible out of office hours so people who work or have other responsibilities can access it. | Optimising access to the service and out of hour’s arrangements is a requirement for service providers and will play a key role to complement the integrated service website. |
| This service shouldn’t detract away from work that prevents these issues occurring in the first place. | The service is being commissioned to address the leading causes of illness in South Gloucestershire which are smoking, physical inactivity, weight, poor mental health and alcohol. The responsibility for reducing and preventing these risk factors remains within the council’s public health department who work towards prevention in its broadest sense, including the social determinants of health. |
| There needs to be a clear pathway from entering the service, through the different tiers of support which includes ongoing opportunities and partnership working. | There are three levels of support (self-care/self-service, light touch and enhanced support) with clear pathways through and also across the integrated service. We will ensure that service providers give clear information to potential clients about what is available at each level of the service and that clients are resourced with information of ongoing opportunities they can access within the self-care/self-service level to complement and when appropriate transition from light touch and enhanced support. This process will be supported by strong partnerships between partner organisations working across the service. |

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| <p>The service should offer “pop-ups” in supermarkets and shopping centres to ensure that people can access the service in different ways.</p> | <p>Ensuring the service is accessible to everyone particularly for communities and groups with the most need is priority. The communications plan will include methods and a plan for marketing the service. This will include targeted outreach events and promotion at key locations. Commissioned support workers, specialist public health staff and partners within communities including GP practices, pharmacies, libraries and advice centres will enable people to access the service in different ways.</p> |
| <p>The service should offer interventions for the whole family.</p> | <p>The service is for people aged over 18. It will be required to have links to services for people under 18 and provide partnership working to meet the needs of families. Other services are currently available for families and we do not want to duplicate provision.</p> |
| <p>The service should sit alongside the green spaces in South Gloucestershire as they can contribute to improving wellbeing, physical and mental health.</p> | <p>Green spaces are very important for health and wellbeing. The mental health and emotional wellbeing provider will be responsible for ensuring that use of all community assets including green spaces are optimised for health and wellbeing.</p> |
| <p>Housing and debt are major issues and act as a barrier to people thinking about their health. The service should be closely linked to services which help around these issues so that people can have support across different areas of their lives.</p> | <p>The service will be required to make partnerships with housing, benefits and related services and will be monitored in relation to outcomes for clients and partnership working.</p> |
| <p>Carers carry great responsibility and it is important that their health is fully looked after. This service should offer targeted support to carers.</p> | <p>Carers are a priority group for the service and the mental health and emotional wellbeing provider will be required to co-ordinate services which ensures that the needs of carers are met.</p> |
| <p>There should be more work done to ensure that there are specific output and outcomes for the service which its success can be judged against.</p> | <p>There are client health and wellbeing and service performance management outcomes that service providers will be required to deliver. The council will manage and monitor all contracts across the service.</p> |
| <p>The service should reflect the community, including people who are LGBTQ+ or/and from BAME groups. There should be specific services for people who often don't access service such as these groups and for men.</p> | <p>The service provider will have outcome targets around diversity and will be required to demonstrate how they are reaching out to members of the community who often do not access services. It is likely that a partnership approach will be taken to ensure that the service will be culturally appropriate for different groups. Information will be available to enable people in specific communities to connect with one another for support and will be culturally appropriate for different groups of people.</p> |

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| <p>The role of pharmacy should be considered as a deliverer of services.</p> | <p>Part of the service is going to be delivered in-house and part is being competitively tendered. Overall management of the service will be by South Gloucestershire Council. Pharmacies will be a key delivery partner for all service providers within the new integrated service.</p> |
| <p>Continual involvement of the Voluntary and Community Sector (VCS) in developing the new service.</p> | <p>The mental health and emotional wellbeing component is currently being commissioned and once this contract is awarded, mobilisation of the new service will include working with the appointed provider and VCS and other partners to develop the new service. There have been events which have been open for all interested parties and organisations to find out information about this procurement and how to register on the portal to bid and/or receive updates. South Gloucestershire council has a legal obligation to be impartial and fair throughout this process so all conversations need to be open to all interested parties and published on the portal.</p> |

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