

TOWER HAMLETS TOGETHER

Tower Hamlets
Health and Wellbeing Strategy
2016-2020

Whitechapel Idea Store

11-1:30 26 November 2016

DRAFT

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This event was managed by Healthwatch Tower Hamlets on behalf of the Tower Hamlets Health and Wellbeing Board. We would like to thank all of the Healthwatch volunteers who helped to promote, organise and manage the event and all of the local residents who gave up their valuable time to participate.

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Glossary

Health and Wellbeing Strategy: developed by the Health and Wellbeing Board it is the overarching plan to improve health and wellbeing and reduce health inequalities in the borough.

Health and Wellbeing Board: is a forum where leaders from the NHS, the local authority, large providers and the community can work together to improve the health and wellbeing of their local population and reduce health inequalities.

Tower Hamlets Together (formerly Tower Hamlets Integrated Provider Partnership) it is a partnership of Tower Hamlets GP Care Group, Barts, ELFT and local authority that provides integrated care and delivers the Community Health Services contract.

Clinical Commissioning Group (CCG) plan and fund (commission) most local health services.

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Key Messages

1. The strong cross cutting issues running across all five priority areas were environmental factors such as the ability to spend time outside in green spaces exercising, socialising or relaxing and being able to breathe clean air. Parks are very highly valued community assets which cut across generations, ethnicities and culture. They present the potential to bring people together more frequently through providing more equipment, activities and events.
2. Another cross cutting theme was the strong identification of walking as the preferred method of exercising; linked to a desire to be outdoors, in green space, with friends, family, neighbours, other parents etc. There is potential to link people's desire to walk more to reducing car journeys, air pollution and reducing childhood obesity.
3. Both children and adults understand that a good diet and exercise are important to a healthy lifestyle. Education programmes need to move their focus to helping parents to develop the skills and tools to apply what they know e.g. sharing tips on getting children to eat vegetables or encouraging young people to make healthy food choices.
4. For people who not working need to keeping active physically, socially and through community involvement is important. Providing good links to social networks and volunteering opportunities in their neighbourhood is key.
5. Children's career aspirations are still focused largely on traditional professions such as being a doctor, a teacher or a police officer. Work needs to be done broaden aspirations to sectors such as IT, finance and construction.
6. People are aware that services change with the availability of funding and were keen to see that money is being spent in the best way to deliver local services. How we involve them in making sure this is happening may be a next step.
7. Integrating community engagement at events such as this allows local people to get involved across health and social care systems without compartmentalising their experience and without their having to understand complex provider/commissioner relationships. Sixty seven people left their email contact details at the event so that they could stay involved and find out what impact that their involvement had. It is important that we keep these people involved in the further development of the Health and Wellbeing Strategy and in driving change.

About the event

Aims

The Health and Wellbeing Strategy engagement event aimed to engage local people in how changes in the Health and Wellbeing Strategy could be achieved over the next three years.

Partners involved in the engagement included:

- Tower Hamlets Council - public health, adult social care, children's, parks and leisure, and corporate strategy
- Tower Hamlets Together
- Tower Hamlets Clinical Commissioning Group
- Barts Health
- Healthwatch Tower Hamlets

Structure

The event took place on Saturday 26 November 2016 from 11:00 am - 1:30 pm at the Whitechapel Idea Store. Extensive event promotion was undertaken by a team of Healthwatch Tower Hamlets volunteers who went out to local community groups, schools, shopping areas, children's centres, GP Practices, faith groups and the markets.

The event layout was designed to take participants on a journey around the hall providing both adults and children with creative space to provide their thoughts and ideas in an as interactive manner as possible.

People were given a loyalty style card and given a short explanation on how to collect stamps by taking part in the various feedback activities around the room. When they had collected at least four stamps they were able to redeem their card for a goodie bag and a free lunch. Children also needed to participate in four activities before they were able to get their face painted.

Participants

A total of 126 people registered at the event (108 adults and 18 children) we estimate actual numbers of at least 160 as people came from within the library, by passing the registration desk downstairs, not all of the children registered and there were also a number of local staff and volunteers who participated.

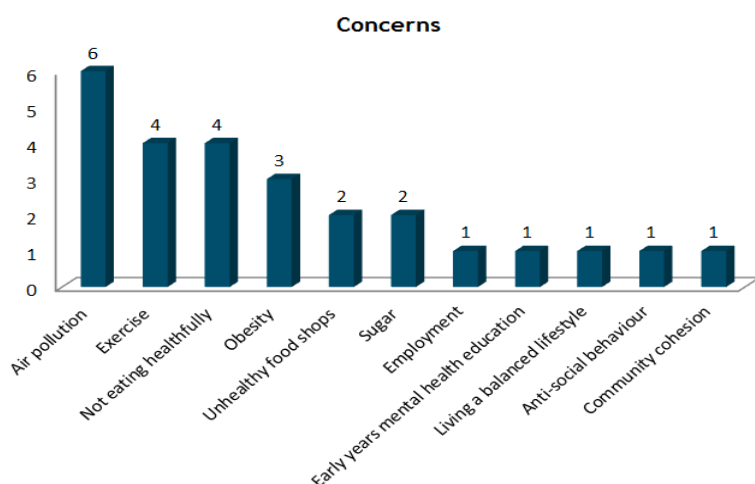
1. Communities driving change

A series of activities were set with the aim of understanding more about how communities could drive change including more people:

- feeling in control of their health and informed to make positive changes
- supporting each other around their health and wellbeing
- taking joint action on issues that affect their health and wellbeing
- getting involved in shaping local services.

Activity 1 Clothes Line 'Tops and Bottoms'

Participants were asked '*What matters most to you about your health*' and were given a top where they wrote down what matters most/concerns them about their health or the health of the community and then were given a pair of trousers where they wrote a solution that they felt would solve the problem or something that they could do to address the issue. Twenty six people participated in this activity.



Their top concern was air pollution and they identified that action needs to be taken both at an individual level and through wider community campaigning and action by local, regional and national government. Exercise was both a concern and a solution with people demonstrating a willingness and desire to walk and exercise more particularly in local parks. There was an understanding that by preparing more home cooked meals they were likely to be eating less sugar. Having people around you and being a good person were also seen as being important to good health and wellbeing.

Solutions tended to focus on what actions people could take as individuals rather than as part of a community and we may need to think about how these small actions can link together to drive change at a community level.

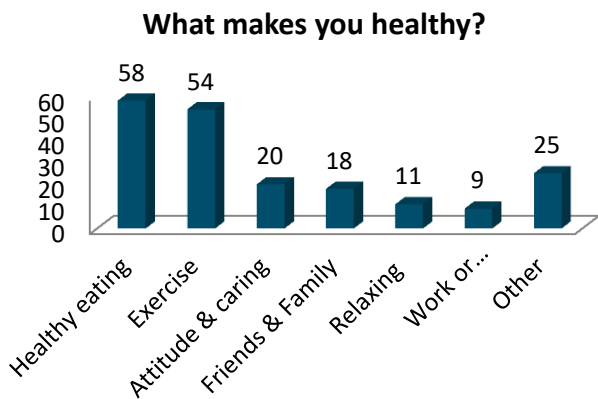
Solutions

- Walk instead of drive, join a local green campaign, get a bike, ban diesel cars, plant more trees
- Eat less sugar, exercise, walk instead of taking public transport
- Make food at home and support my children to not go to the chicken shop
- Less fizzy drinks, eat more fruit and veg
- Sign up with a recruitment agency or employment service
- Go to the gym, walk to work, join a running club, offer free exercise in the park
- Eat more fruit and veg, avoid sugar, have more meals at home,
- Support good mental health for 0-7 by supporting via schools and nurseries
- Surround yourself with good people
- Be well mannered and treat others with respect
- Get to know your local area and neighbours

Activity 2 Neighbourhood Garden

We asked people to draw their health and wellbeing as a flower with what makes up good health as the petals and what gives them the most support as the stem. The majority of answers related to healthy eating and exercise but there was also a strong awareness that having a positive attitude, setting goals and being loved by friends and family was very important and could overcome poor health.

Activity 3 Supporting neighbourhoods -we asked people to write on people shaped cards what they do to support their neighbourhood.



There was an interesting split between informal and formal volunteering roles with perhaps an opportunity to do some further work in the future as to which has the most value to the local community and how you might go about enabling more informal volunteering.

Volunteering

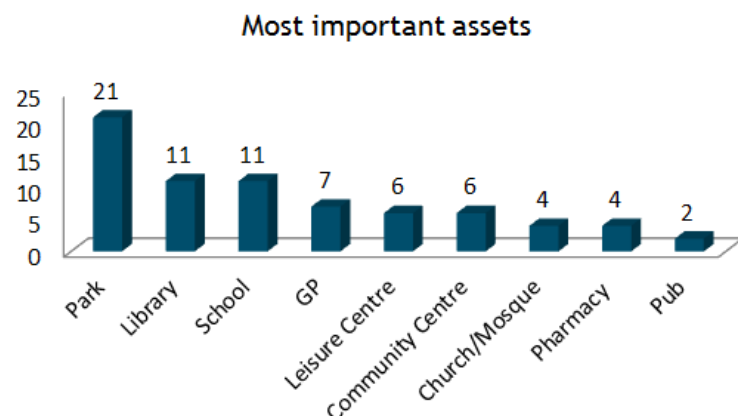
Informal

- Looking out for each other. Helping with cooking, shopping, picking up children from school.
- Help my neighbour fill their birdfeeder and encourage wildlife into our gardens
- I take my children and neighbourhood children to the local park. Running, skipping and football.
- Helping with shopping
- Help out other mum's at the school with developing activities to stay healthy.
- Take kids to sporting activities on weekends
- Guiding, mentoring, helping.
- Watching out round my area.
- Sometimes pick rubbish from the road
- I promote healthy journeys to school to other parents - walking, cycling and no cars!

Formal

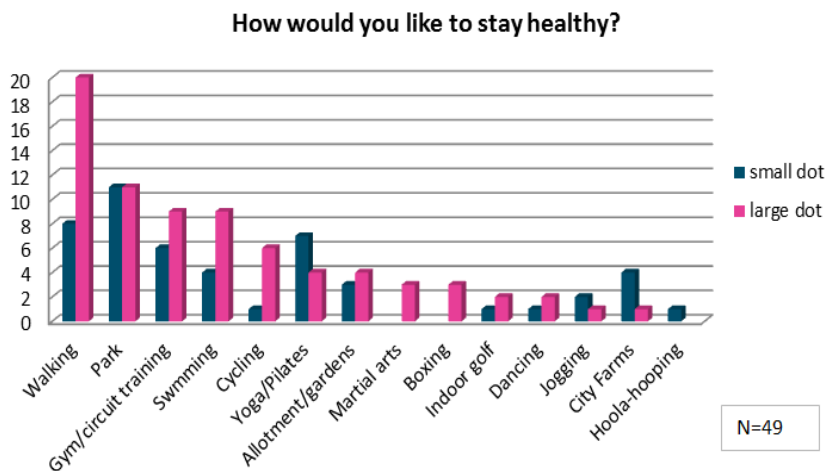
- Take part in Tenants Association
- Volunteering with Healthwatch
- I volunteer for Healthwatch Tower Hamlets. I am a part of the Patient Leadership Programme (SAfH) I take an active part in the parents forum (Meath Gardens Children Centre) I am a part of PTA (parents group) at my son's school (Bonner Primary)
- Go to all the meetings - Police Panel, TRA. Keep an eye on the vulnerable.
- Belong to the TRA.
- I work on my estates residents Board
- GP Patients Group meetings
- Coach cricket for 5-9 year olds

We then asked them to put a sticky dot on the community asset that they thought was most important to building a strong community.



People are clearly concerned about the amount of exercise they are getting and their diet and identified barriers to tackling this such as air pollution, easy access to cheap fast food

shops and unhealthy food choices. Throughout the consultation people identified parks and walking as very important to their health and wellbeing from across a broad range of ages, ethnicities and abilities; but again people worry about the pollution and the competing use of paths with bikes, scooters etc. This was reiterated in the recent community feedback event at the Harford Health Centre.



There is some thought that parks provide a neutral space where all sections of the community feel comfortable exercising, socialising or relaxing. There was very little mention of the gym or leisure centres as part of being healthy in the neighbourhood garden exercise.

We need to consider how we better facilitate and empower people to develop their own health promotion activities e.g. boot camps or tai chi in the park, walking groups, looking after local green space, creating more community gardens and allotments. How can we investigate this further at the next locality event?

A walking campaign for Tower Hamlets

A 'Get Out' programme that encourages people to get out of their cars and walk, particularly around small journeys to school, shopping, family visits. This would cut down congestion, provide exercise for adults and children and potentially build neighbourhood support networks in Tower Hamlets. Focus on enabling and facilitating local people to set up the walking groups themselves. Encouraging parents at schools to set up 'Drop and walk', a regular walking day in Tower Hamlets, another Beat the Streets competition or links to walking apps or Street Life where you can just find someone who wants to go for a walk the next day.

Can we develop resource packs that schools and estates can access including green walking routes, historical walking routes really simple fun day kits to enable them to organise their own fun day.

There is the potential to link this to Tesco and Co-op 5 p bag community funds to get people using the parks – using pedometers competitions between schools, estates, streets. There could be a series of family walks finishing with a small fun day in the local park or on an estate. Could every network have a small fun day resource kit that neighbourhood groups could borrow e.g. a gazebo, a BBQ, an urn and a few chairs?

It was interesting that very few people correlated being well with clinical care (only two of the 49 people who completed the Neighbourhood Garden mentioned their GP as being important to being healthy).

2. Creating a Healthier Place

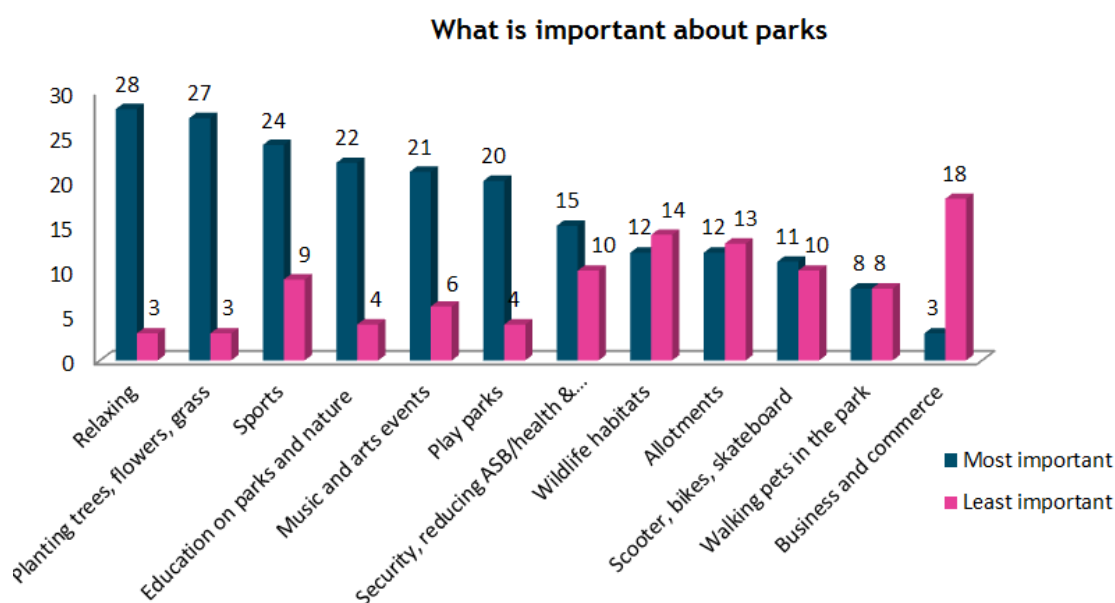
Under the creating a healthier place priority we wanted to know from local residents what changes they would like to see to the physical environment to enable:

- better and more creative use of open spaces
- better connections between green spaces
- reduced exposure to air pollution
- more residents using public spaces for healthy activities.

Activity 4

People were asked to place a green dot underneath the activity they felt is most important to their health and wellbeing and a red dot underneath the activity they felt is least important to their health and wellbeing.

Local people placed the greatest value on parks as places to go and relax. More work could be done to understand what they mean by this; is it getting together with friends and family, walking, sitting alone and reading etc. There was a strong interest in combining walking with education on trees plants and nature as well as having outdoor exercise equipment.



*See Appendix 1 for details

Activity 5

What can we do in our parks to help you lead a healthier lifestyle?

Equipment	Activities	Staff and safety	Areas
– More equipment in the park x2	– More walking events	– More park rangers in the park, human presence. Less drug users	– More child friendly areas.
– Adult outside exercise equipment	– More community activity	– More staff in the park	– Buggy park that's safe
– Planting more trees and plants x 2	– More events at weekends – not just half term	– More staff to tell us the history/give us a tour.	– Benches nearer child's play areas for parents
– Labels on plants and trees and flowers to promote walking x 2	– Mile End Park needs more children's activities	– More safety in	– Playground needed for every baby.
			– Relaxing space

- Small parks, some of the works done in small parks don't make sense. Needs community involvement.
- Better access to parks for wheelchair users. Well maintained paths allowing better access for both wheel chairs and visually impaired
- Different height benches for disabled access
- Victoria Park is good
- Free tai chi classes for all ages
- Every school should know they can use parks for free for sports day's activities.
- More publicity for healthy events e.g. leaflets
- Advertise in local paper
- Cheaper café prices and healthier foods
- Cheap coffee
- parks and police officers
- More safety and security for people who use paths out of hours
- Stop cycling on paths
- Do more about cleaning up dog poo in parks – more enforcement
- Proper time table for park opening not just dusk
- needed. Play music
- More walking and cycling areas.

It would be interesting to have some understanding of how well the current exercise equipment in parks is used, who by and what would motivate an increase in use. There is a real sense that people feel that being outside in nature in the sunshine has a positive impact on their mental wellbeing.

3. Employment and Health

A series of activities were set with the aim of understanding more about changes that might help people with poor working conditions or who are unemployed. In three years' time we would like

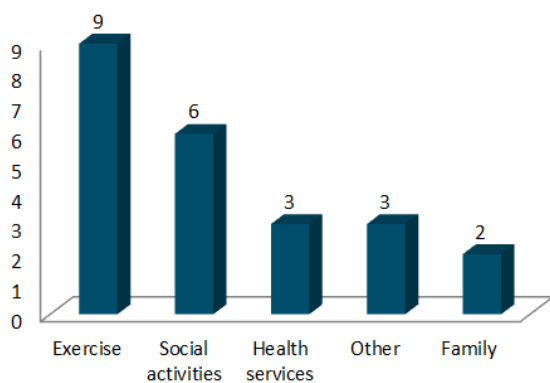
- more unemployed people given the support they need to maintain or improve their health
- an equal chance of good employment given to those with a physical or mental health condition
- more local employers to actively support the health and wellbeing of their employees.

Adults were asked to share their answers to the following questions on post-it notes:

1. What would help to keep you healthy and happy if you were not working?
2. What would help you to find or stay in a job if you had a problem with your physical or mental health?
3. What can employers do to help all their staff stay happy and healthy?

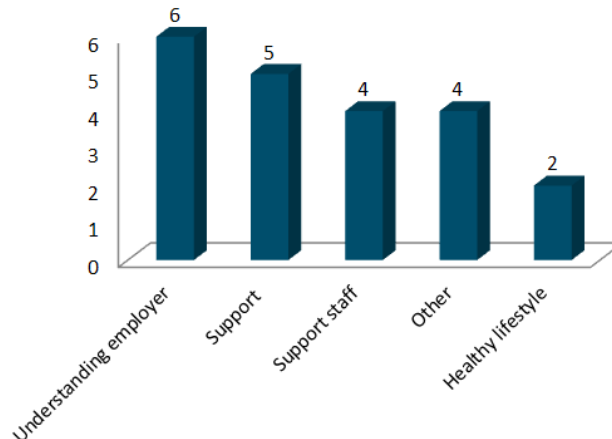
Activity 6

What would keep you healthy if you're not working



Activity 7

What would help you to find or stay in a job if you had poor physical or mental health?



People had a range of suggestions for what would keep them healthy and happy when not working, including the importance of healthy eating and physical activity, but also the importance of ‘keeping busy’, maintaining ‘strong social connections’, including intergenerational support (for example with family) as well as peer support (for example with networks of parents). The importance of opportunities to both gain further skills as well as to share existing skills, by sharing experiences, volunteering or ‘getting involved in the local community’ were also sighted. People also talked about the importance of having spaces in which to carry out these activities and connect with others, for example parks, ideas stores and children’s centres. In summary, the ideas that people suggested were the things that are recommended as the ‘5 ways to wellbeing’ - Connect; Be Active; Keep Learning; Give to Others; Be mindful.

In response to the question on what could help people to find or stay in work if they had a physical or mental health problem, people’s responses focused on the role of employers in supporting those already in work, for example the importance of employers, managers and colleagues having sufficient training (including specific reference to the benefits of Mental Health First Aid training, and understanding of people’s health needs, as well as employers providing the necessary adaptations and flexibility to enable people to apply for and stay in their roles. There were no specific suggestions around what would help people to get into employment and this is something that we may need to explore further.

What can employers do to help all their staff stay happy and healthy?		
Understanding	Staff	Other
- Better awareness of different health needs (especially mental health)	- Have mental health first aiders	- Provide good working conditions and environment
- Having an understanding of disability	- Should get trained in mental health	- Free tea/coffee and healthy snacks
- Understanding people’s needs	- Make sure managers can spot the signs of stress and help people to manage it	- For boss to let people take time off when they are not well
- Understand the problem and take action		- Rewarding
- Be helpful and understanding		- Family as paradigm for community support
- Listening		- Keep people talking
- Show compassion and empathy		- Have a signposting information on where to go to if they need help

There was some overlap between the suggestions for what could help people with physical and mental health conditions to stay in work, and the suggestions for what employers could do to support the health and wellbeing of all their staff. These included the need for listening, compassion, empathy and understanding, as well as ensuring work was rewarding, working conditions were healthy, that there was flexibility in response to sickness and that the importance of family was valued.

Children were asked to share their answers to the following questions on post-it notes:

1. What job would you like to have when you grow up?
2. What would help you get this job?

It was insightful to hear the high aspirations of our local children and young people, as well as their over-arching commitment to working in the public sector or for public good. The most popular professional aspirations were to become doctors, police officers and teachers. The children and young people also had insight into the need to both study as well as obtain practical experience in their desired fields of work. It was notable however that none of the children and young people who participated had aspirations to work in the construction, IT or financial sectors, despite these sectors offering numerous employment opportunities on our doorstep.

What job would you like to be when you grow up?

- Policeman x4
- Teacher x3
- Doctor x3
- Doctor – heart specialist
- Footballer x2
- Pharmacologist (have experience and be familiar with chemicals)
- Designer (practise drawing)
- I want to be an aeronautical engineer and you have to be hardworking and get good grades
- Councillor
- Postman
- Lawyer
- Aircraft engineer
- Sell houses like dad

What would help you get this job?

- Working hard
- Football
- If I keep on practising
- Because I'm going to study in university and learn to be a police
- I need to work hard in different subjects
- Study hard and get good GCSE's in science
- To help people
- Know how to save people
- Know how to arrest people
- I need to get a good result in my exams and need to work hard
- Lots of learning

4. Children's Weight and Nutrition

The staff leading this area of the event largely focused on attendees filling in great weight debate surveys which when compiled will help us understand how in three years' time we can get:

- more 10-11 year olds to be a healthy weight
- more schools and early years providers to promote child health and wellbeing
- more parents and communities to be involved with improving the healthy weight and nutrition of children.

We should have the results of the survey by mid-January when we will know more. A strong message coming from the attendees was that parents are crucial to healthy weight of young people and that parental responsibility, support and education should be more of a focus. Parents appear to value additional support or tools to tackle unhealthy eating and behaviour change.

The Great Weight Debate

A London conversation
on childhood obesity



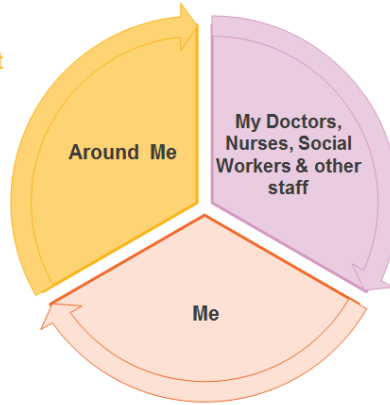
5. Developing an integrated system

A series of activities were set with the aim of understanding how a joined up health and social care system would help to increase the number of people saying:

- 'I have easy access to information, advice and guidance which helps me to find what I need.'
- 'It's easy to get help from my GP practice and I can contact my Care Co-ordinator whenever I have any questions.'
- 'There are different people involved in supporting me but everyone listens to what I want and helps me to achieve my goals.'

This aims to capture how the system for health and social care works in an integrated or joined up way for all (a vision which is based on community engagement and ownership). This is being measured in terms of outcomes for the whole population.

Around Me is about people getting the most from their community and surroundings and feel happy to live here



Your Staff are the leaders of change to deliver better outcomes for people living in Tower Hamlets and using services

Me is about putting residents at the centre of their own care and empowering them and their families to be in control of their own health and wellbeing

People were asked to think about what outcomes they would like to see for themselves and their families in terms of their health and wellbeing. They were asked to think about them in relation to the following 3 areas:

Activity 8 How do we know health and social care is working well?

<i>The ambition for me is that...</i>		Agree this is important	Not sure	This is not important
Around me	<i>I play an active part in my community</i>	14	3	1
	<i>I feel safe from harm in my community</i>	13	1	
	<i>I am able to breathe cleaner air in the place where I live</i>	14	3	1
	<i>I am able to support myself and my family financially</i>	14	2	
	<i>I am supported to make healthy choices</i>	13	6	
	<i>I am satisfied with my home and where I live</i>	11	7	
	<i>My children get the best possible start in life</i>	16	4	1
My Doctors, Nurses, Social Workers & other staff	<i>I am confident that those providing my care are competent, happy and kind</i>	10	5	
	<i>I am able to access the services I need, to a safe and high quality</i>	10	4	
	<i>I want to see money is being spent in the best way to deliver local services</i>	15	1	
	<i>I feel like services work together to provide me with good care</i>	11	5	1
Me	<i>It is likely I will live a long, healthy life</i>	12	6	1
	<i>I have a good level of happiness and wellbeing</i>	11	2	
	<i>Regardless of who I am, I am able to access care services and improve my physical and mental health outcomes</i>	12	2	
	<i>I have a positive experience of the services I use, overall</i>	6	8	
	<i>I am supported to live the life I want</i>	12	1	1
		209	67	6

Do you agree - are the outcomes above important to you?

The ambition for me is that...

Around me	<i>I feel safe from harm in my community</i>	3. Environmental outcomes were third on people's lists
	<i>I play an active part in my community</i>	
	<i>I am able to breathe cleaner air in the place where I live</i>	
	<i>I am able to support myself and my family financially</i>	1. Children getting the best possible start in life was first most agreed with statement
	<i>I am supported to make healthy choices</i>	
	<i>I am satisfied with my home and where I live</i>	
	<i>My children get the best possible start in life</i>	
My Doctors, Nurses, Social Workers & other staff	<i>I am confident that those providing my care are competent, happy and kind</i>	2. Followed second by getting the best value and quality services
	<i>I am able to access the services I need, to a safe and high quality</i>	
	<i>I want to see money is being spent in the best way to deliver local services</i>	
	<i>I feel like services work together to provide me with good care</i>	
Me	<i>It is likely I will live a long, healthy life</i>	People identified less with these outcomes as important
	<i>I have a good level of happiness and wellbeing</i>	
	<i>Regardless of who I am, I am able to access care services for my physical and mental health</i>	
	<i>I have a positive experience of the services I use, overall</i>	
	<i>I am supported to live the life I want</i>	

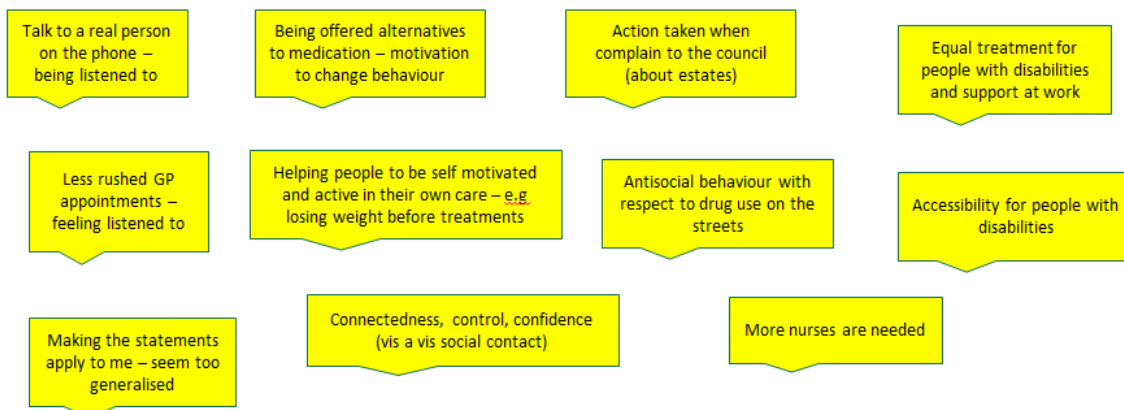
Activity 9 Which are most important?

Which are most important?

Areas that were identified as most important were around:

- Children, their education and opportunities for them to live more healthily – through healthy eating education and physical activity
- Independence, social contact and respect as an older person
- Environment and healthy lifestyles – improving air quality, open space, availability of healthy food and reducing antisocial behaviour

Is there something important to you that is missing?



Areas that were identified as missing were around:

- Feeling listened to and treated fairly – either time spent with GP, action when complain, support at work
- Being offered an alternative to medication and getting more active in your own care

Overall, people tended to agree that the outcomes that were listed reflected what they thought was important. Where useful insight was gathered from this event was when people shared what each of the statements meant for them. For example, many families attended the event and stressed the importance of giving children in the area the best start in life. They defined this as getting equal access to a good education, being able to breathe clean air and opportunities to eat healthily and do fun physical activities.

On the whole, local people placed the greatest value on environmental outcomes that impact how they feel in the local area, such as feeling safe from harm in the community, being able to breathe cleaner air. People were also aware that services change with the availability of funding and were keen to see that money is being spent in the best way to deliver local services. There was a strong interest in individuals and children being supported to eat and live more healthily, with suggestions ranging from providing more and better education on healthy eating / cooking and increasing opportunities to exercise, to reducing the availability of fast food in the area. Finally, many conversations centred around equality of access and outcomes, regardless of who they are. Value was placed on being listened to, respected and supported to get around.



Appendix 1

Activity 3 Supporting neighbourhoods

Exercise

- Play more outside
- Play more outside and eat healthy food
- Exercise x2
- I do lots of walking
- Keep myself busy. Go to the gym lots of exercise. Lots of green vegetables. Brown rice and brown bread
- doing exercises
- I do cycling. Also running
- I like to ride my bike
- Go for a run in the morning.
- Walking with mates
- I ride my bike and scooter. I run a lot. I swim every week. I play to keep my mind health (5.5 year old)
- I like running
- Stay active
- Lots of walking to keep fit.
- running
- We do lots of walking
- I take my children and neighbourhood children to the local park. Running, skipping and football.
- Healthy food, physical activity, less time on computer/Pad

Eat Healthy

- I eat fruit
- Keep myself busy. Go to the gym lots of exercise. Lots of green vegetables. Brown rice and brown bread
- Eat fruits
- Eat fruits and vegetables and also have a healthy diet.
- I eat lots of fruits
- Healthy food, physical activity, less time on computer/Pad
- I love fruit
- Fruit and vegetables

Environment

- I promote healthy journeys to school i.e. walking, cycling and no cars!
- Save energy. Use public transport - not own car
- Sometime pick rubbish from the road
- I make sure I don't litter by dropping rubbish in a bin (or my pocket if there is no bin)
- Save energy by switching off lights

Engagement

- Keeping in touch with my neighbours
- Helping older people - checking they're ok
- going out every day
- Belong to the TRA. Watching out round my area

Other

- Integration with the police

Activity 6

Exercise

- Eat healthy food, keep moving
- Free or subsidised membership
- Eat healthy food, good rest, keep exercising
- Exercise – walk or run, we have beautiful parks in TH and lots of them
- Free exercise
- Regular exercise

- Keep yourself active
- Keeping active
- Keeping busy and active

Social activities

- Strong social connections
- Looking from a parent perspective, take your children to children centres to link up with other mums/dads.
- Join a reading group at the idea store so you get to know people
- Get involved in the local community
- Meeting other people
- Exchange experiences and know that you are not alone

Family

- Spending good time with kids
- Arrange time to see your family and friends

Health services

- Doctor
- Good services for mental health e.g. charities
- Quality of mental health services

Other

- Short courses – there is a lot available for free in Tower Hamlets
- Love your life, time is the stuff that life is made of – don't sell it
- Need to make sure that voluntary opportunities are not always expected to produce outcomes and to bid against contracts

What would help you to find or stay in a job if you had a problem with your physical or mental health?

Support

- Get appropriate support and advice
- Support x2
- Advice and support and an understanding employer
- Get support from work
- Get support from work

Understanding employer

- Employers should have more understanding
- Support from all agencies
- Support from bosses
- Managers and HR having a better understanding on mental health issues (MHFA is a must)
- Understanding people's needs
- Awareness around mental health

Support staff

- A mentor to have supervision with me for anything that I am going through
- Mental health first aiders
- Support from colleagues
- More support and training, better access from employers and community in general

Healthy lifestyle

- Provide breaks for staff to have exercises
- Provide canteen selling healthy food

Other

- Rapid access to adaptations in the workplace
- Support from charities and NHS
- Being able to work from home x2
- It's important to be happy at work