

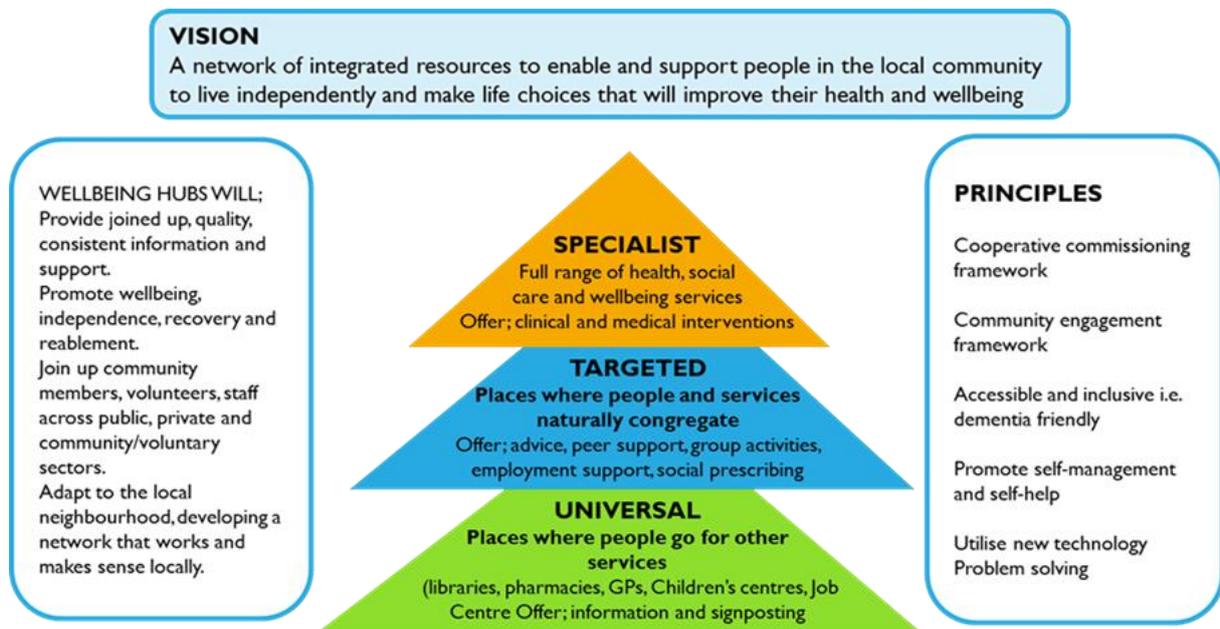
WELLBEING HUBS-PROGRESS REPORT AND NEXT STEPS

December 2021



1) Background- Wellbeing Hubs Strategic Commissioning Framework 2018 – 2020

Health and wellbeing hubs are now an integral part of the Local Care Partnership (Integrated Care System) approach to integrated health and wellbeing, with a focus on prevention, early intervention, empowering communities and providing support for those in need. They began through a series of collaborative workshops with providers and the Voluntary, Community and Social Enterprise (VCSE) sectors, exploring the opportunities to improve pathways between preventative services and primary care. It was through this collaborative process, and in particular through the analysis of patient/citizen journeys, that the vision and principles of Health and Wellbeing Hubs was developed. This approach outlined in “*The Wellbeing Hub Strategic Commissioning Framework*” was agreed by Plymouth City Council Cabinet in January 2018 and set out the below vision, structure and principles.



The vision for Wellbeing Hubs was to develop ‘A network of integrated resources working together to enable and support people in the local community to live independently and make life choices that will improve their health and wellbeing and reduce health inequalities’. Each Hub is designed to reflect the local population’s needs, and work with the different networks in different neighbourhoods. Each has a standard set of services to include;

- Housing, benefits, debt, health and social care advice & advocacy
- Healthy Lifestyles and health and wellbeing promotion (e.g. smoking cessation)
- Counselling, befriending and other mental health support
- Long-term conditions (physical and mental) self-management education, and 1 to 1 support
- Employment, education, training, volunteering, learning and digital inclusion
- Social, arts, crafts and peer support activities

They are underpinned by a comprehensive **social prescribing** service, supporting people identified as in need to access the right support for them, as well as staff trained in brief interventions and MECC (Making Every Contact Count), and an IT system containing all the relevant information required, providing a 'virtual hub' with an online advice and information offer that can be accessed from anywhere.

2) Implementation of Framework

Over the past four years, the programme has been working alongside a range of partners to establish a network of local 'Wellbeing Hubs'. Key achievements in terms of the opening of "Physical" Hubs are set out below:

Hub	Hub Tier	Date Completed	Progress since launch	Organisations involved
Jan Cutting Healthy Living Centre	Targeted	23 rd March 2018	Wide range of wellbeing activity in place; support to families and young people during lockdowns including food, befriending etc; youth activities holiday programme; employability advice; supporting people affected by Keyham incident	Wolseley Trust
Four Greens Wellbeing Hub	Targeted	12 th October 2018	Wide range of activities in partnership with organisations such as Livewell Southwest and Plymouth Argle Community Trust; during lockdowns the hub became a more embedded and recognised community asset providing food, befriending and a growing number of volunteers; outreach sessions at Honicknowle Phoenix Centre, The Space Centre Ernesettle and the Manadon Football Development Centre.	Four Greens CEDT
Mannamead Wellbeing Hub (previously Guild House)	Targeted	7 th November 2018	Provides specialist support to people with disabilities, long-term conditions and carers. The team are accelerating plans to put the Mannamead hub at the centre of the local community, building a wider range of services run by partnership agencies including evenings and weekends, e.g. peer support groups, Health Living activities, Recovery Courses, Weight Watchers, Young Mums, Men's groups, exercise groups,	Improving Lives Plymouth
Cumberland Centre	Specialist	22 nd March 2019	Some activities have been on hold due to Livewell's focus on COVID-19 response, but some such as Timebanking and	Livewell Southwest

			Befriending remain active. Wellbeing activities will re-commence as COVID-19 pressures ease	
Manadon Sports Hub	Targeted	28 th June 2019	Plymouth Argyle Community Trust provide a wide range of physical and wellbeing activity with partners, both inside the building and on the associated sports pitches; with a focus on people with disabilities and other multiple disadvantages	Plymouth Argyle Community Trust
St Budeaux and Barne Barton Wellbeing Hub at William Sutton Memorial Hall	Targeted	3 rd January 2020	The hub was originally located in the Stirling Road GP practice. However, during COVID-19 period the GP practice closed to drop-in activity and the Wellbeing Hub relocated to Colebrook's premises at William Sutton Memorial Hall which is close by; the hub provides a wide range of support groups, walking groups, volunteering, befriending; the position with the GP practice will be reviewed once the Mayflower contract has been let – potentially put in place an outreach for patients	Colebrook Southwest,
Central Park	Targeted	12 th March 2020	Environment Planning (SPI) have invested £900k capital funds to develop the Central Park Community Sports Hub as a park-based health and wellbeing site with improved facilities to support various sports within the Park. Opened in 2021 and run by Plymouth Argyle Community Trust, it aims to provide a range of physical and wellbeing activity from the building and in the wider park. It will work with the rest of the hubs network as a green spaces and outdoor hub. Currently running a pilot Green Social Prescribing project.	Plymouth Argyle Community Trust
Rees Wellbeing Hub (previously Rees Centre)	Targeted	13 th March 2020	Barnardos providing the PIC duty for the building on behalf of the Council; strong links with lots of local organisations, residents groups, etc; neighbourhood network and youth groups in place; increasing number of activities and volunteers in the centre	Barnardos,

The Wellbeing Hubs that are now open have attracted such interest that they are working up to their immediate capacity and are developing outreach into community buildings in the wider areas. They are working closely together as a network and during COVID they turned their focus to providing immediate support to their local communities, including recruiting volunteers to provide food, medication pick-ups and telephone befriending. Due to the success of this effort the Hubs are now considering how they build on the COVID experience to help reduce the social and economic impact of COVID in future. Another emerging area being explored is the role of wellbeing hubs to engage with communities around the climate emergency. There has been a comprehensive programme of workforce development for the Universal Tier of hubs, including training in 'Make Every Contact Count (MECC)' and Information and Signposting; each Targeted Hub has been working with universal hubs in its area to ensure good signposting and referral processes

Social Prescribing has now been expanded to cover all of the GP practices in Plymouth. Most social prescribing link workers are provided by a Voluntary Sector organisation, the Wolseley Trust, who also run the Jan Cutting Wellbeing Hub (and the Community Economic Development Trust that it sits within). Social Prescribers regularly link with and refer people to their local Wellbeing Hub to gain the support they need.

One of the key services that is being provided within four of the Wellbeing Hubs are the Headscount Cafés to support people who are struggling with their mental health in the evenings and weekends. A significant number of people attending the Headscount Cafés had police intervention, but were able to go to the Crisis Café rather than hospital. A large majority of people who attend have subsequently taken part in a peer support or group work session signposted by the service, therefore working on longer term improvements to their mental health.

Case Study

A 60 year old lady came into the Hub as she was lonely and had just been made redundant and was wanting to know whether we had any voluntary work to do as she had been trying to get new employment but with little success. She was feeling very despondent as she felt her age was going against her. She said she had experience in administration and we asked her if she would help to administer our Food Emergency Service. She agreed and over the next ten weeks set about completely reviewing and implementing new procedures and ensuring we were abiding by all regulations in a Covid secure way. She also instigated a comprehensive stock control system. This was being done when the service was expanding quickly, and so she also assisted with the preparation of parcels.

When funding was secured for a part time post she successfully applied for the job and is now working part time as our Emergency Food Co – ordinator and is also going to be part of our new befriending service.

This is a great example of someone who we were supporting in terms of her wellbeing being encouraged to put her skills into a new area of work and the Trust able to create an employment opportunity for her.

Case Study

A phone call was received from a neighbour of the 80 year old man who had been given our number by Livewell South West. He was concerned that his neighbour was struggling to get out the house and get food for himself and that he himself was vulnerable and could not offer support. The hub checked with Adult Social Care to see if they were aware of anything and they were not. Undertook a visit and found the following:

- Landline not working so unable to contact anyone for support.

- The person is going blind and as a result he was unable to use his bank card as he has not pinned in correctly his card number into the ATM machine and was frozen out of his account.
- His house was dirty, due to the fact he could not see that well the dirt and grime that was accumulating.
- No food in the cupboard.

The Hub team therefore arranged:

- Six weeks of emergency food to be delivered over Christmas.
- Contacted Clarion Housing and asked them to be aware of his circumstances and to know why he was owing some money.
- Contacted Virgin Media to sort out his landline.
- Liaised with Adult Social Care and stressed his vulnerability and they now have arranged home care support twice a week as well as arranging a deep clean of the house.
- Home care worker liaised with bank and made sure his card now works and bank aware of his needs and supporting him to access his funds.

Some adaptations of the house carried out to make it easier for him to get around the house.

These case studies demonstrate that, with a little initial support, people can be empowered to overcome their challenges and meet important goals such as being in work, volunteering and supporting others, taking part in activities to promote their health and wellbeing, and improving and maintaining their wellbeing.

2.1 Family Hubs

Plymouth currently has a network of Children's Centres, offering support to families with children aged 0-5. Some of these sites overlap with the Wellbeing Hubs. The ambition is to convert our Children's Centres into 0-19 Family Hubs, alongside other Early Help services, offering a broader range of support to families, and a more joined up offer across different generations.

Cabinet agreed in March 2021 for a procurement to be carried out to put in place a ten year Early Help Partnership, to drive forward the Family Hub programme in Plymouth. The procurement has been taking place over the summer and into the autumn. The contract award decision was delegated by Cabinet to the Director of Children's Services or the Strategic Director for People and will be made in mid-December 2021. The Early Help Partnership will begin to form in early 2022.

As the Early Help Partnership forms and the plans for Family Hubs develop, the interface with existing Wellbeing Hubs and opportunities to link with new Wellbeing Hubs will be explored

3) Current Position and Future Development Plans for Wellbeing Hubs 2021-2024

Whilst considerable progress has been made on implementation of the Wellbeing Hubs Programme, progress has been impacted by the Pandemic and challenges identifying suitable sites, coupled with the availability of capital funding. As such a refresh of achieving the original aims and objectives is required for the next phase. Following consultation with stakeholders and partners and a review of opportunities available the next phase of the roll out planned:

Priority	Hub Tier	Next Phase	Organisations involved	Target Date
City Centre and Stonehouse – Colin Campbell Court	Specialist	NHS Devon CCG are working with partners including PCC and local providers on the development	Devon CCG, GPs, UHP, Livewell Southwest and a	2024

		of a Health and Wellbeing Centre at Colin Campbell Court. PCC are working closely with the NHS team nationally including hosting 3 visits to the site and aiming to submit planning proposals in December with the final business case being presented to the national team in March 2022. The West End Health and Wellbeing Centre will follow the same principles as the other hubs, being part of the hubs network and promoting prevention and early intervention, but with a range of city wide clinical services that allow for greater integration of health and wellbeing. The plans include the provision of general practice, community pharmacy, dentistry, a range of community and mental health services, a range of clinical diagnostic and outpatient services provided and voluntary services on the site.	range of VCSE providers.	
Mount Gould	Specialist	This forms part of the Mount Gould master planning programme which has been delayed. However there is now an opportunity to work with Age UK to develop the Patricia Venton Centre into an Older Persons Wellbeing Hub.	TBC	2022
Plymstock	Targeted	NHS have prioritised GP practices for development of premises in Plymstock . Options are being explored and this should provide the opportunity to co-locate services, and develop a Wellbeing Hub. Further work on developing the VCS offer will be brought forward in due course.	CCG, GPs,	2023/24
Southway/ Derriford	Targeted	A feasibility study has been carried out to identify suitable existing premises or to build a new facility near to the Southway shopping centre. However the existing facilities are either fully utilised or not in an ideal location. A new build proved not to be financially viable. PCC will therefore explore other options in the north of the city, including Southway and Derriford and bring forward proposals during 2022	TBC	2022

Estover	Targeted	Although initially no appropriate locations were identified, consideration is now being given to the local community centre and proposals will be brought forward during 2022.	TBC	2023/24
Efford Youth and Community Centre	Targeted	Previously One Public Estate funding was used to complete a feasibility study for a potential Wellbeing Hub at Douglass House, and then at the Efford Youth and Community Centre both proving to not be financially viable at the time (2018/19). NHS are now exploring options for GP practices across Laira and Efford which could provide an opportunity for a Wellbeing Hub.	CCG, GP practices	2024

To support the ongoing development of the Hubs Network, Plymouth City Council is working with partners to:

- Work with the existing hubs to submit funding bid and to ensure that there is a consistent and good quality offer and it is joined up with the primary care system
- Community Development - Fair shares funding application to LCP/CCG. A paper has been approved by the CCG Executive in November 2021, which will increase resources for health and wellbeing hubs. The additional funding will mean that there can be both a link worker role to ensure that people are linked into the right support and a team of community builders who will work with the community to develop activities where there are currently gaps. This team will also support the expansion of the network and the addition of new hubs. This will ensure that the network of hubs has a greater reach and impact and help to reduce pressure on primary and secondary care and social care.