

**DUDLEY HEALTH AND WELLBEING BOARD**

**Agenda Item no. 10**

<b>DATE</b>	<b><u>5<sup>th</sup> DECEMBER 2018</u></b>
<b>TITLE OF REPORT</b>	<b><u>H&amp;WBB Conference Report- Developing Different Relationships with our Communities</u></b>
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**1. Purpose**

To update the Board on the outcomes from the 2018 annual Health and Wellbeing Board conference and agree next steps for the conference themes:

- Growing connected, resilient communities
- Prioritising adversity across the life-course

**2. Background**

At the April Health and Wellbeing Board meeting, the Board decided to hold a whole system conference each year in Autumn. It was agreed that a conference would take place in October 2018 which would have 2 themes:

- Growing connected resilient communities
- Adversity across the life-course and how the system can work to prevent Adverse Childhood Experiences (ACEs) and build resilience to their negative outcomes.

The target group for the conference was agreed to be members of the Boards that make up the Health and Wellbeing Board governance system and all the associated sub-groups.

The purpose of the conference was agreed as:

- To raise awareness and provide the opportunity to listen to the experiences of people and service users.
- To gain a common understanding of the 2 conference themes and how to address them as a whole system.
- To ensure an integrated approach and prevent silo working
- To provide an opportunity to analyse the 2 themes and identify gaps and next steps
- To gain commitment and identify partner contributions to take the issues forward

The conference took place on the 19<sup>th</sup> October 2018. This report gives an overview of the feedback from attendees, the main outcomes from the 2 themed workshops and proposes next steps for the Dudley health and wellbeing system.

### 3. Key Points:

#### ***Conference Evaluation:***

All members of the Boards, sub –groups and task and finish groups within the H&WBB’s governance system were invited to attend the conference- a total of 364 people, from across all sectors. Overall 99 attended all or part of the day. 63(64%) completed the ‘on the day’ snap shot evaluation. A follow-up on line evaluation has also been disseminated and was still live at the time of writing this report.

The snap –shot evaluation was aimed to get a feel for if the conference had been able to energise and mobilise people into action. Overall the majority of people felt positive about the conference with the video’s and case-stories being specifically commented on and seen as powerful, inspiring and thought provoking. Attendees also valued the networking time and being immersed in interesting conversations and ideas.

The main reasons for people feeling less positive was due to the challenging and distressing content of the case-studies and videos and how it made them feel.

		
<b>55 (87.5%)</b>	<b>6 (9.5%)</b>	<b>2 (3%)</b>

Provisional feedback from responses received so far to the on-line evaluation, show a similar result, with people feeling that the workshops, particularly the prioritising adversity workshop would improve their practice.

#### ***Growing Connected Resilient Communities***

The aim of the workshop was to build on the insight work about social connectedness and resilience that was undertaken with Dudley communities in St James’s ward and the story-telling work undertaken across the borough to inform the development of the adult’s alliance. The workshop aimed to:

1. Enable the development of a shared narrative for understanding community resilience- what it is, why it is important and how to work in a way that nurtures it. The workshop explored this with attendees, bringing public and voluntary sector insight alongside the community insight already gained. The responses will be used with the community insight to generate a whole system narrative for community resilience.

2. Enable attendees to think about what sorts of things can be done by individual workers, services and organisations to foster community resilience. Attendees were asked to make a pledge of something they would do or offer as a result of the conference, which would be emailed out to them in coming months as a reminder and then followed up in 6 months time.
3. Enable strategic partners to consider how to invest and commission for community resilience. A separate group of senior leaders, councillors and commissioners were asked to consider this issue.

### Narrative

The workshop generated a wealth of descriptions and themes for understanding community resilience which reflected very closely the community views from the previous work. Emerging themes:

	<b>Goals of community resilience</b>	
<b>We want to feel productive, valued and in control of their lives</b>	<b>We want to have strong and enduring relationships</b>	<b>We want to feel secure, connected and independent where we live</b>
<ul style="list-style-type: none"> <li>• Sense of common purpose, interests and shared understanding</li> <li>• Building self-esteem and confidence- sense of worth</li> <li>• Investing/giving time, skills and knowledge to make our community better</li> <li>• Having tools to bounce back/overcome adversity</li> </ul>	<ul style="list-style-type: none"> <li>• Connected with others in our community</li> <li>• Good relationships in our community- welcoming friendly, inclusive, non-judgemental, caring, all age</li> <li>• Resourceful, supporting and looking out for each other</li> <li>• Being neighbourly</li> <li>• Doing more for ourselves and each other</li> </ul>	<ul style="list-style-type: none"> <li>• Loving where you live- pride in our community</li> <li>• Sense of belonging in the community</li> <li>• Doing things together to make our community better</li> <li>• Places to go and get together in our community</li> <li>• Self sufficient- SIY- sort it yourself</li> <li>• Having fun and enjoyment, making friends</li> </ul>

Why is it important?		
To organisations	To the person	To the community
<ul style="list-style-type: none"> <li>• Reduces reliance on, demand for and cost of services</li> <li>• Increases public confidence in public services</li> <li>• Free up funding to be used in other ways ie – prevention and targeted provision</li> <li>• Better informed system- more effective services</li> <li>• Empower and unblock the system</li> <li>• Reduced violence, crime and disorder</li> </ul>	<ul style="list-style-type: none"> <li>• Cope with adversity</li> <li>• Develops self sufficiency</li> <li>• Develops confidence and self esteem</li> <li>• Reduce isolation and loneliness</li> <li>• Happy, healthy and well</li> <li>• Productive and fulfilling lives</li> </ul>	<ul style="list-style-type: none"> <li>• Thriving</li> <li>• Connected</li> <li>• Breaks intergenerational gap</li> <li>• Strong</li> <li>• Cohesive communities</li> <li>• Pride and ownership</li> <li>• Increased safety</li> </ul>

### Approaches to Foster Community Resilience

Attendees identified a range of ways they could work differently in order to encourage community resilience and 78 attendees made personal pledges. Themes included:

- Help initiate people to get together – finding a community catalyst and getting established groups to work together
- More meaningful engagement to find out what the community needs– ask, listen, hear, act together
- Raising awareness of what is available/ signposting to community assets
- Restorative practice
- Nurture more health champions, volunteers, peer support
- Enhance working practice- e.g. build into MDT to look holistically at the whole family
- Find out more about what is available in communities
- Share examples of good practice
- Give staff the time and resource to build the approach into their work
- Build in provider contracts

A number of ‘asks’ of the system were also identified that would create a working environment and culture to support and encourage staff to work in this way. This includes the responses in relation to commissioning and investing for community resilience:

- Breakdown barriers/boundaries/red tape to make it easier for residents and communities to take things on

- Commission for community resilience outcomes:
  - develop outcomes/indicators/evaluation measures- a common set across the system
  - build into contract templates, commissioning policy and procurement processes
  - Adopt the Preston model<sup>i</sup>
  - Resources/funds for communities- e.g. more innovation fund approaches
- Clear consistent message
- Single information point- mapped community assets available, roll out DCID (Dudley Community Information Directory)
- Develop a way to share practice and share stories
- Training for staff
- Provide free spaces in building for groups to meet
- Work collectively – system wide approach
- Develop organisation rules/ policy that is supportive of this approach
- Commit/ pledge to this approach – needs to be long-term and sustainable

***Prioritising Adversity – tackling ACES: a trauma based approach across the life course***

The aim of the afternoon workshop was to:

- Raise awareness across the system of the link between ACEs and poor outcomes for individuals across their whole life-course
- Explore how as a system we can prevent ACEs and build resilience to minimize their negative impact
- Consider how we can maximise the opportunity of having ACE coordinators in the borough

The session began with three case studies where young people shared their stories. Whilst listening to these stories, the audience was asked to consider the following questions:

- How the outcome/s for the person in the stories may have been improved if we as individuals, services or organisations had acted in a different way at various points through their life-course
- What were the opportunities missed
- What were the opportunities taken

Using their thoughts from the stories, groups were then asked to identify what ‘good’ looks like and what they or their organisations need to do to achieve this.

Themes that came out of this discussion:

- The importance early intervention and prevention
- The key role that families can play in building resilience, particularly parenting skills
- Communication is key, along with effective pathways
- Services need to work together more effectively
- Practical training and awareness raising
- Increasing professional curiosity - it's everybody's business
- Commissioners and schools have a key role to play

Groups were then asked to identify what support they thought would be needed from the ACE Co-ordinators. The main areas of support that were identified were:

- More creative approaches to training to enable individuals to recognise the signs and symptoms of trauma in clients, families, staff and others involved within the system, particularly:
  - Recognising warning signs
  - Step by step approach led by experts by experience, using real life case studies and storytelling
  - Where families/individuals can get support
- Raise awareness of ACES across the system
- Promote the voice of the child
- Helping with communication – unblocking through information sharing and developing networks
- Encouraging individuals and organisations to share knowledge and resources
- Engaging with key statutory and voluntary sector partners to understand their role.

Individuals were then asked what they will do differently as a result of the workshop. They recorded these changes as pledges on post it notes that will be followed up via email during the next few months.

#### **4. Emerging issues for discussion**

##### Next steps in relation to the conference feedback:

- Pledges to be emailed out as a reminder followed by a 6 month follow-up
- Completion of outcomes report and dissemination

##### Next steps community resilience:

- Develop a draft system wide narrative for community resilience and disseminate for final comment to organisations and communities
- Implementation of the system wide 'asks' to foster community resilience

### Next Steps- Prioritising Adversity

- Use the findings from the conference to inform the work plans of the ACE co-ordinators
- Identify the key areas that they can provide support and training on
- Co-ordinators to engage with all key statutory and voluntary partners (especially those not present at the conference) to understand the widespread impact of trauma across the life stages as a result of ACES
- Develop a training package for use across the health and wellbeing system.

### **5. Key asks of the Board/wider system**

The Health and Wellbeing Board is asked to:

1. Consider what the conference outcomes report should include and who it should be disseminated to
2. Consider the emerging themes for the narrative and agree the proposed next steps
3. Consider and comment on, add to the system wide actions to foster community resilience and agree a process and governance for implementing them
4. Consider and comment on system wide actions to achieve a trauma informed approach.

### **Contribution to H&WBB key goals:**

- Healthy weight
- Reducing loneliness & isolation
- Reducing impact of poverty

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<sup>i</sup> An approach taken in Preston: Working with ‘anchor’ agencies (big agencies that will be there even when the economy is struggling) to maximise the money spent locally and foster community economic development.