IDEAS FOR WELLBEING

RESULTS AND REFLECTIONS

healthwatch
Southampton

NHS
Southampton City
Clinical Commissioning Group

SOUTHAMPTON
CITY COUNCIL

TOUCH
Telling stories
Touching lives

WITH SPECIAL THANKS TO...

...everyone in our community who contributed to this project. We could have written so much! This report is only a taster of some brilliant and valued thoughts, opinions and ideas. Thank you for being part of this project.

CONTENTS

FOREWORD

We are delighted to be part of Ideas for Wellbeing and want to thank everyone that has contributed to this work so far, your support and contribution is invaluable. Following on from our Mental Health Matters review we are committed to co-producing our mental health services in Southampton and are overwhelmed by the support from the community of Southampton in contributing to this.

Throughout Mental Health Matters there was a huge support for the need to develop and empower the community to find solutions to Wellbeing within our local communities. This included the importance of peer support, community solutions and support for people trying to navigate the current system and to understand all of the services and community support that is available.

This project has really highlighted to us the huge variety of services that are already available in the community and will help us to work with you to identify what other groups and support would be helpful across the whole of the City.

We are looking forward to working with as many of you as possible over the coming months to help us co-design these new services and make a significant contribution to our future commissioning. Improving the Wellbeing and mental health of all of our communities in Southampton is a key priority for both Southampton City CCG and Southampton City Council and we look forward to taking the next steps of this journey with you all.

John Richards
Chief Executive Officer
NHS Southampton City Clinical
Commissioning Group

Dawn Baxendale
Chief Executive
Southampton City Council

Mental Health, and the support available locally, is an issue that has been raised with Healthwatch Southampton time and time again; leading to it being set as one of our top priorities. Following our research with University of Southampton into people's lived experiences of mental health, we are delighted to have had the opportunity to delve more deeply into some of these issues with Touch Network.

The sheer volume of responses to this work has exceeded our expectations, as has the ideas and creativity expressed by local people. This is testament to the power of effective co-production; really putting people at the centre of designing support and services and really listening to people's needs and aspirations.

This project also tells us something else – that some of the stigma and taboo surrounding mental health has begun to dissipate. That people are more willing talk about these issues, which affects all of our lives in one way or another, shows that campaigns like Time to Change and the sharing of personal stories are having an impact.

Thanks is due to all the local people who made this project possible, the staff and volunteers involved in making it a success and the financial support from Southampton City Council and Southampton NHS Clinical Commissioning Group that made it a reality.

I sincerely hope the ideas expressed in this workbook chime with people's own experiences and can act as a call to arms for further local action.

Rob Kurn
Healthwatch Southampton

Touch Network's big idea has always been to get people talking – really talking – through sharing stories. Ideas for Wellbeing has certainly been a vehicle to enable us to listen to and share stories together with our community. We have taken the time to connect on a deep level with our community. Connecting in this way has been a delight and a privilege.

We are grateful to the skills and experience brought to this project by Healthwatch Southampton and are thankful to Southampton City Council and Southampton NHS Clinical Commissioning Group for their financial support and belief in us as an organisation.

Ideas for Wellbeing has demonstrated that those working in services and those using services can work together in equal partnership towards a shared goal, and the result can lead to our community having better days.

As conversations about Ideas for Wellbeing continue over the coming months, we are committed to continuing to share stories – our own, those shared with us, and those we are yet to hear.

Thanks for taking the time to read through this workbook, we hope it connects with you.

Debs Carter
Touch Network

INTRODUCTION

What is Ideas for Wellbeing?
Ideas for Wellbeing is a project commissioned by Southampton Integrated Commissioning Unit. The Unit are keen to improve its work surrounding co-production with a particular focus on what Peer Support and a Service User Network could look like in Southampton.

When did it take place?
The work took place between November 14th 2017 and March 19th 2018, it included a launch event, surveys, discussion groups, desk based research, reviewing past practice and a celebration event.

Who was commissioned to run the project?
The project was run by Touch Network Community Interest Company in association with Healthwatch Southampton.

How was the project managed?
We managed the project with an operations lead, sessional staff and several volunteers. A researcher from Southampton University helped us, an artist produced visual minutes and a graphic designer worked on the design of this workbook. We thought carefully about keeping people safe and looking after their information, and as a result developed clear policies and procedures, specifically related to this work.

Why a workbook not a report?

We chose to produce a workbook with the results, for everyone in our community, including commissioners, organisations and people who took part. By workbook, we mean a journal of the experience of running this project, alongside the presentation of results in what we hope is an engaging way. We did this because we were not sure a formal report would do justice to the way in which people were engaged in this project, we did not want to write a report that ended up on the shelf unread!

How does this workbook apply to my life?

We hope that this workbook will help you to work in partnership with your community, please feel free to write all over it with ideas and thoughts! We have included some questions throughout the text to get you started!

What do you mean by 'your community'?

We would like you to interpret 'your community' as it feels right to you. For some readers it will be a work environment such as their colleagues, employees or managers, or the people they serve through their work. For others it may be family, friends, group members or neighbours. This workbook, we hope, is of interest and useful to everyone in our City in one way or another.

THE LAUNCH EVENT
AN EVENING OF SHORT FILM AND DISCUSSION
14/11/2017

Our launch event was held in collaboration with City Eye, as part of Southampton Film Week. We held the event at Solent University, beginning with mingling and nibbles. Rob Kurn (Healthwatch Southampton) hosted the evening. Darren Kerr (Solent University and City Eye Trustee) described the importance of film in shaping our perceptions and Debs Carter (Touch Network) introduced Ideas for Wellbeing. Our 80+ guests were then treated to 5 short films about experiences of mental health services:

Medicated Stable?

Animator: Logan Bishop
Producer: Healthwatch Southampton
Medicated Stable is an animated film that explores some experiences of mental health treatment, support and recovery in Southampton.

Antelope

Director: Ben Grace
Antelope is a short film based on writer/director Ben Grace's experience of being sectioned at Antelope House in 2012. With the permission of Southern Health NHS Foundation Trust, he filmed the opening scenes inside Antelope House, the secure PICU (Psychiatric Intensive Care Unit) he recovered in.

Sectioned

Director: Jane Collard
Sectioned is a short documentary about Sharon, a local resident who was sectioned under the Mental Health Act. Sectioned is an honest and inspiring story of Sharon's recovery.

Beyond the Label

Director: Jane Collard
Beyond the Label is an animated film that explores someone's experience of being diagnosed with Schizophrenia and the stigma attached to the term.

An Alternative Guide to Mental Health Care in England

Kings Fund
Released to coincide with World Mental Health Day on Saturday 10th October 2015, this animation was produced with input from three experts by experience, and advice from a mental health nurse and a senior colleague from a mental health charity.

Q & A

We then held a question and answers session with a panel of experts, including 3 experts with lived experience. This was a great session because it ended up as a much wider discussion with the audience; where some people shared stories about what they did/didn't feel comfortable sharing about their mental health, especially in a work setting.

There were tears and laughter, tea and chocolates and over 50 surveys were completed on our opening night.

NOTES

How do you launch projects you are involved with?

_____

_____

_____

_____

_____

Are launch events important to your community?

_____

_____

_____

_____

_____

How can you involve your community in making these happen if they are?

_____

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_____

_____

THE SURVEY

1. On a scale of 0-10, how are you feeling today?

   0   1   2   3   4   5   6   7   8   9   10

2. What would make your day one point better?
   e.g. moving from 4 to 5

3. Who or what helps you have better days now?

   ○ GP   ○ Internet forums/Facebook group

   ○ NHS Mental Health   ○ Group or club
     Services
                                ○ Other (e.g. sports, faith, music,
   ○ Charity   craft etc.)

   ○ Family   Please specify:

   ○ Friends

4. What it is about this which helps?

5.   What ideas do you have to help local people have better days?

6.   Would you like to be involved in further research, for example a focus group or phone call, to talk about your ideas more?   ◯ Yes   ◯ No

7.   Would you like to be invited to the final celebration event, where we will share the results of this research?   ◯ Yes   ◯ No

8.   Would you like to be entered into the prize draw?   ◯ Yes   ◯ No

If you've answered yes to any of the questions above, please complete below:

Name:

Email:

Telephone Number:

Address:

All information provided will be recorded anonymously. If you give us your name and contact details we will use them only for the prize draw and to contact you during November and December if you choose to take part in this research further. We promise not to pass on your details to anyone else or use your information for any other reason than described.

CREATING A BUZZ

One of our Ideas for Wellbeing ideas was to try and create a buzz about the project. We wanted to involve as many people as we possibly could within the time frame and budget available. The way we tried to do this was to chat about the project. Our small team spent a lot of time driving/cycling around the city to deliver and pick up questionnaires from our networks. We spoke to organisations we already knew contributed to health and wellbeing in our city, as well as discovering new ones that people told us about. We used social media as much as we could, and during the project we felt a considerable expansion of the Ideas for Wellbeing community.

The experience of creating a buzz in our community was fun, we all felt excited to get so many people involved – we even spoke about it live on air at Awaaz FM and Unity 101, local radio stations.

So many people from different organisations across the city got behind the project and saw it as an opportunity to enable those who use their organisations to share their ideas. The organisations that particularly helped us to get responses, used a staff member or volunteer to help and support people to fill in the questionnaire. One example is Precious Gems, a Mum and Toddlers group in Southampton. One of our team asked a Mum with experience as a mental health practitioner, to get conversations started about mental health through asking "What helps you to have a better day?' the response was fantastic, a real buzz on the topic of mental health was created that morning and over 30 questionnaires were completed.

Through running this project, we learnt it is important to:

- Create a buzz

- Enable and involve grass roots organisations

- Use both online and paper surveys

- Keep the language simple

- Keep the process simple

- Hold a prize draw to help as an incentive

- Use a colourful design

- Let people in our community help

- Work as a team

- Be genuinely interested

- Keep an open mind

- Be inclusive

If we did it again, we would ensure:

- We reached the outskirts of the city more

- Translation of our questionnaire to other languages

- A longer window for survey completion

- We had more volunteers on hand

769 PEOPLE

completed
the questionnaire!

NOTES

Have you surveyed your community before?

_____

_____

_____

_____

_____

How did it go?

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_____

What have you learnt from the experience?

_____

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THE RESULTS

Our analysis of the results is inspired by New Economics Foundation's (NEF) 'Five Ways to Wellbeing'. NEF drew on a wealth of psychological and economic literature to develop a set of evidence-based actions to improve personal wellbeing. NEF concluded that the concept of wellbeing comprises two main elements: feeling good and functioning well. Evidence suggested that building the following five actions into day-to-day lives is important for Wellbeing:

Connect...

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

Be active...

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

Take notice...

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

Keep learning...

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

Give...

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Inspired by these five ways to wellbeing, we spent time categorising everyone's thoughts, ideas and suggestions into categories and subcategories related to them.

1 On a scale of 1-10 how are you feeling today?

11%
of people answered
4 or below

766
people answered
this question

89%
of people answered
5 or above

The most common
answer was **7/10**

The average answer of the
total results was **6.9/10**

For those who said they were
helped to have better days by
GP/NHS Mental Health Service/
Charity the average
answer was **6/10**

2 What would make your day 1 point better?

There were
884
things described by
686
people

Of the total results:

17% said something specific to their life or personal situation

14% suggested informal connection e.g. chatting to family or friends

14% said a rest or more sleep would help

11% said some kind of improvement to their physical health would improve their day

9% talked about the need to reduce stress in their life in order to improve their day

8% suggested something relating to the natural environment e.g. sunshine, better weather, being outside

8% said something about being more connected with themselves e.g. more mindful, less rushing, more relaxation, time to think

There were
104
things described by
82
people

Of those who felt under 5:

19% said informal connection e.g. chatting to family or friends

15% said an improvement to their physical health

14% said something specific to their life or personal situation

13% said something about being more connected with themselves e.g. more mindful, less rushing, more relaxation, time to think

11% talked about the need to reduce stress in their life in order to improve their day

7% said formal connection which we categorised as organised groups and activities (this does not include any clinical connections)

5% said learning/personal development either alone or at work

5% did not answer

5% said other

3% said informally giving e.g. helping others, supporting neighbours, family and friends

3% said physical activity e.g. exercise, walking

2 What would make your day 1 point better?

There were
720
things described by
684
people

Of those who felt over 5:

18% said something specific to their own life

16% said a rest or more sleep would help

15% said informal connection e.g. chatting to family or friends

12% said an improvement to their physical health

10% suggested something relating to the natural environment e.g. sunshine, better weather, being outside

8% said something about being more connected with themselves e.g. more mindful, less rushing, more relaxation, time to think

5% said physical activity e.g. exercise or walking

5% said other

11% did not answer

Of those who said GP/NHS Mental Health Service or charity helped them:

18% said an improvement to their physical health

15% said a rest or more sleep would help

13% said something specific to their own life

11% said informal connection would help

Of those who did not say GP/NHS Mental Health Service or charity helped them:

18% said something specific to their own life

15% said informal connection would help

15% said a rest or more sleep would help

9% said 'noticing' would help e.g. taking time to go for a walk, think, be mindful

QUOTES

What would make your day 1 point better?

"More sleep, less to do at home, less pressure as a mum to work, more hours in the day"

"Relaxing, sitting by myself and doing the thing that I love the most"

"Seeing a friend/family member that I haven't seen for a while"

"Not feeling worthless"

"Someone to smile back"

"Most of my friends and family don't live locally - therefore a good friend locally I can do life with as I am a widow living alone"

"an activity that brings a community together e.g. groups"

"Feeling needed. Being part of something. Craft groups"

"Being able to be actively creative"

"feeling physically better - affecting mental health"

"less pain, better mood, more time with friends, more sleep"

"Good company"

"Someone to help me when I feel overwhelmed"

"mixing with other people and having a laugh"

"sunshine - less grey concrete everywhere"

"Doing something positive for myself, being creative"

3 Who or what helps you to have a better day?

All
769
people ticked one or more options from the list below

91 are helped by GP (4%)

53 are helped by an NHS Mental Health Service (2%)

56 are helped by a charity (2%)

551 are helped by family (21%)

600 are helped by friends (23%)

112 are helped by internet forums and groups (4%)

219 are helped by sport (9%)

29 are helped by parents' groups (1%)

93 are helped by faith groups (4%)

136 are helped by music e.g. a group or music itself (5%)

72 are helped by activity groups (3%)

12 are helped by women's/men's groups (1%)

13 are helped by formal volunteering (4%)

7 are helped by social clubs (1%)

150 are helped by other groups or clubs (6%)

254 helped by something else (10%)

Of those who felt under 5, all **82** people ticked at least 1 option, the most common options were family, friends, sport, music and other

8 people answered that a GP AND an NHS Mental Health Service AND a Charity help them to have better days

157 people answered that EITHER a GP OR an NHS Mental Health Service OR a Charity helped them to have better days

4 What is it about this which helps?

307 people (25%) described the reason they were helped by their answer to question 2 was because they felt more socially connected

108 people (9%) described the reason they were helped by their answer to question 2 was because they felt more physically healthy

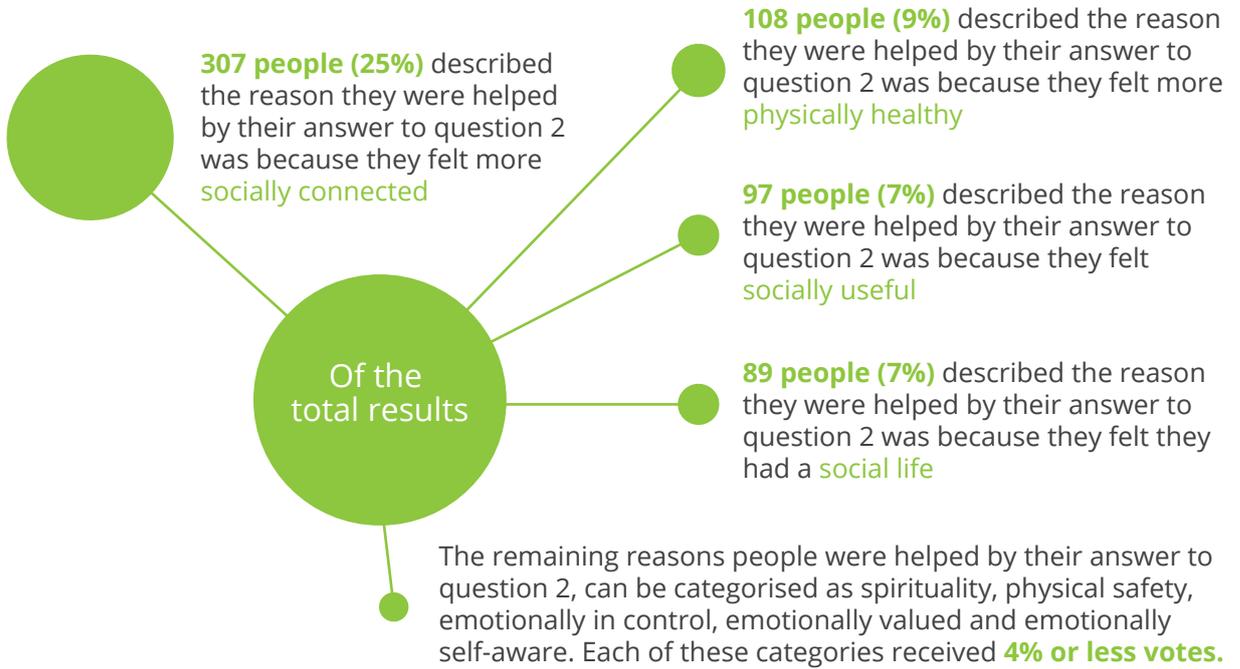**97 people (7%)** described the reason they were helped by their answer to question 2 was because they felt socially useful

89 people (7%) described the reason they were helped by their answer to question 2 was because they felt they had a social life

Of the total results

The remaining reasons people were helped by their answer to question 2, can be categorised as spirituality, physical safety, emotionally in control, emotionally valued and emotionally self-aware. Each of these categories received **4% or less votes.**

Of those who felt under 5

33 people (25%) described the reason they were helped by their answer to question 2 was because they felt more socially connected

11 people (9%) described the reason they were helped by their answer to question 2 was because they felt more physically healthy

Of those who felt over 5

274 people (25%) described the reason they were helped by their answer to question 2 was because they felt more socially connected

97 people (8%) described the reason they were helped by their answer to question 2 was because they felt more physically healthy

Of those who were helped by a GP/NHS Mental Health Service or a charity:

71 people (28%) described the reason they were helped by their answer to question 2 was because they felt more socially connected

31 people (12%) described the reason they were helped by their answer to question 2 was because they were emotionally supported

Of those who did not categorise themselves as being helped by a GP/NHS Mental Health Service or a charity:

236 people (24%) described the reason they were helped by their answer to question 2 was because they felt more socially connected

94 people (10%) described the reason they were helped by their answer to question 2 was because they felt more physically healthy

23

QUOTES

What is it about this which helps?

"Being around other people, sharing my frustrations and hearing other perspectives. Considering problems from a different perspective. Receiving support. sweating!"

"Helps me look at my thoughts differently and calms me"

"Anything that makes today different from yesterday - connection, creativity, calming down"

"Being able to talk to people"

"I feel better when I've exercised or seen my friends and family"

"Sharing concerns, sounding board and getting exercise in solo and team sports"

"it forces me to take time to relax and helps me share my story"

"Sense of purpose and making a difference to others"

"Interaction and communicating with people improves my mood"

"Sympathy, empathy, solidarity, companionship, friendship"

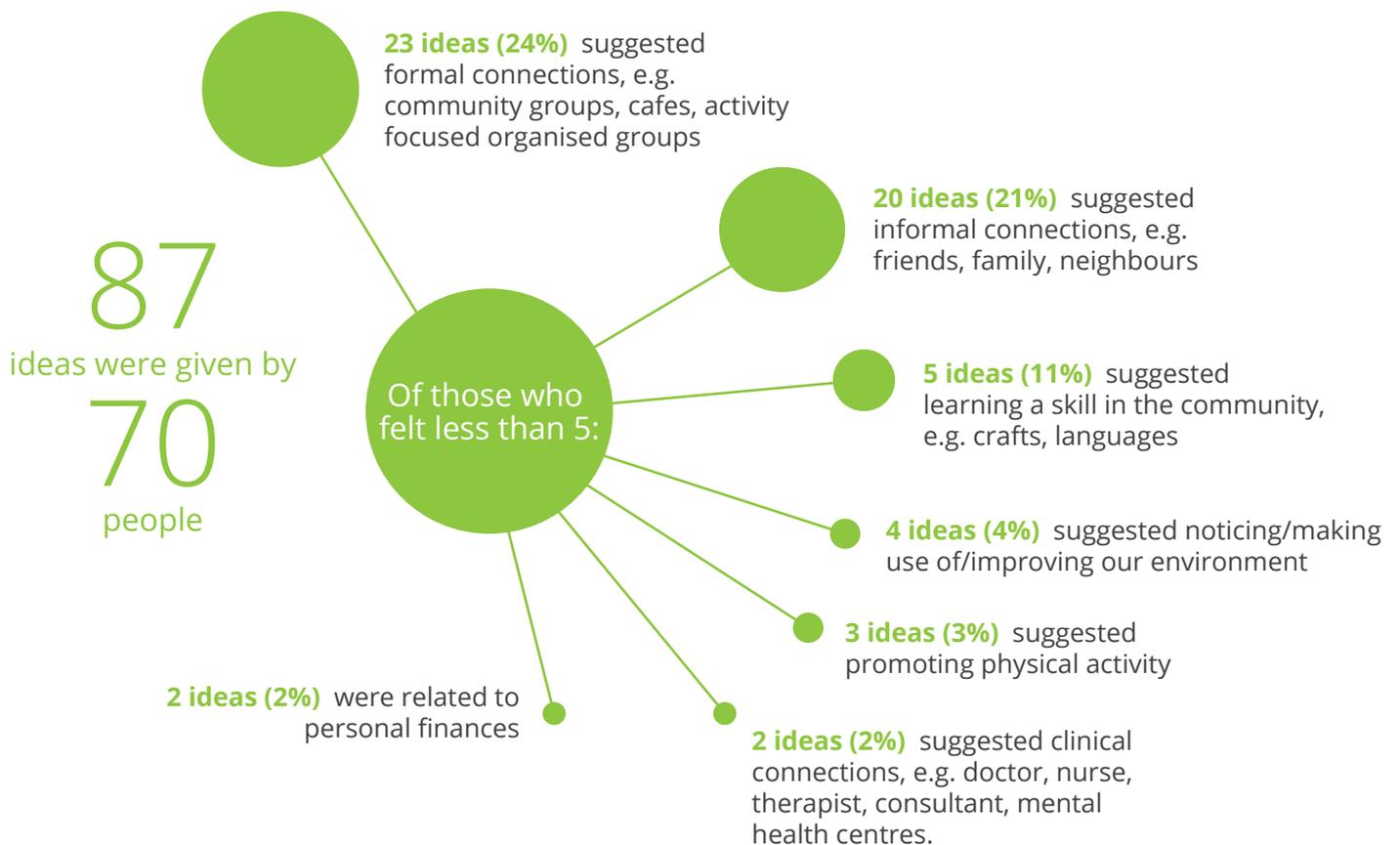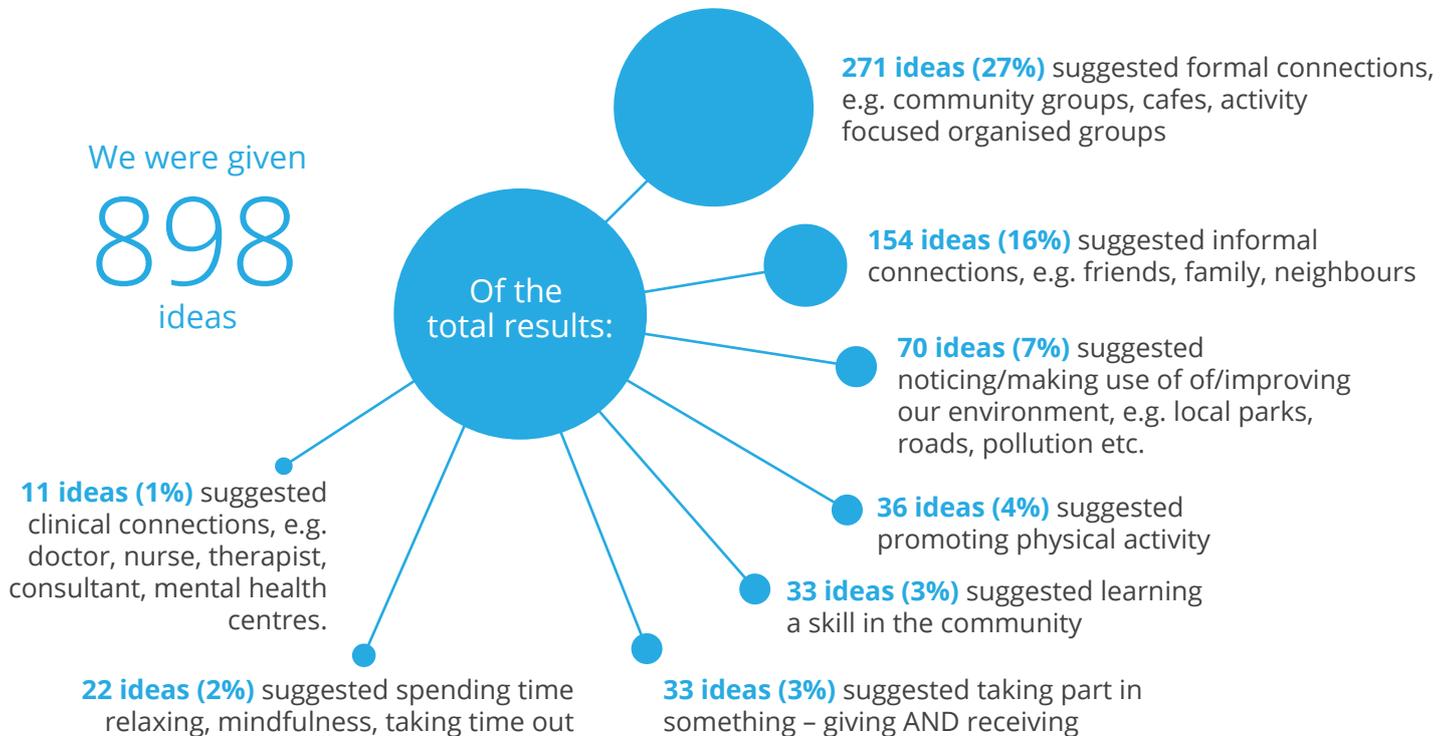*"Being with people I know, being part of something, having a purpose"*

"Understanding, caring/warmth of close people. Music and sport to help relax and calm myself down"

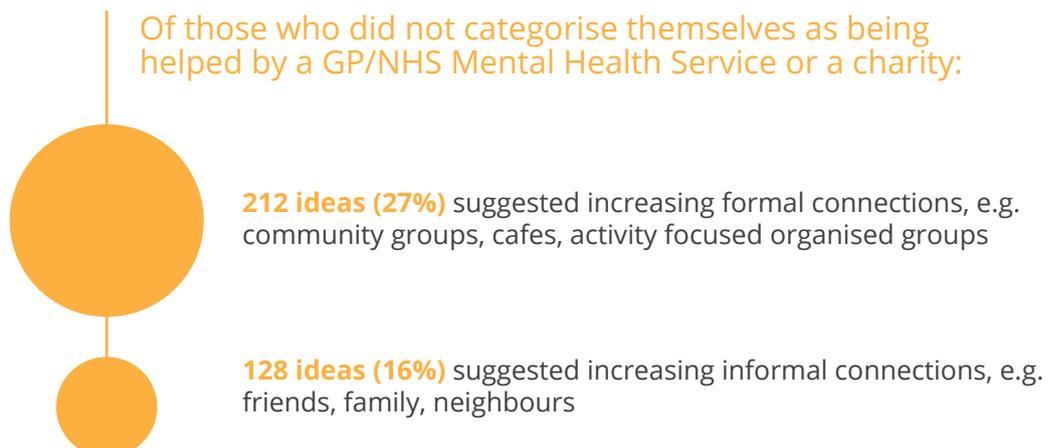*"Feeling the love of your close ones can brighten everyone's day"*
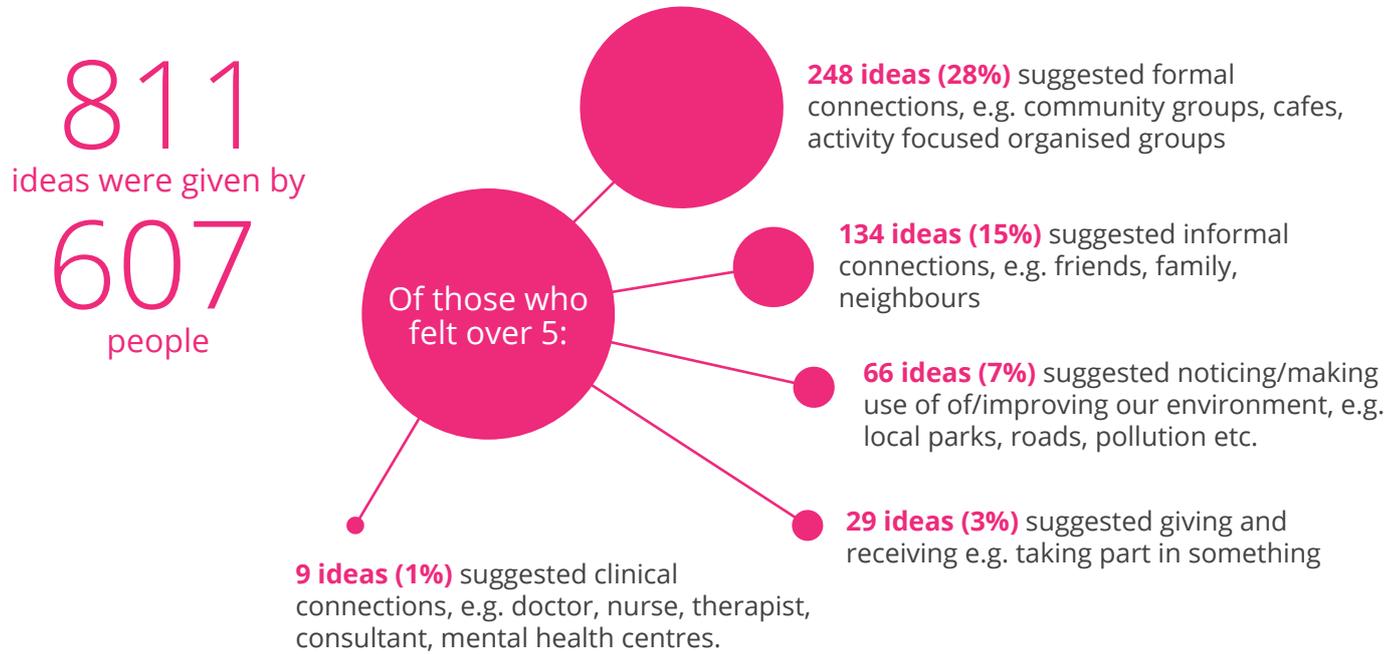
"Physical distraction. Good friendships, activity. Closeness, meaningful conversations. Being more appreciative of relationships"

"Regular support, sometimes talking about normal things and sometimes talking about feelings. Being supported and treated as a human being, not someone with a 'problem'"

5 What ideas do you have to help local people have better days?

We were given
898
ideas

Of the total results:

271 ideas (27%) suggested formal connections, e.g. community groups, cafes, activity focused organised groups

154 ideas (16%) suggested informal connections, e.g. friends, family, neighbours

70 ideas (7%) suggested noticing/making use of of/improving our environment, e.g. local parks, roads, pollution etc.

36 ideas (4%) suggested promoting physical activity

33 ideas (3%) suggested learning a skill in the community

33 ideas (3%) suggested taking part in something – giving AND receiving

22 ideas (2%) suggested spending time relaxing, mindfulness, taking time out

11 ideas (1%) suggested clinical connections, e.g. doctor, nurse, therapist, consultant, mental health centres.

87
ideas were given by
70
people

Of those who felt less than 5:

23 ideas (24%) suggested formal connections, e.g. community groups, cafes, activity focused organised groups

20 ideas (21%) suggested informal connections, e.g. friends, family, neighbours

5 ideas (11%) suggested learning a skill in the community, e.g. crafts, languages

4 ideas (4%) suggested noticing/making use of/improving our environment

3 ideas (3%) suggested promoting physical activity

2 ideas (2%) suggested clinical connections, e.g. doctor, nurse, therapist, consultant, mental health centres.

2 ideas (2%) were related to personal finances

5 What ideas do you have to help local people have better days?

811

ideas were given by

607

people

Of those who felt over 5:

248 ideas (28%) suggested formal connections, e.g. community groups, cafes, activity focused organised groups

134 ideas (15%) suggested informal connections, e.g. friends, family, neighbours

66 ideas (7%) suggested noticing/making use of of/improving our environment, e.g. local parks, roads, pollution etc.

29 ideas (3%) suggested giving and receiving e.g. taking part in something

9 ideas (1%) suggested clinical connections, e.g. doctor, nurse, therapist, consultant, mental health centres.

Of those helped by a GP/NHS Mental Health Service or a charity:

60 ideas (28%) suggested increasing formal connections, e.g. community groups, cafes, activity focused organised groups

25 ideas (12%) suggested increasing informal connections, e.g. friends, family, neighbours

Of those who did not categorise themselves as being helped by a GP/NHS Mental Health Service or a charity:

212 ideas (27%) suggested increasing formal connections, e.g. community groups, cafes, activity focused organised groups

128 ideas (16%) suggested increasing informal connections, e.g. friends, family, neighbours

QUOTES

What ideas do you have to help local people have better days?

"Organising friend groups for people around Southampton. Maybe offering something like coffee clubs where people can make friends and chat with others"

"Coffee mornings - always nice to meet people, drink tea, eat cake and to chat about anything"

"More community events for family"

"More meet ups - eg mixed children and older people groups"

"More in our area, a lot is done in areas where we cannot access easily"

"More free indoor and outdoor activities"

"Different things work for different people. You have to try and search for what works for you"

"Something like a Facebook page showing what is going on where on a daily basis so people know what is going on in the city"

"As many opportunities to get out whatever the weather. Places to go (where children can go too) even if it's raining"

"Free taster events & groups to socialise. Promotion of existing sports/arts available to take part in"

"Enabling / encouraging local (eg street) events, It's been really positive meeting my neighbours but lived there 7 years before I did (thanks to a neighbour who organised a street party)"

"Improving surroundings... make the city look better.... help people feel part of their community"

"Help people to get to know neighbours/communities so you have people to say "Hi!" to and check up on each other"

"Free learning courses for adults. Craft groups. Home and garden services for single parents. Pay for carers. Things for ADHD teens to do. Diet and fitness. More understanding and services for autism, especially single parents"

"More community groups held possibly in bars/pubs"

"Better advertising or opportunities in places that those in need will find them"

"Crafting clubs, meet up for afternoon tea! Cheaper college courses"

"People need company and more encouragement to go to clubs and support to go"

"A form of support, where they can talk about their bad days - or just have fun"

"Encourage people to talk, find people groups and activities they feel at ease with and can interact with"

"More community activities for people to meet each other. Expansion of free exercise classes"

"Creating space to encounter each other, in a gentle way"

"Inexpensive sport, entertainment and travel"

6 Where did you find out about the questionnaire?

214 people (28%) said they found out about the questionnaire on the internet, including social media, others found out about the questionnaire via a wide range of community, charity and NHS organisations across the city.

214 PEOPLE

Do you want to be involved in further research?

244 people (32%) said they wanted to be involved in further research

244 PEOPLE

Questions

What do these results mean for your community?

What surprises you most about these results?

How can you apply these results to your work and life?

YOUR THOUGHTS ON THE RESULTS

DISCUSSION GROUPS

After creating such a buzz around the survey, we wanted to invite people to discuss their thoughts and ideas further, so we ran 3 discussion groups. We ran them in venues in the East, West and Central parts of Southampton and in total, 35 guests attended these 2-hour sessions.

We were privileged to have a resident artist at each of the sessions who was able to take 'visual minutes'. These were great as the details of what the group said were drawn on giant pieces of paper on the wall as we chatted. We found they helped a lot with keeping focused and engaged.

The groups were facilitated by the Ideas for Wellbeing team as well as some other volunteers and supporters of the project. We had a range of views represented and everyone was asked to attend as an individual who either already accesses/or has the potential to access mental health, and wellbeing services across the city.

Although originally intended for each discussion group to be the same, in the end we decided to use each group to build upon each other to build a bank of additional feedback beyond the survey.

We asked each discussion group to name the places and spaces that helped them with their health and wellbeing needs, and our artist created a 'health and wellbeing map' from this information, as a flavour of the types of places people value, which we hope will be helpful to you and your community.

BETTER DAYS

WHAT IS AVAILABLE IN SOUTHAMPTON THAT HELPS US HAVE BETTER DAYS?

This poster is the outcome of 3 discussions held in Jan/Feb 2018; it outlines all the places and spaces that the participants make use of in our local community. It is in no way an exhaustive list - please add to this poster what helps you or your friends have better days.

Map designed by Tammy Oliver
facebook.com/tammyoliver4
tammyoliverdesign@hotmail.com

DISCUSSION GROUP
@ FREEMANTLE COMMUNITY CENTRE

Having a bad day

In this group we spent some time thinking about the fictional character 'Chris'. We asked the group how they would help Chris if they were having a bad day and, for one reason or another, access to NHS services/counsellors/GP's etc. was not possible.

The overwhelming sense from the members of the discussion group was to listen and support. There were some suggestions of helping Chris to access some online groups/apps. However, the group felt it was best not to offer solutions or 'fix' the problem on behalf of Chris. Instead, after spending time listening, to go and do something together. Solutions varied from walks in the New Forest, to going to a coffee shop or the cinema.

Ladder of participation

We spent time thinking through the ladder of participation often used when describing co-production. One of the interesting points that arose in this group, was that at times, when someone is very unwell, being 'done to' is the most helpful thing that can be done. As, when someone is very poorly, the last thing they may want to have to do is make decisions.

Instead, the group saw the ladder of participation as something that should be fluid, at different times people may prefer different levels of participation, but overall, the higher up the ladder the better!

DISCUSSION GROUP
@ MONTY'S COMMUNITY HUB

Imagine a conversation

We asked this group to imagine Southampton NHS had identified the need to build a new Mental Health Hospital in the city. We asked the group to imagine Southampton NHS wanted to hold conversations with the community, including those who used services, to get it right at all levels from the big picture to the tiniest detail. We asked the group to look at a variety of methods for holding the conversations and what these conversations would look like...

The Do's and Don'ts

Do's

- Informal
- Equal
- Shared
- Relaxed
- Positive
- Open
- Inclusive
- Accessible
- Constructive
- Respectful

Don'ts

- Formal
- Unequal
- Selfish
- Tense
- Stressful
- Negative
- Closed
- Exclusive
- Inaccessible
- Unconstructive
- Disrespectful

Helpful hints

- Venue - is it accessible and pleasant to spend time in?
- Transport - can our community attend easily by public transport? Is there parking?
- Clothing - are you dressed to impress?! Or dressed casually, mirroring your guests so not so intimidating? Are you wearing your 'employee badge with pride?! Should you be leaving labels at the door?
- Layout - do people feel the space is open and not intimidating? What is the best way to lay out the seats/tables to help guests feel relaxed?
- Language - what language are you using? Is it understandable to guests?
- Pace - how much are you asking people in a short time? Are you giving people time to think, reflect and respond?
- Agenda - is it relevant? Are your guests interested?
- Atmosphere - are you genuinely open to what guests have to say?
- Thanking - do you thank everyone appropriately?
- Follow up - do guests hear the outcome of their work? If so how? Is it in an accessible and personalised way for them?

DISCUSSION GROUP
@ SOUTHAMPTON VOLUNTARY SERVICES

In this group we spent most of the time thinking through answers to specific questions surrounding nurturing peer support in our city and how communities can work together.

Financial considerations

There was a strong sense that funding considerations are a huge issue. If peer support networks can be community groups, then how are these funded yet remain informal. How can groups be set up by people without funding. A variety of opinions came forth about whether people can and should be asked to contribute financially.

A variety of solutions were suggested, included 'seed' or 'start-up' funding for some groups. This, of course, raised the question of sustainability. Some felt it was better to fund certain groups for a longer time. We talked about collaboration between similar groups and how this would enable a pool of resources. We also talked about offering training and support to communities to develop their own community or peer support networks.

Sharing knowledge

It became clear in this group, that making people aware of all that is available in our City is an issue that has not yet been solved. Even within our small discussion group, new knowledge was shared of the work of health and wellbeing organisations across the city. Various ideas were discussed as solutions to this. We agreed that a traditional, but effective, solution of producing a weekly local newspaper of all that is going on in the City, delivered directly to people's homes, would be helpful. We discussed the possibility that a community could produce this, and they could also act as the 'go to' group of people who network across the City and gather the voice of the wider community.

Wide engagement

In terms of engaging with people within communities, it was very clear that an invite to a quarterly meeting would not be an effective voice.

Instead engagement needs to be fluid, each invitation should be stand alone; and communities should be able to enter in and out of dialogue as their interest, time and health allow.

It was clear that the group felt 'not one size fits all' and there should be a variety of engagement opportunities on offer. Ideas included, text message surveys, informal conversations with community representatives and webinars with senior leaders.

There was strong feeling amongst the group that if communities were to work together to design, develop, manage and review services, there needs to be significant time and resource invested. A simple 'catch all' approach, is not effective and makes communities less inclined to get involved.

In addition, our community felt that if they were to contribute in any way, they would need to know their voice made a difference, some wanted to hear this face to face, others were happy with a 'You said, we did' type report.

Saying thank-you to those who contributed felt important, and essential in maintaining an ongoing relationship around coproducing services.

NOTES

Have you taken part in discussion groups in your community before? Did they go well? Not so well?

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What did you learn?

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How can you ensure you help your community to bring the best of themselves when participating in discussion groups?

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COPRODUCTION

The next section of this workbook explains more about coproduction in the context of our City.

The information outlined is based on reviewing other research, including good practice case studies, as well as drawing out some of the key themes identified through our own research via Ideas for Wellbeing.

Peer Support
Ideas for Wellbeing has gathered ideas from people living in Southampton surrounding increasing informal and formal peer support opportunities.

Lived experience workers delivering peer support
The traditional understanding of peer support is a system of giving and receiving support from others with similar experiences. It can take many forms, and has many functions, but generally falls into the following categories:

• Providing practical support
• Providing social and emotional support
• Ensuring links to clinical care and community resources
• Providing ongoing support (Peers for Progress)

In Southampton, we are lucky enough to have some peer support projects with peer support workers who all have lived experience - like those provided by Solent Mind and Steps to Wellbeing.

'There is increasing recognition of the role that individuals, families and communities can play in managing their wellbeing. Peer support may be one component of this. Peer support involves people drawing on shared personal experience to provide knowledge, social interaction, emotional assistance or practical help to each other, often in a way that is mutually beneficial.'

(National Our Voices)

OUR TOP 10 TIPS FOR DEVELOPING PROJECTS DELIVERED BY THOSE WITH LIVED EXPERIENCE ARE:

1 Think widely! Research shows that ALL forms of peer support are effective at improving experience and emotional wellbeing; online, on the phone, small groups, 1-1 meetings and larger groups too, a combination is often helpful

2 Drive peer support by what the participants want/need and agreed values

3 Create (co-produce) this type of peer support between people who share a similar condition and are treated as equals

4 Recognise the skills, resources and potential of the people involved

5 Make sure this type of peer support is always aimed at improving health and wellbeing

6 Be most effective by focusing on education, social support and physical support

7 Facilitate peer support sessions together as colleagues e.g. trained peer support workers, lay people (who aren't necessarily peers) and professionals, and nurture each other

8 Use a variety of venues, from people's own homes, hospital, health and social care settings, and community places and spaces

9 Notice the small details, these make a huge difference! Ensuring venues are easily accessible and are pleasant locations, providing good quality refreshments, as well as support for those meeting with a group for the first time, can make people feel valued and want to return

10 Ensure peer support is mutual, reciprocal, non-directive, recovery-focused, strengths based, inclusive, progressive and safe. (imROC, Mind, Scottish Recovery Network)

Peer support helps people feel more knowledgeable, confident, happy, and less isolated and alone (National Voices)

Ideas for Wellbeing has shown, that peer support projects, delivered by peer support workers, are not the only model of peer support. While this model is important and significant for some, it is only part of a reflection of peer support networks in Southampton.

Community networks as a type of peer support

Community networks are where the majority of those participating in Ideas for Wellbeing find the support they need to help them have better days. Across our City, there are diverse and wide-ranging community networks which people access to find the support they need and want, we would, therefore, describe community networks as a type of peer support.

Ideas for Wellbeing has shown that people find connecting with others through a shared interest or activity is often as valuable as meeting others who share similar experiences. Ideas for Wellbeing, confirms and builds on research previously carried out in the UK into peer support networks.

Community networks help people to:

- feel more confident and able to manage their own care
- look after themselves better
- improve their quality of life
- make friends and feel supported by others around them
- draw on their own strengths and skills, as well as those of family and friends
- feel connected to their community
- connect with people who can help them access any further support they need
- feel less isolated

Community groups and networks bring so much to people's lives in Southampton - people find practical support, friendship, emotional support, ongoing support and a sense of connection to the wider community.

We are lucky enough to have a huge selection of activities and groups for people to choose from here in the city, and people reported the many benefits these community networks bring to them. From providing a social life and friendship, to providing creativity, community, education and opportunities to learn new skills. Community networks help reduce isolation, increase wellbeing and bring people together. People who responded to Ideas for Wellbeing wanted to tell us about the thing that help them to have better days!

"Peer Support is a slow-burn, high impact intervention which should be seen as 'essential' to the future of the NHS."

NHS England Five Year Forward Plan

DEVELOPING COMMUNITY NETWORKS – TOP TEN TIPS:

1 Think outside the box as there are many ways for community networks to function; formal to informal, large to small, in person and online, there is no set design

2 Don't formalise community networks/groups, unless there is a real need to do so

3 Work within your community to advertise and raise the profile of community networks

4 Look within your community – who are the community network ambassadors, living within the local community, leading by example and enabling community networks to happen?

5 Consider barriers to people setting up groups and networks in your community, ask what stops great ideas happening and try to respond to this

6 Consider pooling resources e.g. skills, time, equipment

7 Try to empower local business to support your community, can space or refreshments be donated? Consider what businesses get out of a happier and more connected community and workforce

8 Support collaboration, it is key

9 Don't dismiss good neighbourliness, this is an essential part of community networks and good neighbours should be supported and encouraged

10 Build confidence in your community, think about who might be great at certain tasks involved in making a community group happen – be brave – ask them!

WORKING TOGETHER

Ideas for Wellbeing was asked to gather and present ideas from those living and working in Southampton on how they can be involved and input into every stage of the commissioning cycle. This means equally involving people who use services, carers, families and communities from design stage all the way through to review stage. If effective, this could mean professional communities and resident communities working together, in equal partnership, to develop more effective services for the good of our City.

Co-production isn't just asking people what they would like from services, it is a whole new way of working. It takes BRAVERY!

Communities working together is different from anything which has come before.

It has four main components:

Equal relationships
Everyone is acknowledged as having something to contribute AND something to learn.

Whole-system change
Organisations, individuals and communities need to learn how to work together in an entirely new way, developing together new ways of commissioning, designing, delivering and evaluating services.

Changing the focus
Co-production is about listening to what is important to individuals, families, friends and communities, and responding to that.

Creating the right environment
Thinking through all the details that might create barriers and being prepared to discard the usual way of doing things.

Radical change: sharing power
Co-production is about social justice; it requires an equal sharing of power and responsibility between professionals and people who use services.

Research shows that the more power professionals share with the people who use the services they provide, the more effective the work is, the more empowered people feel, and the more impact the work has.

'Co-production enables citizens and professionals to share power and work together in equal partnership, to create opportunities for people to access support when they need it and to contribute to social change'

WORKING TOGETHER — TOP TEN TIPS:

1 Plan, deliver and review together with your community

2 Decide together how resources are allocated

3 Consider community culture and support your community to think differently and have high aspirations

4 Remember that there is a difference between co-production and participation: participation means being consulted while co-production means being equal partners and co-creators

5 Ensure that there are different community representatives at all levels of delivery

6 Reach out to all people whether they identify themselves as part of your community or not, you don't know what people might have to offer. Be conscious of cliques and bias

7 Be creative in your community, consider different types of contribution such a as paid/voluntary/full time/sessional

8 Open channels of communication in as many ways as possible

9 Be positive, celebrate successes, large and small, and recognise the wide range of people, skills and experiences that led to these successes

10 Take risks and learn from failures. Be brave and have courage, it will make a difference!

NOTES

What does coproduction look like in your community now?

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What does coproduction look like in your community going forward?

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Would it be good to change anything? If so, what?

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REFLECTIONS

Ideas for Wellbeing has been quite a journey! At the outset we did not how interested our community would be, and there is so much more information that has been generated than could be presented in this workbook.

We have tried to keep an open mind, grow the project organically, work flexibly and engage with as many diverse communities as we possibly could, given the time, budget and team available.

We have been blown away by the interest in this project. By attempting to be 'jargon free' and asking people what helps them to have better days, we have facilitated the beginnings of an Ideas for Wellbeing community. This community has discussed ideas of how we support one another more and how different communities can work together.

We can see the potential for the Ideas for Wellbeing community to continue to expand to reach further and connect more with the amazing people we have living in our city.

We have learnt that peer support does not come in one form, and community networks are significant in helping people's days to be better, and that this is consistent across a wide range of groups and is backed up by national research.

We've learnt very clearly what doesn't work when it comes to working together, and we have begun to build a picture of what would work better.

We've learnt that to get the best out of our community in terms of their ideas, thoughts and opinions, we must be open minded in our conversations, and we must address the balance of power within these. The more power is shared equally across communities the more we can create services that work and are needed.

MY NEXT STEPS

What, if anything, have you been inspired by through Ideas for Wellbeing?

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How can you apply this to your community?

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What actions you can take to apply some of the learning from Ideas for Wellbeing?

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GOING FORWARD

Ideas for Wellbeing is more than a report, it is the voice of our community and a conversation. All organisations involved in this project are committed to continuing this conversation, with the view that it will lead to everyone in our City having better days.

IDEAS FOR WELLBEING
WAS PRODUCED BY:

Touch Network
www.touch.network

Healthwatch Southampton
www.healthwatchsouthampton.co.uk

Southampton Clinical Commissioning Group
www.southamptoncityccg.nhs.uk

Southampton City Council
www.southampton.gov.uk