

# TORBAY JOINT HEALTH AND WELLBEING STRATEGY 2022-26

## RESPONSE TO PUBLIC CONSULTATION APRIL / MAY 2022

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### 1. Purpose

This paper sets out the results of public consultation on the Joint Health and Wellbeing Strategy 2022-26 and outlines amendments made to the Strategy and next steps.

### 2. Background

The Joint Health and Wellbeing Strategy is a statutory requirement for all upper tier local authorities and represents the priorities and work programme of the Health and Wellbeing Board. This refresh covers the timeframe 2022 – 2026.

The Strategy sets out five areas of focus and six cross-cutting areas against which progress will be reviewed quarterly by the Board.

Public consultation on the draft Strategy was undertaken between 4 April – 16 May 2022.

### 3. Consultation questions

The consultation asked people to rate the priority areas in terms of their importance to them. They were then asked for their ideas on how the outcomes could be achieved, and for any general comments.

### 4. Demographics of respondents

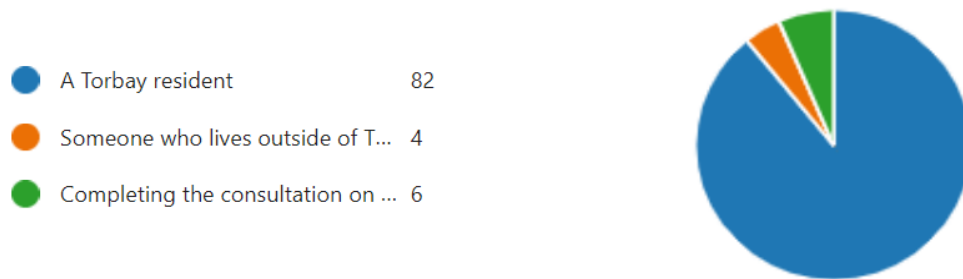
92 responses to consultation were received. Demographics of respondents are summarised below.

The vast majority of people who responded to the public consultation are white and live in Torbay. Most respondents were either working full time or retired; a few respondents were working part-time or self-employed.

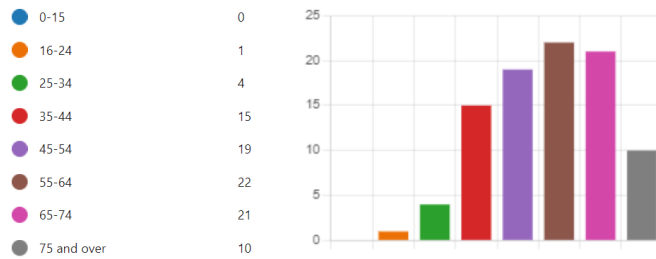
The age distribution of respondents largely corresponds to the population profile of Torbay, with many respondents being older and retired.

It is worth noting that people who were digitally excluded may not have equal opportunity to feed back on the Health and Wellbeing Strategy, although efforts were undertaken to publicise the consultation as widely as possible, and to provide paper copies of the consultation questionnaire through our partners where requested.

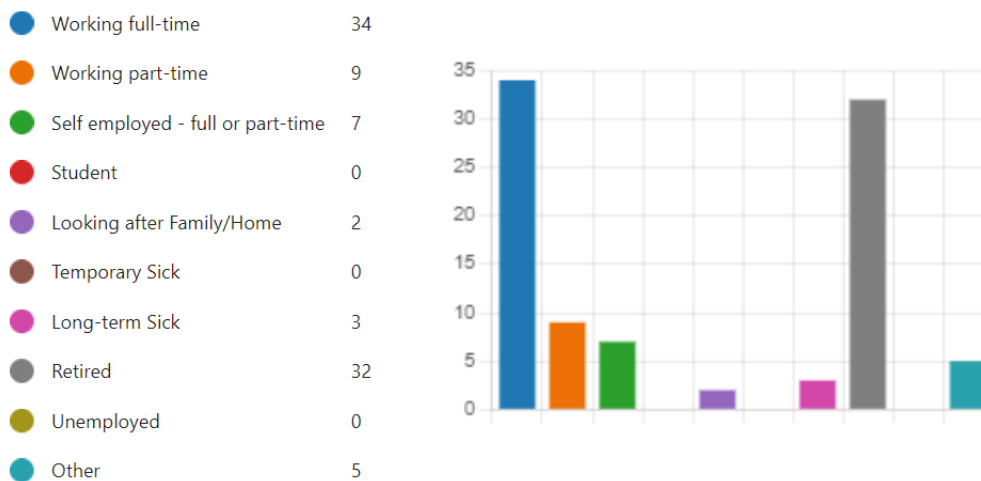
**Figure 1 Where do people responding to the population live?**



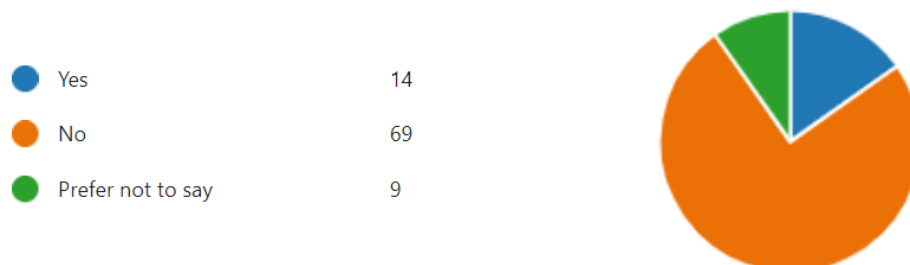
**Figure 2 What age were respondents?**



**Figure 3 What was respondents' employment status?**



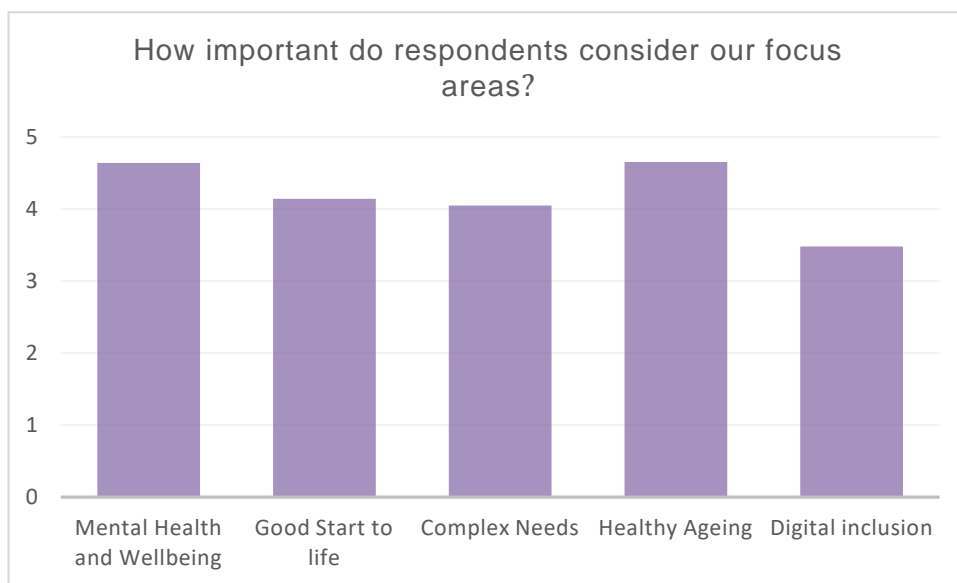
**Figure 4 Did respondents consider themselves as disabled?**



## 5. Responses to the Strategic priorities

The chart below gives an average for each priority area against a scale of 1-5.

**Figure 5** How important do respondents consider our focus areas?



The five priority areas were widely supported by respondents, with mental health and wellbeing, and health ageing, receiving the highest ratings. These areas also received most comments.

The sections below provide a summary of the themes emerging under each priority area.

One general theme highlighted under a number of the priority areas was a lack of awareness of what is available to support health and wellbeing and the need for more help to navigate and access health and care systems.

### Mental Health and Wellbeing

The most important points in this section relate to people feeling isolated and unable to access the help they feel they need.

People reported long waiting times to be seen by specialists, a lack of support for mild to moderate mental health issues. They asked for more transparency on waiting times and more clarity about the services (including voluntary sector services) on offer, as people felt finding information on what is available quite difficult.

Themes	Example quotes
General availability of support	“Fundamental to get mental health and wellbeing at the centre of what is happening within Torbay. I’m not sure that the current lip service and box

	ticking exercises actually make any difference to people in the bay.”
Support for mild and moderate mental health problems	““There is little support for people struggling but just coping with poor mental health”
Cost of support	“Feel that there is not enough free support to services, particularly as Torbay is such a low income area. Between Covid and rising costs both things will continue to take their toll on the community.”
Holistic approach needed	“Not enough joined up approach to tackle whole families as with any MH issues affects the family”

Suggestions received: (some already included in the strategy)

- Take a trauma informed approach
- Support carers better
- Focus on improving community safety as this impacts on mental health
- Promote walking for residents
- Access to sports and leisure facilities
- Access to therapists
- Ability to self-refer to counselling
- Clear mental health pathways and interim interventions while people are on waiting lists
- Providing good, permanent work

### Good Start to Life

This section received fewer comments than Mental Health and Wellbeing and Healthy Ageing, which may partly reflect the age profile of the respondents. Many people commented that they felt this was important to support young families, but that they themselves did not have more insight into the problems as they were retired.

Respondents said they would value a family hub system with easily accessible help for young parents on a variety of topics including healthy eating, social workers, and benefit advice.

Some parents wished for some community child groups in the evening or weekend that working parents could join to get to know other parents and families.

<b>Themes</b>	<b>Example quotes</b>
Positive recollections of SureStart	“Bring back something like Sure Start, where local couples can be supported to learn how to become good parents”
Peer support	“More education is required for mums, practical information from women or men who have already raised families and have gone through life experiences”
Publicity and signposting	“[My] Daughter in law is new to the area – we need more advice on where she can go with her new baby”
Issues around transition	“Remember that adolescents need bespoke interventions and do not always fit into the family hub model”
Positive comments	“Already a good service”

#### Suggestions received:

- Better linking organisations and community groups
- Making access single point and easy so people know where they can go for help
- Providing a universal offer with targeted support for those who need it most
- Better communication between departments

#### Complex Needs

Again, fewer respondents commented on this focus area. The comments in this section concerned the impact of homelessness on the image of the Bay, or suggesting that more accommodation and support should be made available to tackle homelessness.

<b>Themes</b>	<b>Example quotes</b>
Need for partnership	“People with many challenges are not supported properly. They get passed from adult social care to housing to mental health and they all fight over who will help. The voluntary sector then have to pick up the pieces. Partnership working needs to be better. Trust between organisations is not there enough”
Wider impact	“There needs to be specific intervention to address drug and alcohol dependency/abuse, as this

	impacts not only on those experiencing it but on the whole of the community..."
Availability of affordable housing	<p>"Homelessness is a big issue in Torbay, I suspect the very high rents being charged by private landlords and the lack of affordable housing is not helping solve this issue."</p> <p>"Must reduce homeless need homes not hostels, need job opportunities"</p>

#### Suggestions received:

- Join up services across agencies and work with charities
- Provide day centres where people can get cups of tea, showers and rest
- Have soup kitchens/canteens providing free food
- Prohibit second homes while people struggle to find places to live

#### Healthy Ageing

Healthy ageing was an area respondents commented a lot about. Many comments were focussed around access to face to face appointments with the GP and concerns for the quality of care.

Themes	Example quotes
Travel and transport	<p>"Make roads, paths, the hospital grounds, supermarket carparks less bumpy and easier to use a wheelchair."</p> <p>"[We need] less traffic."</p> <p>"bus services are poor, there are so many obstacles for people who do not drive cars"</p>
Support for older carers	"I am a carer and need help not to throw in the towel as I age"
Spaces and activities	"Please focus on physical activities e.g. walking groups to allow people to meet new people and have the opportunity to explore Torbay in a group environment."
Access and signposting	"It can be distressing and confusing for families to navigate what support is available"

Digital inclusion	<p>“Older people need more non technological ways to access help”</p> <p>(also see digital exclusion for this point)</p>
Perceived lack of quality of services	<p>“This is very important. Some care homes don` t look after the people that stay there some of the time. Basic needs must always be met. “</p> <p>“Too many of our elderly become institutionalised without being asked what matters to them!”</p> <p>“I need a better system for getting a GP appointment. Having to phone on the day at 8am and wait in a queue to speak with the receptionist is irritating”</p>
Perceptions of age and ageing	<p>“Need to stop stereotypes who says 55 is old?”</p> <p>“Get rid of ageism. Involve the younger generation to help. Keeping things young, allowing the inner child to come out”</p> <p>“We need to change the perception that everyone over the age of seventy has nothing to contribute”.</p> <p>“We need opportunities for aged people to contribute to the people of Torbay.”</p>

#### Suggestions received:

- Mailshot to every property with information on activities and groups for older people
- Promote healthy food options in cafes and restaurants
- Keep spaces around the city for relaxing and enjoying, not for more houses
- Free disabled car parking spaces
- “Small local hubs for chats, walks, gardening, sheds to fix things, cars, bikes, tools, to pass on skills to younger generation”
- “A new and popular example is the human library where people not books are loaned out. Older people have life experience to share it would be great to support... them to give”

#### Digital Inclusion

Many people raised difficulties in accessing digital services, either due to lack of financial means, lack of devices, or lack of technological knowledge. Some people raised being offline as a choice and said they would rather see people in person.

Others raised concerns about scammers when engaging with digital services.

It is important to note that people who were digitally excluded were probably less likely to participate in this survey, as most respondents submitted answers through the online route.

Themes	Example quotes
Access to healthcare	“Digital exclusion is an issue particularly in accessing health services”
Choice	“Some people do not want to be digitally connected, even if they have a device and can use it”
Support to access	“Improving digital literacy is important”
Face to face interactions are important	“Digital and health care, are you mad? We need people not IT”  “We need to SEE a GP not a phone call without interaction”
Costs of access	“Home Wifi is prohibitively expensive for many people”

## Acting on the responses we have received

### 1. Amendments made to the Strategy in response to consultation

- Addition and changes to the wording under Mental Health and Wellbeing:
  - The need for support to be holistic, needs based, and timely
  - More detail on the provision of training to skill up communities in promoting good mental health and broaching conversations
  - The importance of social engagement as well as physical activity to promote mental wellbeing.
- Additions and changes to the wording under Healthy Ageing:
  - The inclusion of social as well as physical and mental wellbeing in the context
  - Highlight on the importance of seeing ageing in a more positive way and valuing the contributions of individuals to society as we age
  - Greater focus on support for the wellbeing of carers
- Addition to the wording under Digital inclusion:



- Acknowledging the importance of ensuring face to face access to health and care when needed or wanted and maintenance of non-digital channels for people not able or wishing to access help or information digitally
- Change to the wording of the 'ask from other service areas' under Housing to make the recommendation more specific.

## 2. Inclusion of ideas received in the Strategy implementation

The majority of responses identify concerns or suggestions relating to individual priority areas. These are being shared with the programme leads to take forward through implementation. They also provide a very helpful beginning to an ongoing engagement with communities about what is important to them, as we work in partnership to improve health and wellbeing across the Bay.

The Health and Wellbeing Board will work together with the Torbay and South Devon Local Care Partnership to develop an engagement strategy that keeps local views and voices at the heart of our work.

## 3. Feedback to the public on the consultation response

A summary of the results of consultation will be shared publicly so that people can see the breadth of the response and how their comments and ideas will be taken forward.

### **Monitoring and ensuring delivery**

An outcome framework has been created to monitor delivery of the Strategy. Each priority area is required to report on progress against key indicators to the Health and Wellbeing Board on a six monthly basis. In addition, quarterly 'spotlight' workshops will focus in more detail on the cross cutting areas and how all partners are working collaboratively to support delivery.

### **Publication of the Strategy**

The Strategy is scheduled to be endorsed by the Full Council on 21 July 2022 and will then be published in final form.