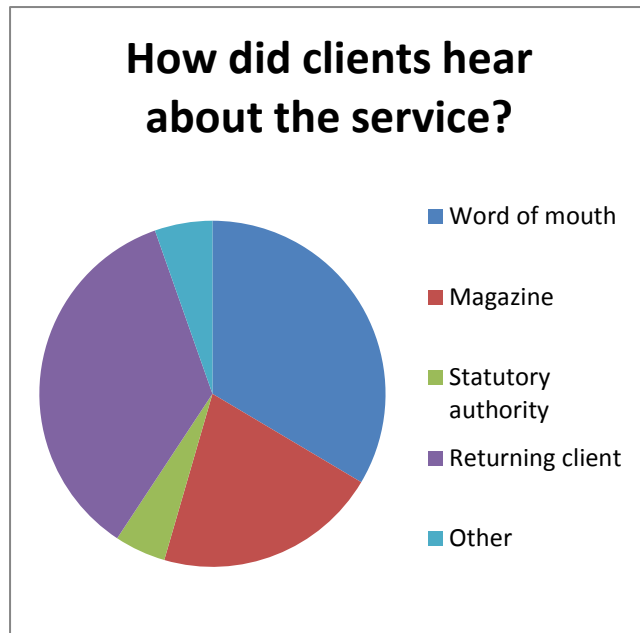


Health and Wellbeing Champion Area Board Report 1st April 2016 to 31st January 2017 – 10 months

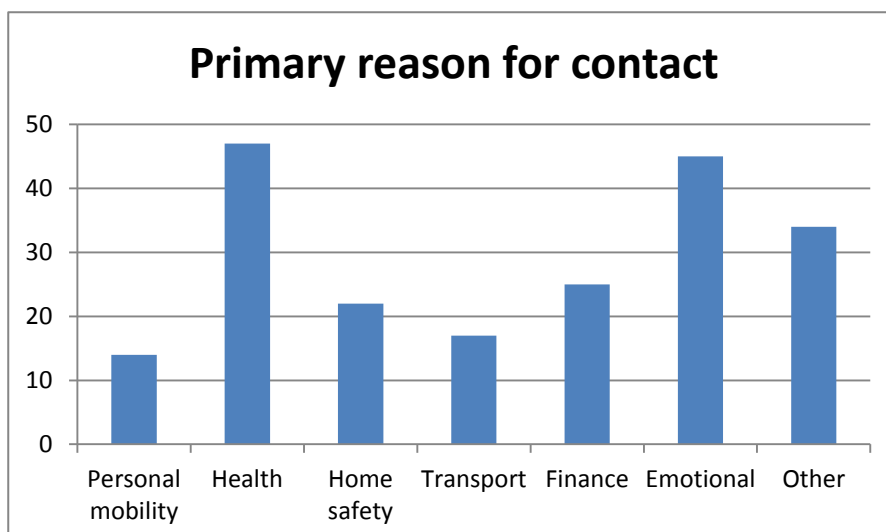
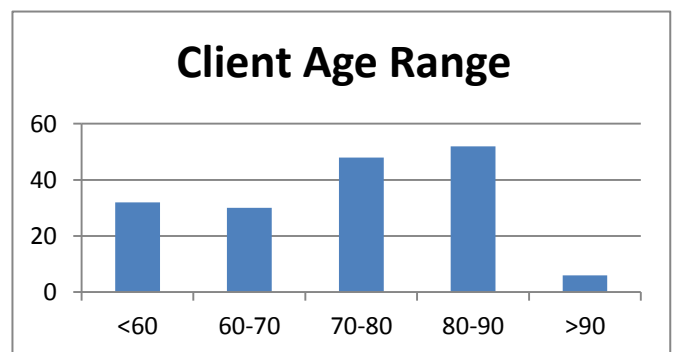
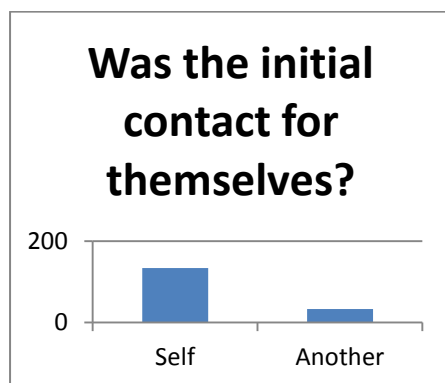
The service started in April and I was already known as the local Good Neighbour Co-ordinator. As such, the transition into this role was smooth and effective.

The Statistics



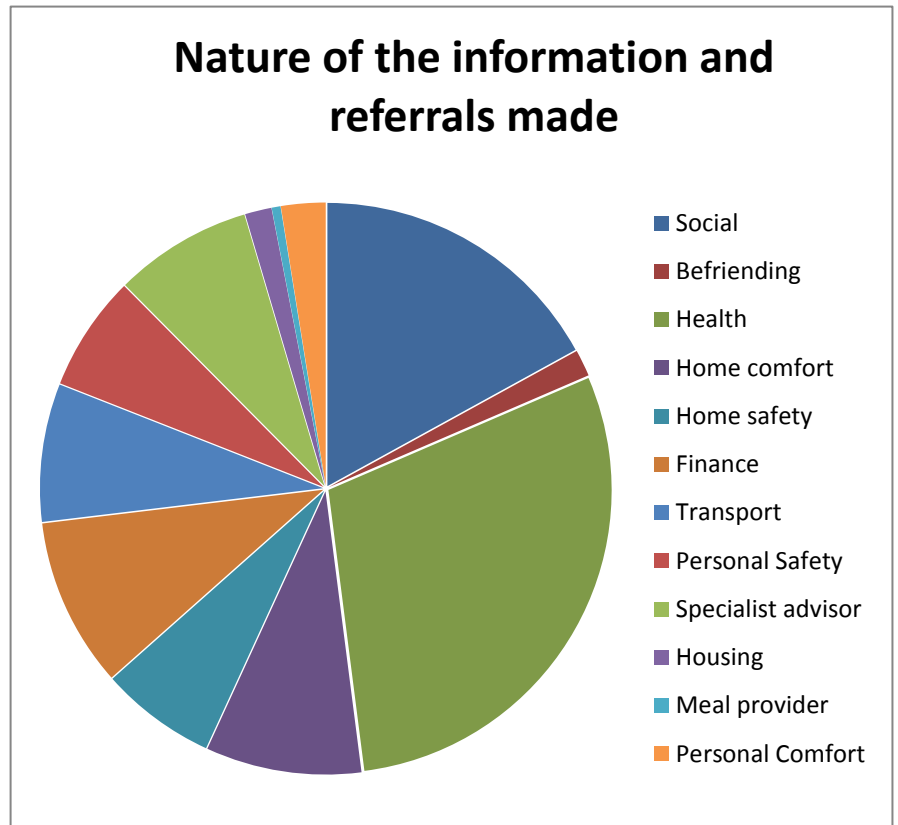
In this period I have had 187 clients who have contacted me over a wide range of issues. The method of publicising the service has been varied, but it is obvious that the best way is through the local magazines which have a truly huge impact in our communities

Clients ages vary greatly. Most younger people have internet access and are comfortable to use this to glean information on services available. Over 60% of my clients are female.



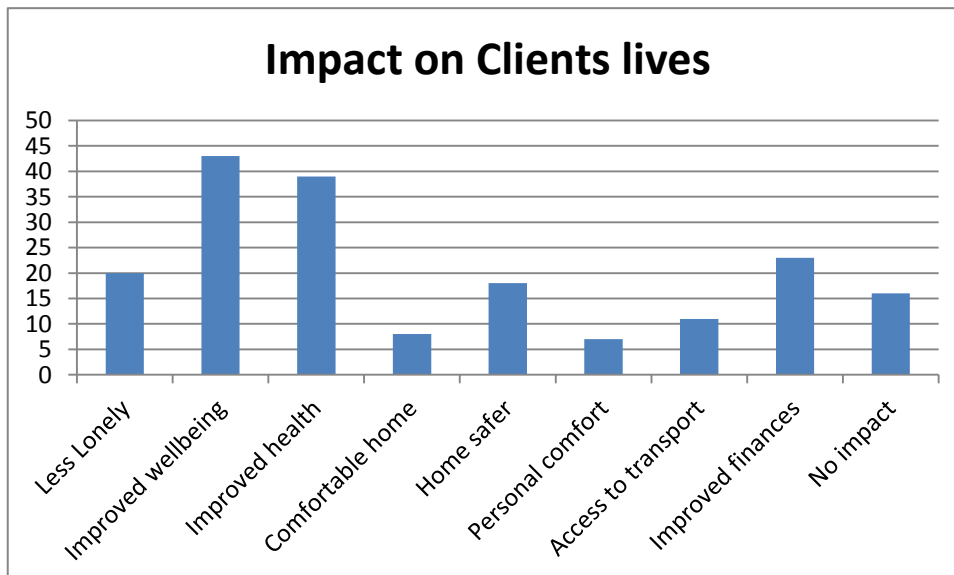
The reasons for the contacts are varied and the most common method of initial contact is by phone. This is often followed up by a home visit to establish all of the issues rather than just concentrating on a specific issue in isolation.

The information and referrals made are varied. "Health", the largest sector, could be a referral to the GP, or more likely information on local care agencies or respite services.



The Impact

The impact on clients can be hard to define. Sometimes, simply talking through a problem is enough to settle their worries. Sometimes knowing what is available is enough and they take no further action.



But there is one very measurable impact – money.

During the last 10 months, my signposting has increased the annual income to clients by £28,359 – that's income to the clients every year and entering the local economy. One off grants, such as the Surviving Winter scheme has given £1,600 – this is in the form of a £200 individual grant to those really needy people who live in fuel poverty (spending more than 10% of their income on fuel). This means that they are able to keep warmer and healthier during the winter months.

General

Over the last 10 months, I have visited various coffee mornings, lunch clubs, social activities etc, Parish Council, Annual Parish and Area Board meetings – effectively I have tried to be wherever there are people who can learn what service I can offer and spread the word to those who need support and help. My biggest and best method of communication is via the Parish Magazines and newsletters. I cannot emphasise just how important these publications are. For those of us who are busy, they provide a point of reference and interest in what is happening around, but for those who have time on their hands, or may be housebound, the mags are read from cover to cover and bring a little of the outside world to their lives. As you will see from the statistics above, many of my referrals come as a direct result of articles in these magazines. My hearty and grateful thanks again to all of those involved in newsletter production.

This year has seen the start of “Its Only Sunday Lunch”, an idea I brought back from holiday. Simple concept – if you are on your own on Sundays, for whatever reason, it can be a very lonely day, so how about getting together? My thoughts were to arrange a venue for people in this situation to meet, enjoy a good meal and good company. The first one in the Malmesbury Garden Centre Café was on 12th February and all who attended enjoyed it and are keen to repeat it. In fact, word has spread and there are now 29 people registered to come to Sunday Lunch at a venue which can only really host 17. So, having found two lovely ladies to run the first club, I am planning to start a second one so that everyone who wishes to, can be included in this new venture. I think that it is a first for Wiltshire!

Lastly, individuals are just that, individual. Sometimes I visit a client and leave feeling that I haven't helped much as all of the services and help available is in place. But I did have feedback recently “....and thank you so much for visiting Mum and Dad. They felt like a huge weight had lifted from their shoulders after they had talked through their worries with you....”. All it took was an hour of my time to talk to them, listen to their worries and reassure them that there is help available as and when they need it.