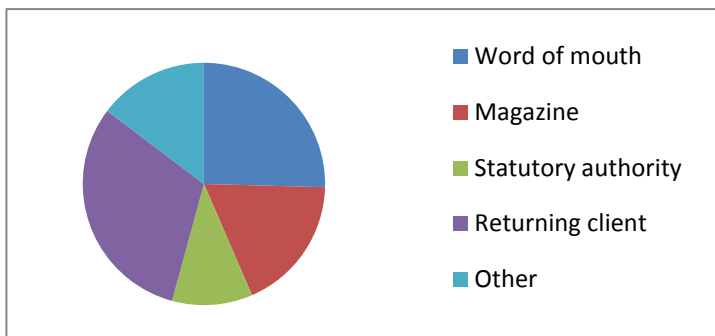


Health and Wellbeing Champion Area Board Report 1st May 2016 to 31st January 2017 – 9 months

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

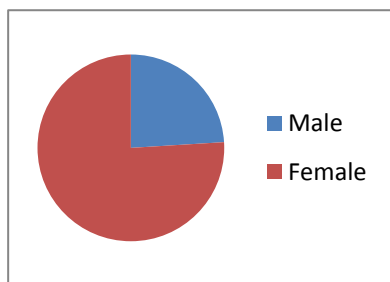
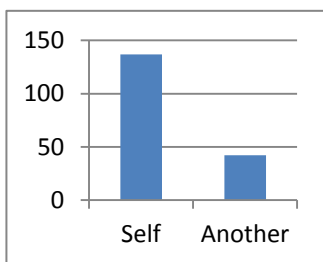
The Statistics

How did the clients hear about the service?

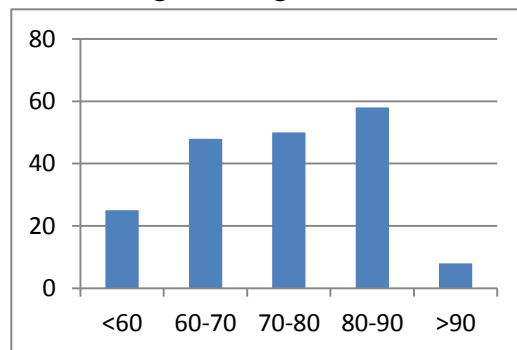


In this period I have had 192 clients who have contacted me over a wide range of issues. The method of publicising the service has been varied, but it is obvious that the best way is through the local magazines which have a truly huge impact in our communities

Was the initial contact for themselves?

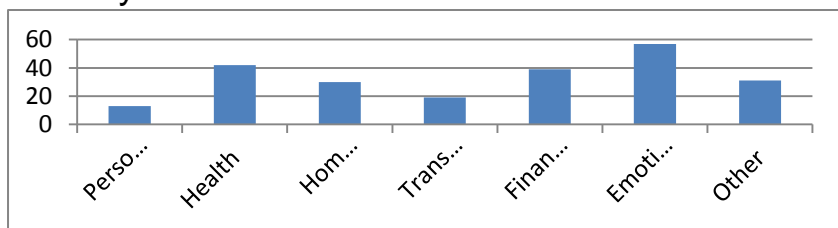


Client Age Range

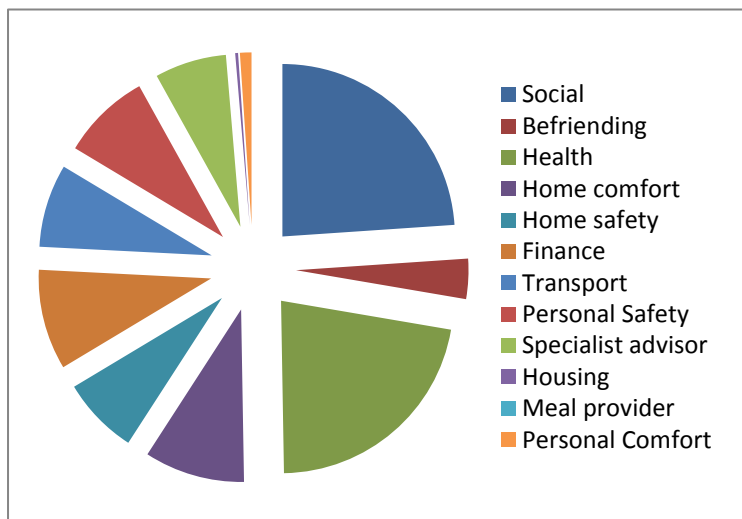


Clients ages vary greatly. Most younger people have internet access and are comfortable to use this to glean information on services available. Over 75% of my clients are female.

Primary reason for contact



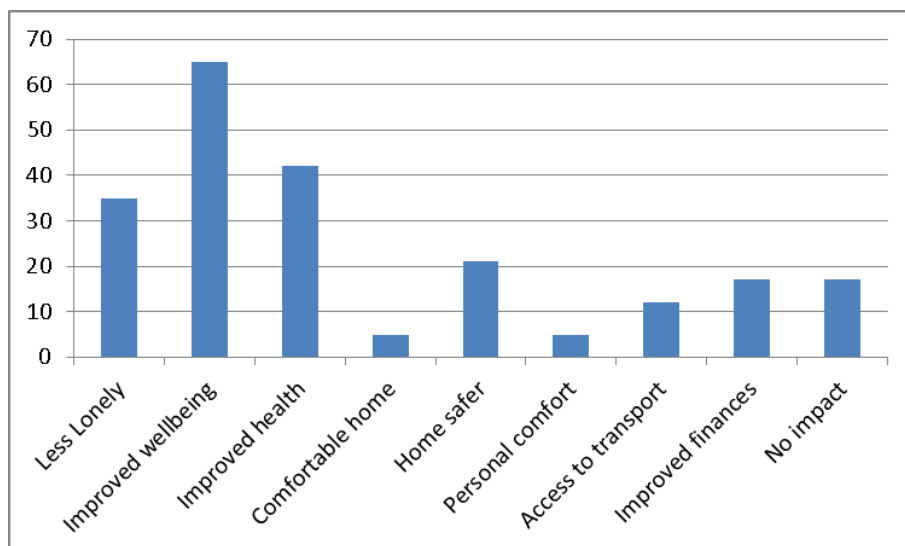
The reasons for the contacts are varied and the most common method of initial contact is by phone. This is often followed up by a home visit to establish all of the issues rather than just concentrating on a specific issue in isolation.



Nature of the information and referrals made

The information and referrals made are varied!

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 9 months, my signposting has increased the annual income to clients by £34,796 – that's income to the clients every year and entering the local economy.

One off grants, such as the Surviving Winter scheme has given £400 – 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 9 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 my service can offer and spread the word to those in need of help and support. 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 on 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.

As time goes by, I find that I am doing more one-to-one support leaving me with less time to “socialise”. With this in mind, I now have a network of “Older Persons Voices”, these are people who glean information from me to forward on to groups and individuals in the community and feed information back to me about what the trend of problems are. The system works really well; example recently where one of my Voices asked me to visit a lady who was struggling with her electric bills. I am pleased to be able to seek a Surviving Winter grant for her to help with the costs.

I am also leading the Health and Wellbeing Forum which brings together the GP Surgery Care Coordinators, Health Trainer, WSUN and our CEM so that we can exchange ideas and strive to make changes for the wellbeing of our communities.

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 at The Wiltshire was in January and was enjoyed by all. It was very much a pilot, but now we have 30 people who will come and join us when they are able. I think that this is a first for Wiltshire and I hope to spread the word to other areas – lets beat this loneliness problem!

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.