

Committee:	Date:
Health and Wellbeing Board	21.09.2018
Subject:	Public
Health and Wellbeing Board update report	
Report of:	For Information
Director of Community and Children's Services	
Report Author:	
Sarah Thomas, Health and Wellbeing Executive Support Officer	

Summary

This report is intended to give Health and Wellbeing Board Members an overview of local developments and policy issues related to the work of the Board where a full report is not necessary. Details of where Members can find further information or contact details for the relevant officer are set out within each section. Updates included are:

1. **Children's Executive Board update**
2. **Adult Wellbeing Partnership update**
3. **Health and Wellbeing Advisory Group update**
4. **Safer City Partnership update**
5. **Mental Health Strategy review**
6. **Active City Network Best Practice Guide 2018**
7. **Dragon Café in the City evaluation**
8. **Sexual Health London update**
9. **Better Care Fund update**

Recommendation

Members are asked to:

- Note the report.

Main Report

1. Children's Executive Board (CEB) update

The CEB is in the process of refreshing its terms of reference, with a focus on its role in that oversight and co-ordination of the new Children and Young People's Plan (CYPP). This follows a wider review of oversight and governance for children and young people's issues. It is proposed that CEB is renamed the Children and Young People's Steering Group (CYSG). A key change is the proposal that meetings will be arranged thematically, giving CYSG partners an opportunity for focused discussion and review of specific issues, with opportunities for a wider group of relevant partners to attend meetings where they have an interest/investment in a given theme.

The CYSG will have dual reporting lines to the HWB and the Community and Children's Services Grand Committee. It will escalate where necessary issues to the HWB and will provide a bi-annual report to the Board.

For further information, please contact Marcus Roberts, Head of Strategy and Performance, marcus.roberts@cityoflondon.gov.uk

2. Adult Wellbeing Partnership (AWP) update

The AWP met on 10 July. The meeting included a strategic overview from Simon Hall, Managing Director of Tower Hamlets CCG. Roughly 1,200 City residents are registered with a Tower Hamlets CCG GP Practice, with implications for health and wellbeing and the integration agenda. This initiated a helpful discussion of how the City of London fits into the strategic conversation and structures for Tower Hamlets CCG, at a time when Tower Hamlets is reviewing and refreshing strategic objectives, with an agreement to pick this conversation up. A review of the AWP's role and activity is ongoing and will be considered at the AWP meeting in October.

For further information, please contact Marcus Roberts, Head of Strategy and Performance, marcus.roberts@cityoflondon.gov.uk

3. Health and Wellbeing Advisory Group (HWAG) update

The Health and Wellbeing Advisory Group met on 31 July for updates on:

- The Transport Strategy
- The Local Implementation Plan final strategy, due March 2019.
- The Draft Road Danger Reduction and Active Travel Plan findings
- The Local Government Declaration on Sugar Reduction and Healthier Food, due for sign off September 2018
- The Responsible Business Strategy, launching September 2018
- The Corporate Plan

The City of London Corporation's first draft Transport Strategy underwent an engagement process as there was a need to address how the City's competition for space is managed. The Local Implementation Plan is currently being prepared with a 3-year timeframe, drafts expected to go to committee in October 2018 and a final strategy is due by March 2019.

The Draft Road Danger Reduction and Active Travel Plan executive summary was shared with the group. Findings were positive, with data suggesting that there has been no increase in total injuries in the last 20 years.

The Local Government Declaration on Sugar Reduction and Healthier Food declaration is due to be signed off this month (September 2018) and the pledges are being turned into an action plan to be monitored annually by the HWAG.

The Responsible Business Strategy launches this month (September 2018) including objectives relating to domestic violence, noise pollution and employee health and wellbeing.

Further updates from HWAG partners:

- The police have drafted a new health and wellbeing strategy.
- Corporate Anti-Social Behaviour Strategy in development, work currently ongoing on case studies and procedures
- Saturday morning working consultation for construction and deconstruction sites ended in August.

For further information, please contact Sarah Thomas, Health & Wellbeing Executive Support Officer, sarah.thomas@cityoflondon.gov.uk

4. Safer City Partnership update

Engagement

During the recent World Cup the Community Safety team worked to deliver safer drinking messages to those enjoying the hot weather and football. Emphasis was put on eating before going out, safer drinking and planning your journey home in advance. Messages were shared on Twitter and an electronic toolkit which provided advice and tips was provided to other London Boroughs and relevant partners. This work also supported the work of the City of London Police (CoLP) who were trialling the use of a SOS bus at Liverpool Street, which provided medical support and care for those in need, thus reducing the burden on the police, ambulance service and hospitals.

A new 'Community Engagement' shared calendar has been created to support the work of the Engagement working group which has been well supported by Corporation and CoLP colleagues.

Domestic abuse

Since May 2018 there has been one high risk case referred to the City of London Multi Agency Risk Assessment Conference (MARAC) and three cases referred to other boroughs.

The community safety team have also been supporting the CoLP in their recent campaign targeting domestic abuse. The campaigns focus is on the workplace and gives advice to businesses on how to spot the signs of domestic abuse and give employees the confidence to report anything affecting them. A member of the community safety team and CoLP officer ran a stand at Nomura in August to support this campaign, which received great feedback.

Prevent

There has been one Channel referral relating to a City resident this period and three referrals to other boroughs. An active programme of community engagement has been undertaken at a range of locations. Sessions have also been delivered to new police recruits and new joiners at the City Corporation. In all cases the response from the public and partner agencies has been very positive.

Anti-social behaviour

A major focus for the Safer City Partnership this year is the development of an Anti-social Behaviour Strategy improving the responses to anti-social behaviour (ASB) in the City. Whilst the City experiences lower levels of ASB than most London local authorities there is a need to ensure we are capturing the scale of the issue and

effectively responding to the problems identified. This area of work requires good internal co-operation as well as effective partnership working with City of London Police and other partners to be successful.

To support this work, we have purchased a new tasking and database system, E-CINS. By using this secure, encrypted, cloud-based central hub all partners will be able to share information and actions allowing us to build a clear picture of problems and who is reacting to them. This system is in use with many local authorities, including many of our neighbours. While there will be a need for training and it will take some time for it to bed in, this new system provides a powerful tool in supporting partnership problem solving.

For further information, please contact David Mackintosh, Head of Community Safety, david.mackintosh@cityoflondon.gov.uk

5. Mental Health Strategy review

The City of London's current Mental Health strategy runs until 2018 and is due to be refreshed. The majority (89%) of the actions on the current action plan were complete or on track and any actions that are not yet completed will be taken forward and incorporated into the new strategy.

The City of London Corporation, City and Hackney CCG and the London Borough of Hackney (LBH) have agreed to produce a joint Mental Health strategy. It was agreed that this would be the most effective way forward as mental health and wellbeing falls across health, public health and social care, and an increasing amount of mental health work will be delivered through the integrated commissioning programme. The Mental Health Co-ordinating Committee (MHCC) supports the four workstreams of the integrated commissioning programme to consider and embed mental health into their work. It is made up of representatives from the City Corporation, London Borough of Hackney and the CCG. This group will lead the development of the strategy.

The new strategy will be a high-level document that outlines our shared vision and priorities and provides the strategic direction for the mental health activity of the integrated commissioning programme and each organisation. The aim is that this strategy will ensure commitment and accountability across all organisations to enable us to work in synergy to deliver better outcomes. The implementation of the strategy will be supported by a delivery plan with clear and measurable outcomes. The MHCC will oversee the implementation of the delivery plan and will monitor progress against the priorities and aims of the strategy.

The Mental Health Joint Strategic Needs Assessment (JSNA) is currently being updated. The information from this analysis, together with local intelligence gathered from engagement with service users and stakeholders, will be used to develop the priorities of the strategy.

The strategy is due to be finalised in early 2019.

For further information, please contact Tizzy Keller, Strategy Officer, tizzy.keller@cityoflondon.gov.uk.

6. Active City Network Best Practice Guide 2018

The Active City Network has created the Best Practice Guide 2018 so businesses in the City of London can share best practice and learn from one another.

Over 485,000 employees are now registered within the Square Mile and the majority of these chose to walk or cycle the last mile to work on a given day. The Best Practice Guide 2018 coincides with the new Mayor of London's Transport Strategy, which strives for a new Healthy Streets Approach. Not only does the Guide encourage a healthier commute to work, it also endeavours to make improvements to the health and fitness of workers in the City and improve air quality and congestion, resulting in creating safer streets for all.

The guide highlights a number of different projects in the Square Mile, from delivering responsible procurement to promoting walking in the workplace. The guide gives successful examples and lessons learnt, aiming to inspire other businesses to do the same. For instance, one way in which The Active City Network is helping commuters to travel to work by healthier means is by providing a Dr Bike service to its partners within the City of London. This means that professional bike mechanics can set up stations within businesses and offer free maintenance checks and advice. The experts check the overall road-worthiness of the bike and can fix any problems there and then, whilst also offering cycle maintenance courses for businesses. The Best Practice Guide further outlines the Exchanging Places programme, in which Tideway are bridging the gap between HGV drivers and vulnerable road users. Participants of the programme take the literal space of HGV drivers and are hereby allowed to realise the sight limitations and blind-spots, which are imposed upon the HGV driver. Additionally, the Best Practice Guide outlines the new City Etiquette Campaign, the City's 'ten steps in five years' Road Danger Reduction plan and provides details on cultural walks and air quality.

For further information, please contact Andrea Bending, Behaviour Change & Campaigns Officer, andrea.bending@cityoflondon.gov.uk, or read the [guide](#).

7. Dragon Café in the City evaluation

Initial findings show that the Dragon Café in the City pilot programme has been a positive addition to the landscape of local services supporting the health and wellbeing of those working and living in the City. The pilot programme ran for 14 sessions between February and July and was hosted fortnightly on Thursdays at Shoe Lane Library.

It was a collaborative project, part-funded by the Wellcome Trust and Carnegie UK's "Engaging Libraries" fund and the Department of Community & Children's Services' Commissioning, Public Health and Libraries. The pilot project team comprised of Mental Fight Club, Barbican & Community Libraries, Business Healthy and Output Arts, supported by a Deloitte "Beyond Me" team. Out of 14 projects across the UK, which were awarded funding through Engaging Libraries, it is understood that Dragon Café in the City ranks within the top five preferred programmes, representing

successful partnership working across different stakeholders and making a positive difference to the mental wellbeing of the local community.

The City of London Corporation proposed a set of objectives be met, as a condition of its contribution to the pilot. The overarching objectives were:

- To increase engagement with the library
- To demonstrate a model for how the library can host events on mental health going forward
- To promote the library as a sanctuary and engage with people at a service level

Further, more detailed, objectives were also outlined:

Objective	Outcome	Details
Support the health and wellbeing of City workers and residents	Use the Café as a space to promote (passive promotion, i.e. leaflets and printed materials) CoLC-commissioned health and wellbeing services and other partners, including City Advice, the Vulnerable Victims’ Advocate, WDP Square Mile Health, City LivingWise, Business Healthy and Samaritans	Complete. Also, some active promotion was also carried out, e.g. stalls for Private Fostering Week, Club Soda, etc.
	Ensure consultation process and evaluation can record qualitative and quantitative information on visitors’ opinions on the impact of the Café	Several different methods were used to continuously capture visitor and provider feedback, information, in-depth individual case studies and quotes throughout the pilot, including feedback forms, online surveys and focus groups. More details, including footfall and visitor demographic below.
	Gather 10 case studies/ quotes from users on the impact the Café has had on them	
	Employ a registration process for the Café to record the number of people using it, whether they are City residents/ workers/ other, and who is visiting the Café on a repeat basis	
Contribute to and support the Thrive LDN initiative	Hold Thrive LDN problem-solving booths (PSBs) in the Café	There were Thrive LDN PSBs at every DCC session and Dr Alex Belsey from Thrive LDN also delivered a session on 22 February. Shoe Lane Library staff and DCC volunteers received training from the Thrive LDN team to facilitate
	Record number of PSBs hosted throughout the pilot	

		the PSBs.
Find out what City worker and resident needs are relating to mental health support and where the City of London Corporation can provide support	Use information collected through the consultation process and evaluation of the pilot through various means, e.g. a “voting box”	As above. The offering of a free, drop-in space to support mental wellbeing in City workers and residents was well-received. See below for more details on individual activities offered.
Establish whether the pilot can feasibly become a permanent and long-term offering	Identify appetite among City businesses and other potential sponsors to help fund the Dragon Café in the City model past the pilot phase	Work is currently underway to identify ongoing funding opportunities, using the business case and model drawn up from data collected during the pilot. The data point to a strong case for Dragon Café in the City supporting the mental wellbeing of local populations, as well as a free and effective offering for the local business community to their workforce.
Make the Dragon Café in the City model appealing to City workers, residents and employers	Use information gathered during the consultation phase and evaluation to: determine the look, feel and offerings of the Café and match this with relevant providers; and ensure communications and marketing are targeted and effective, using a range of new and existing platforms	Feedback collected continuously from users and providers throughout the pilot helped inform the programming, timings, communications and marketing materials (posters, flyers, bookmarks, digital resources, etc.) This included Google Analytics, A/B testing, the analysis of the effect of targeted social media adverts and the leveraging of local networks to spread the word about Dragon Café in the City. The Dragon Café in the City offering was adjusted (timings, duration of sessions, type of sessions, etc.) according to feedback over the course of the pilot.

We can see that all headline and detailed objectives have been met. Further information is outlined below.

What was offered?

A varied programme of free activities was offered through Dragon Café in the City. No two programmes were the same and activities included:

- Massage
- Yoga
- Mindfulness
- Chess strategy
- Singing for wellbeing
- “Empower yourself at work” masterclass
- Creative workshops
- Calligraphy
- Scent workshops
- Outdoor gym sessions
- Hula-hooping
- Screen printing
- Reiki
- Story-telling
- Alternative board games
- Pickling masterclass
- Terrarium-making...and more. The aim was to offer something that would appeal to anyone.

Popularity and engagement with other aspects were trialled during the pilot. These included the promotion of key milestones, such as the “This is Me” session during Mental Health Awareness Week in May, the taster session for City business leads, the “Celebrating Dragon Café in the City” evening event in March, a pop-up hula-hooping session in New Street Square in collaboration with Landsec, and an additional “bonus” event offered by the City Mental Health Alliance.

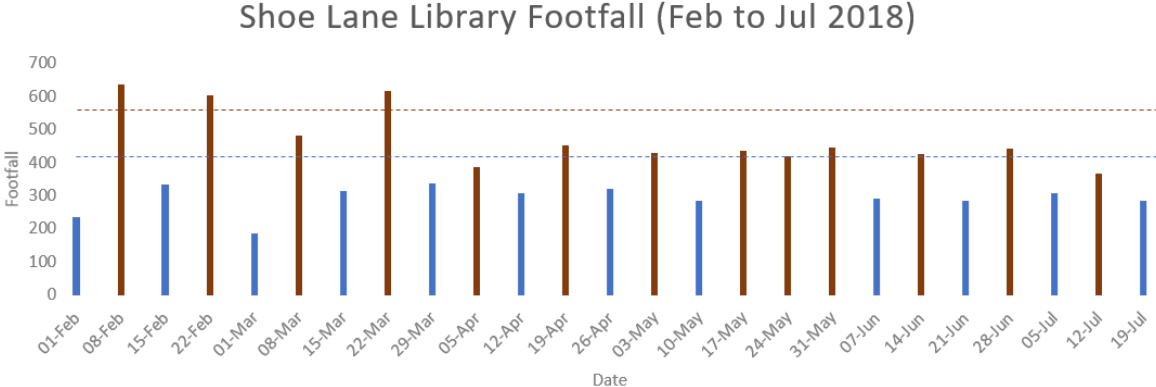
According to feedback, visitors liked the variety of activities offered and the yoga and massage were particularly popular. Others liked the opportunity offered by DCC to relax in a quiet, calming and social space, free of charge.

Dragon Café in the City also provided a platform for providers in the health and wellbeing space – mostly small businesses and sole traders – to showcase their services, in return for offering their time to run sessions for free.

Who attended Dragon Café in the City?

Footfall data shows that attendance at Shoe Lane Library during the pilot duration (February to July) was, on average, almost double on the Thursdays when Dragon Café in the City was running (467), compared with non-Dragon Café in the City Thursdays (284). Comparing attendance during the pilot dates with the same period

in 2017, we can see that again, on average, footfall was almost doubled during Dragon Café in the City Thursdays, compared with the same Thursdays in 2017 and in some individual cases, footfall more than doubled. It appears that on occasions, footfall at the Library was negatively impacted by very good, or very bad weather and also the school holidays.



*The brown lines indicate DCC dates and the blue are non-DCC Thursdays. The brown dotted line is average footfall across DCC dates and the blue dotted line is average footfall across non-DCC Thursdays.

It was not possible to collect rigorous attendance data, due to the layout and nature of Dragon Café in the City, and that it was run during normal library opening hours. This also made it difficult to capture who was a returning visitor and the number of times individuals had visited over the course of the pilot. Of data collected, roughly 35% of visitors were male and 65% female.

From this data it is also possible to see the vast majority of visitors to DCC during the pilot were City workers, a significant number of City residents and some were visitors to the City (neither living nor working in the Square Mile). Staff from organisations including Deloitte, the City of London Corporation, Hymans Robertson, Mizuho, Capgemini, Merrill Lynch and smaller firms attended. Of those visitors who stated that they worked in the City and provided their company size, 16% worked for companies with less than 50 staff, 82% worked for companies with more than 250 staff and the remainder worked for medium-sized companies.

The age bracket with the highest number of female visitors was 26-35 years, whereas for males it was 36-65 years. 10% of visitors were aged between 18 and 25, 45% were 26-45 years old and 27% were aged between 46 and 65 years old, with 5% of registered visitors 65 years and older.

...and what did they say?

Based on feedback collected, when asked whether attending DCC helped to improve visitors' mental wellbeing, 76% felt that they strongly agreed, or agreed, with 22% saying they neither agreed nor disagreed. 80% said that they agreed or strongly agreed that they felt more inclined to engage with their mental wellbeing with 15% neither agreeing nor disagreeing. and 77% agreed or strongly agreed that they felt more able to engage with their mental wellbeing having attended the Café.

Here are some comments from visitors to Dragon Café in the City:

- *“I think this has been a fantastic and much-needed initiative in the City and have really enjoyed the sessions I managed to attend. I will certainly miss [Dragon Café in the City] and look forward to hearing of its return. It prompted me to return and to use Shoe Lane.”*
- *“Meeting and interacting with more people, learning various techniques in dealing with stress”*
- *“I just wanted to say that I experienced some wellbeing activities at the Dragon Café. To have this free resource to be able to tap into over the past couple of months has been brilliant. This country is beginning [to be] increasingly understanding that a person’s peace of mind and agility of body is interlinked and important to the wellbeing of the whole society. I have loved it.”*
- *“I look forward to it every two weeks”*
- *“I believe strongly that initiatives like the Dragon Café can be hugely beneficial for individuals and therefore the community. I was hesitant to try it myself as I am an introvert and find social situations stressful. Having dipped my toe in the water, I have broken through a barrier and know that I could attend many more sessions without undue stress. My confidence has certainly been boosted and my mood improved. In the dark winter months such events may be even more appreciated by those suffering from SAD [Seasonal Affective Disorder]”.*
- *“I heard about Dragon Café in the City through [my organisation’s] Mental Wellbeing Network. Two colleagues who run the network came down initially to check it out and said it was a good resource... I particularly like the element of joint mindfulness- meditation: it’s helpful doing those things in a group. It’s hard at work to have a pocket to decompress. When you free yourself to come along [to DCC], you do come away feeling better... I felt a sense of community by being in a group. There are people from all sorts of jobs coming in. It makes you feel part of a bigger picture. Sometimes at work they do mindfulness or yoga at the desk, but coming here makes you feel part of the bigger picture. It’s interesting to know your neighbours working in other companies. The nature of the City is grey and anonymous. Coming to DCC personalises it a bit more... When you are at work and you don’t have a break and get caught up, going to DCC breaks the bubble. It also lets me connect with other people who are working in the City who have similar experiences. It creates a sense of connection and you feel less alone.” – Jess, City worker, aged 36*
- *“The idea that you can use grey cells you are not using on a daily basis – you are taken away from the normal. Doing something together with no commitment – just pop in and pop out and it’s something to talk about later – something we can do together.” – City residents, male (aged 60) and female (aged 55)*
- *“For me it’s about relaxing every couple of weeks and knowing you have a place to do it...It’s somewhere people find peace of mind.” – City worker, male, aged 43*

- “[What I liked most about Dragon Café in the City was] meeting people, doing the workshop, feeling connected to others and cared for and about.” – City worker aged 30-39
- “[What I liked most about Dragon Café in the City was] meeting and interacting with more people, learning various techniques in dealing with stress.” – City worker, female, aged 20-29

Overall, visitors seemed happy with Shoe Lane Library as the location of DCC, but some City workers did suggest “pop-up” DCC sessions at office locations, as an addition to the offering.

Going forward

The continuous data collection over the course of the pilot has provided rich feedback on what visitors liked and didn’t like. Key lessons have been learned, which would be applied to a future programme. These include:

- Moving DCC to a Wednesday – “Wellbeing Wednesdays”. Thursday evening is traditionally a popular time in the City for workers to socialise and even though DCC is a different offering to the City’s bars and pubs, it is not able to compete.
- Joining up DCC with Spice Time Credits and local volunteering networks, including those within City businesses. This would help to upskill and build a volunteer base to increase capacity at DCC.
- Shortening the duration of lunch and learn sessions to 30 minutes and clearly communicating that visitors are welcome to bring their lunch, for example renaming them “lunch vox” or “packed lunch” sessions. This could inspire a stronger turnout of City workers.
- Feedback indicated that some visitors found the name “Dragon Café” misleading, as they were unable to purchase food on-site. The name has been established, however conversations could be established with local food outlets to see if catering could be made available.
- Variety of activities, but some were one-off, so people missed their chance
- A fortnightly basis was feasible and realistic. If moved to a weekly schedule they would probably need to be shorter
- Privacy/ noise issues
- Making the programme for the following DCC available at the preceding session, to give potential visitors sufficient notice
- Incorporate an FAQs section onto the [DCC website](#).

For more information, please contact Xenia Koumi, Project Officer, xenia.koumi@cityoflondon.gov.uk

8. Sexual Health London update

After launching at the Homerton in January, London’s sexual health e-service has been mobilised across 12 NHST trusts and embedded into the pathways at 42 clinic locations across the capital. The mobilisation phase concluded early in the summer

with the introduction of test kits that could be picked up from those clinic sites and the opening of the public facing portal www.shl.uk and residents of the 27 related authorities were able to order postal kits directly without needing to visit a clinic or follow weblinks on the web pages of participating clinics.

Test kit volumes have built up steadily from week to week thanks to the controlled mobilisation and as of August 31st, we had dispatched over 47,000 kits and tested over 33,000 returned kits. These tests have revealed over 2,500 infections although some of these will be historic latent infections as is the case with syphilis. More than 500 people have been offered chlamydia treatment by post or by collection from a pharmacy.

Just over half (58%) of the kits were returned by women, almost a quarter (24%) were returned by men who only have sex with women and almost a fifth (18%) were returned by men who have sex with men. A fourth kit type includes vaginal swabs with triple site swabs and these are usually recommended for trans men, 18 such test kits have been returned thus far.

Service users have responded positively with 99% approval and recommendation scores. This has been further evidenced with many positive mentions by service users on social media and most recently by an article in the online version of the Stylist Magazine: ‘I don’t think it’s an overstatement to say the discovery of these free kits has changed my life – and my sexual health. Here’s hoping it does the same for you.’ (see full article here: <https://bit.ly/2P0Nq1k>)

For further information, please contact Adrian Kelly, Lead Commissioner (Sexual Health), adrian.kelly@cityoflondon.gov.uk

9. Better Care Fund update

A BCF performance report for Q1 2018/18 was submitted in July 2018. For the City of London, performance against target has been generally good.

Metric	Annual Target	Quarter 1 Performance	Comments
Non-elective admissions	<700	153 (estimated)	Figures for June have not yet been made available but an average for the quarter is 153 against a target of 174.
Permanent admissions to residential care	<10	0	None
Number of people still at home 91 days after hospital discharge	85%	100%	None

Delayed Transfers of Care (DTCOC) (days)	<255 (182 NHS delays and 73 ASC delays)	NHS delays – 89 days ASC delays – 10 days	As can be seen from the figures, the number of NHS delays were above target for the quarter at 89 against a target of 45. ASC delays were below the maximum target of 18 which was positive.
--	---	--	---

For more information contact Ellie Ward, Integration Programme Manager, ellie.ward@cityoflondon.com.

Sarah Thomas
Health and Wellbeing Executive Support Officer
T: 020 7332 3223
E: sarah.thomas@cityoflondon.gov.uk