

Appendix A: Health and Wellbeing Action Plan

2019-2021

Developing a preventative approach

A preventative approach to health and wellbeing involves promoting good health and preventing ill-health. Crucial to this is spotting potential problems as early as possible and ensure effective support is in place. It also involves giving residents the information, services and support necessary to take control of their own health and wellbeing, live healthy lives and reduce their risk of becoming ill. People are healthy when they:

- Have a good start in life
- Reach their full potential and have control over their lives
- Have a healthy standard of living
- Have good jobs and working conditions
- Live in healthy and sustainable places and communities

(Source: www.healthysurrey.org.uk)

An effective preventative approach will benefit all of Waverley's residents, including children, working-age adults and adults who are older or vulnerable. A successful preventative approach will also address health inequalities, such as life expectancy gaps and will also address the causes of ill health, which include social, lifestyle and environmental factors pertinent to Waverley, discussed earlier in this strategy.

For 2019-2021, we will focus on three main themes in order to develop a preventative approach. These themes are:

1. **Encouraging healthy lifestyles**
2. **Ensuring healthy homes and living conditions**
3. **Supporting residents to access information and services**

Priority 1: Developing a Preventative Approach

“Focusing on creating good health rather than simply responding to ill-health, and giving residents the information, services and support necessary to take control of their own health and wellbeing, live healthy lives and reduce their risk of becoming ill”

Theme 1: Encouraging Healthy Lifestyles

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation/s	Partner organisation/s	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
1.1.1.	Promote utilisation of green space by maintaining the standard and improving accessibility of our parks and green spaces, e.g. <u>Broadwater Park Accessibility project.</u>	<ul style="list-style-type: none"> Feedback from “Friends of” groups and public consultations Reduced maintenance costs of parks, making them sustainable investments in health and wellbeing and our local communities - comparisons to previous years, as measured through Waverley Borough Council's annual budget 	Waverley Borough Council – Parks and Countryside	WBC – Planning, SCC	Works on Broadwater Park Accessibility due for completion by mid-2016 with further sites to be identified and scoped by 2017. PPPF allocated for 2015/16 and potentially 2016/17	Improvements to accessibility around Broadwater Park form part of the Management Plan – site surveys undertaken 2018 prior to path improvements
1.1.2.	Encourage the use of greenspace for physical activity and health by installing <u>Trim Trails</u> , the first of which is <u>Farnham Park Trim Trail</u> , and supporting <u>Walks for Health</u> .	<ul style="list-style-type: none"> Number of Trim Trails across the borough Number of people participating in Walks for Health 	WBC- Parks and Countryside	WBC – Leisure, Places Leisure, Surrey County Council	Works to install a Farnham Park Trim Trail due for completion by mid 2016 with further potential trim trail sites to be identified and scoped by 2017.	Completed 2016
1.1.3.	<u>Places Leisure’s pilot tier 2 weight management service</u> , which includes nutrition, exercise and behaviour change components.	<ul style="list-style-type: none"> Number of residents accessing the service Amount of weight lost by participants through the service 	Places Leisure, Surrey Sports Park	SCCPublic Health, CCGs GP surgeries, Health Professionals, WBC – Leisure	Weight management pilot funded by SCC Public Health until March 2016, to be evaluated after this date.	Weight management programme in place and numbers being monitored
1.1.4.	Development and implementation of future local <u>weight management</u> services, should Public Health funding become available.	<ul style="list-style-type: none"> Development and implementation of such a service 	SCCPublic Health, any contracted weight management provider	WBC - Leisure, Places Leisure, Health Professionals, GP practices, CCGs	Date TBC	Weight management courses are conducted at the leisure centres
1.1.5.	Work with internal and external partners to promote	<ul style="list-style-type: none"> Support a minimum of four campaigns per year 	WBC(all services),	Waverley Health and	Minimum of four campaigns annually	Capmpaigns are promoted appropriately

	local and national public health campaigns, projects and initiatives both within the Council and in the community.	<ul style="list-style-type: none"> Public Health Outcomes relevant to each health campaign/initiative we support 	Places Leisure, SCCPublic Health, CCGs	Wellbeing Partnership		through relevant partners
1.1.6.	Continue to provide more opportunities for residents to take up NHS Health Checks within the community through the Waverley Contract Places Leisure Health and Wellbeing post.	<ul style="list-style-type: none"> Number of NHS Health Checks delivered in non-clinical venues (e.g. leisure centres, workplaces, community settings) Number of Places Leisure's staff trained to deliver health checks. 	Places Leisure	WBC– Leisure, SCCPublic Health, CCGs	Continue to increase the number of PfPL staff trained to deliver NHS Health Checks and the total number delivered to residents throughout 2016/17.	Health checks offered in all four population centres and figures provided by Places Leisure on a monthly basis.
1.1.7.	Develop and implement a ' running for wellbeing ' group.	<ul style="list-style-type: none"> Development and implementation of such as group Number of group sessions delivered per week Attendance at sessions 	WBC – Leisure	Places Leisure		Couch to 5k started in Godalming in 2018
1.1.8.	Utilising the Places Leisure Health and Wellbeing Post to develop our leisure centres' capacity as 'Health Hubs'. This include the provision of services such as smoking cessation, stroke, COPD, cancer and cardiac rehabilitation classes, falls prevention and seated Pilates.	<ul style="list-style-type: none"> Number of wellbeing-related sessions provided in each site Number of Places Leisure staff trained to deliver the activities across all sites Attendance at each session Objectively measured wellbeing scores of people taking part in the activities Case studies 	Places Leisure	WBC – Leisure, SCCPublic Health, CCGs, GP practices and Health Professionals.	PfPL post funded through PPPF until March 2016, with the role to be subsumed into PfPL contract after this date Increase number of PfPL staff trained to deliver sessions by the start of 2016/17	Completed and monthly meetings with H&W Manager to monitor progress
1.1.9.	Develop and implement a Leisure Facilities Strategy .	<ul style="list-style-type: none"> Strategy developed, agreed and implemented 	WBC – Leisure	Places Leisure, WBC- Planning	Draft Leisure Facilities Strategy completed by Spring 2016.	Completed and adopted by Council in Spring 2017
1.1.10.	Continue to provide Access to Leisure and GP Referral which both provide low cost access (either for low-income residents or people with specific health conditions) to the leisure centres.	<ul style="list-style-type: none"> Number of residents accessing these services Number of GPs referring to the GP Referral programme 	Places Leisure	WBC– Leisure, CCGs, GP practices, health professionals and SCCPublic Health	Ongoing	Numbers included in KPIs
1.1.11.	Continue to expand the range of health and wellbeing activities in	<ul style="list-style-type: none"> Number of sessions delivered in community outreach locations 	Places Leisure	WBC– Leisure, CCGs, GP practices,	Ongoing	Otago, Cage cricket, post natal implemented.

	outreach locations through the Places Leisure Health and Wellbeing Post.	<ul style="list-style-type: none"> Number of people attending sessions 		health professionals and SCC Public Health		Places Leisure submitting monthly KPIs
1.1.12.	Continue to hold the council's Health and Wellbeing Week to support WBC staff in all aspects of health and wellbeing.	<ul style="list-style-type: none"> Number and types of opportunities provided during the health and wellbeing week and during the year Number of staff attending Staff feedback 	WBC – all services	PfPL, Voluntary Organisations, SCC Public Health, Private Health & Wellbeing Providers	Event to be held every year	Planned for September 2019 and Ageing Well event in October 2019
1.1.13.	Develop a plan for the implementation of the Making Every Contact Count initiative, part of the Prevention work-stream of the NEH&F CCG Vanguard programme.	<ul style="list-style-type: none"> A plan developed with relevant actions A plan which is in synergy with NEH&F CCG's work Agreement from senior management to implement the initiative 	WBC – all services	WBC – Places Leisure, Active Surrey, CCGs	Ongoing	Places Leisure have rolled out training across the leisure centres. Training has been highlighted corporately to HR for front-line staff.

Abbreviations: PPPF = Personalisation, Prevention and Partnership Fund; SCC = Surrey County Council; NEH&F CCG = North East Hampshire & Farnham Clinical Commissioning Group; PfPL = Places Leisure

Theme 2: Ensuring Healthy Homes and Living Conditions

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
1.2.1.	Major regeneration at Ockford Ridge	<ul style="list-style-type: none"> Number of new homes built Number of existing homes improved 	WBC – Housing Delivery	WBC– and Planning, SCCHighways	Planned developments by 2020.	Ask Louisa Blundell to update as sge is managing the project
1.2.2.	Provide Disabled Facilities Grants to private sector residents meeting the eligibility criteria so that adaptations can be carried out to dwellings in order to meet the basic housing needs of disabled people	<ul style="list-style-type: none"> Number grants approved annually Percentage approved within 12 weeks of application 	WBC – Private Sector Housing	SCC Children’s Team and Adult Social Care, Citizens Advice Bureau, Guildford & Waverley Home Improvement Agency and other referring agencies	Ongoing	35 DFGs in 2016/17 62 DFGs in 2017/18 85 DFGs in 2018/19 We approved 100% grants within 12 weeks of application.
1.2.3.	Provide Safe and Warm Grants to private sector residents meeting the eligibility criteria so that energy efficiency or home security measure can be carried out.	<ul style="list-style-type: none"> Number of dwellings made more energy efficient annually under this scheme 	WBC – Private Sector Housing	SCC Adult Social Care, Action Surrey, Citizens Advice Bureau, Guildford & Waverley Home Improvement Agency and other referring agencies	Ongoing	16 dwellings were made more energy efficient through grant action in 2018/19
1.2.4.	Implementation of Waverley Borough Council’s Homelessness Strategy 2013-2018 and subsequent homelessness strategies.	<ul style="list-style-type: none"> Number of the 33 targets set out in the Homelessness Strategy Action Plan that are met 	WBC – Housing Options	SCC, Adult Social Care, Waverley Family Support Team, Housing Associations, Private Landlords and Letting Agencies, Police, Schools, Public Health.	Reviewed annually	Of the 46 actions in the Action Plan: 37 have been achieved or achieved and ongoing – 9 partially achieved.

Theme 3: Supporting residents to access information and services

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
1.3.1.	Continue to deliver Farnham Making Connections and develop and implement additional social prescribing services where there is need	<ul style="list-style-type: none"> • Number of community connection initiatives/projects established • Number of GPs involved in the services • Number referrals for support • Objectively measured wellbeing outcomes 	Age UK Surrey, North East Hampshire & Farnham CCG	WBC – Community and Leisure services, Guildford and Waverley CCG, Public Health, voluntary organisations, Adults Social Care, Medical Professionals, GP practices	Farnham Making Connections established in August 2015. Project funded through PPP until July 2016. Ongoing work if funding is available and until the need is met.	Making Connections has expanded and is delivered borough wide. Social Prescribing established for 2019/20.
1.3.2.	Activities will be developed with our Leisure contractors, Places for People, to develop a 'carer-friendly' brand.	<ul style="list-style-type: none"> • Activities and 'carer friendly' brand developed • Improved wellbeing of carers • Case studies 	Places Leisure	WBC Leisure	Carer Friendly brand developed by Winter 2016.	All staff trained and Carers accepted on Access to Leisure scheme

Promoting emotional wellbeing and mental health

Positive mental health is essential for individual and community wellbeing. The communities in which we live, the local economy and the environment all impact on an individual's mental health. We want to promote good mental health for the wider population by ensuring the necessary support and services are available, providing services which will enhance residents' emotional and mental wellbeing, and by fostering inclusive communities that are free from stigma and discrimination.

A commissioning strategy to promote emotional wellbeing and improve mental health of people in Surrey has been produced by health and social care services, in collaboration with people who use services, carers and local organisations¹.

An effective strategy will complement the local work on emotional wellbeing and mental health by providing services and activities that have the potential to influence the wider factors related to our residents' mental health and wellbeing.

For 2019-2021, we will focus on two main themes in order to promote emotional wellbeing and mental health. These themes are:

1. **Tackling Stigma and Discrimination**
2. **Reducing Social Isolation**

¹ The strategy can be read at: <http://www.healthysurrey.org.uk/a/7364897-7972953>

Priority 2: Promoting emotional wellbeing and mental health

“Promoting positive mental health by ensuring the necessary support and services are available, providing services which will enhance residents’ emotional and mental wellbeing and fostering inclusive communities that are free from stigma and discrimination”

Theme 1: Tackling Stigma and Discrimination

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
2.1.1.	Continue to work with partners in the delivery of the successful Waverley Arts Wellbeing programme , including projects such as the Keepsake reminiscence project, Vitamin G gardening project, Dementia Diaries, Singing for the Brain and intergenerational projects.	<ul style="list-style-type: none"> Number of training opportunities for programme staff on mental health awareness, etc. Number of intergenerational social opportunities provided Attendance at activities Objectively measured wellbeing outcomes in those who take part in activities 	WBC - Arts Development	Arts Partnership Surrey, CCGs, centres for older people, schools, Alzheimer’s Society, Age UK Surrey, care home providers, voluntary sector groups, key arts providers including Farnham Maltings, Cranleigh Arts Centre, Creative Response	Programme initially funded through PPP from autumn 2013 until summer 2016 with the aim of sourcing other funding opportunities to continue.	
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Commented [KW1]: It is already in and updated in Priority 3 – supporting olderadults health and Wellbeing

Theme 2: Reducing Social Isolation

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
2.2.1.	Encourage and facilitate volunteering opportunities , through Welcome to Volunteering and Countryside Volunteering in order to reduce the risk of residents who are unemployed or retired becoming socially isolated.	<ul style="list-style-type: none"> Number of people accessing volunteering opportunities Improvements in objectively measured wellbeing 	Parks & Countryside, Voluntary Action South West Surrey	WBC– Community Services and Economic Development, local businesses and voluntary organisations	Welcome to Volunteering project funded through PPP until 2016, with the aim of a sustainable legacy beyond this date. Countryside volunteering ongoing.	Welcome to Volunteering funded secured from the Big Lottery for a further 5 years.
2.2.2.	Existing Befriending schemes will be supported to grow and more befriending schemes, including friendship groups and group befriending, will be established where a need is identified	<ul style="list-style-type: none"> Number of befriending schemes established in Waverley Number of people supported through befriending schemes Objectively measured wellbeing of people supported by befriending schemes 	WBC-Communities Team	Hambledon & Busbridge Church and other faith groups, Clinical Commissioning Groups, voluntary sector groups, Age UK Surrey	Hambledon & Busbridge Church Befriending Project funded through PPP from autumn 2014 until autumn 2017 (but project will be ongoing)	Making Connections service is now available across the borough. This and other schemes will be continually developed based on need and saturation
2.2.3.	Existing voluntary sector transport schemes will be promoted and the growth of new ones will be encouraged to meet client needs so that they can access vital services such as social activities, local business and shops, medical and hospital appointments	<ul style="list-style-type: none"> Number of people using volunteer transport schemes Number of volunteer transport schemes established Hoppa Service Level Agreement monitoring People feel less socially isolated and have access to vital services public and community services 	WBCand Surrey Community Action	Volunteer transport schemes, Hoppa, Clinical Commissioning Groups	Continue ongoing work with current providers	Ongoing partnership and monitoring of Hoppa service through SLA. Volunteer transport schemes and Driving Miss Daisy promoted to residents.

Improving older adults' health and wellbeing

More people in Waverley are living longer. This is great news, but it also brings some challenges. The growing number of older people will have a major impact on communities and services, as older people are more likely to experience disability and long-term health conditions.

By supporting sustainable solutions to the issues faced by older people in Waverley, taking preventative approaches and encouraging ageing well, and ensuring the right services are in place, more older people in Waverley will be able to remain independent and live full and active lives for as long as possible.

Older adults' health and wellbeing is affected by a range of factors. For example, older people may be particularly vulnerable to social isolation and may also have a greater reliance on public transport than the younger population. Since ageing is associated with increased health needs, older adults may also need more support to live independently or might require support in terms of care, such as informal care from family or friends, residential care, or care in their own homes from a paid carer. Health and wellbeing in later life is not necessarily associated with frailty and ill-health, but may be about providing inclusive and attractive services for older people and creating a society that values older adults and the positive contributions that they can make within our communities.

Waverley and our partners have a collective responsibility to work together to create a society and services that value and support older adults. An effective strategy for improving older adults' health and wellbeing will reflect this and the multidimensional nature of health and wellbeing in later life.

The Health and Wellbeing Strategy should be read alongside Waverley's Ageing Well Strategy.

For 2019-2021, we will focus on one main theme in order to improve older adults' health and wellbeing:

1. Supporting the Implementation of Waverley's Strategy for Ageing Well

- Priority 1: Community – Our older residents will have opportunities to be involved socially and economically in their communities so that they are not socially isolated or excluded.
- Priority 2 : Home – remaining independent at home
- Priority 3 : Support – accessing information and support

Priority 3: Improving older adults' health and wellbeing

"Supporting sustainable solutions to the issues faced by older people in Waverley, and ensuring the right services are in place to allow older people in Waverley to remain independent and live full and active lives for as long as possible"

Theme 1: Supporting the implementation of Waverley's Strategy for Ageing Well

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation/s	Partner organisation/s	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
Priority 1: Community – Our older residents will have opportunities to be involved socially and economically in their communities so that they are not socially isolated or excluded.						
3.1.1.	The five major community centres, funded by the Council, that deliver services for older people (The Orchard Club, Brightwells Gostrey Centre, Age Concern Farncombe, Rowleys Centre for the Community, The Clockhouse) will continue to reach out to and access isolated older people and encourage them to participate in activities.	<ul style="list-style-type: none"> - number of people reached increases - number of people attending day centres - number of people participating in activities and accessing services increases 	WBC - Communities Team	With Surrey County Council Adult Social Care, centres for older people, Citizens Advice, Clinical Commissioning Groups, care home providers	Ongoing work	Partnership work and funding ongoing. Figures provided through SLA. The Orchard Club ceased operating in 2018. 3 year SLA agreed with Haslewey to deliver activities for people with higher needs in Haslemere.
3.1.2.	Older adults will have opportunities to volunteer and volunteering opportunities will be promoted	<ul style="list-style-type: none"> - number of people taking up volunteering opportunities increases - improved wellbeing of people volunteering 	Voluntary Action South West Surrey	With Waverley Borough Council, Surrey County Council Adult Social Care, Clinical Commissioning Groups, Sheltered Housing Schemes, Voluntary sector groups working with older people, local businesses	Ongoing delivery with the aim to increase the number of volunteers across the borough year on year	Ongoing. Volunteer's week promoted annually in June. Ongoing partnership with Voluntary Action SW Surrey to promote volunteering opportunities, figures provided through SLA.

3.1.3.	Promote awareness and support for individuals, organisations and communities to work towards a <u>Dementia Friendly future for the Borough.</u>	<ul style="list-style-type: none"> • Number of dementia friendly champions in Waverley • Achieve Dementia Friendly status in our towns 	WBC and Surrey County Council	Local businesses and voluntary organisations.	Ongoing	Farnham and Godalming Dementia Action Alliances formed.
3.1.4.	Continue to implement mandatory <u>Dementia Friendly training</u> for staff.	<ul style="list-style-type: none"> • Staff training delivered for existing and new Council employees 	WBC – Leisure and Community services	WBC – all services	Ongoing	Ongoing Dementia Champions available to deliver one-hour learning sessions. Sessions planned for all housing staff
3.1.5.	More accessible health checks as part of the NHS Health Check Programme to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia for people up to the age of 74 will be carried out at accessible venues such as leisure centres, community centres and local businesses	<ul style="list-style-type: none"> • More people access health checks locally to prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia 	Places Leisure and Public Health	WBC & CCGs	Continue ongoing work	Health checks offered in all four population centres and figures provided by Places Leisure on monthly basis. Health checks offered to Council staff during Health and Wellbeing week.
3.1.6.	Work with partners to deliver localised joined up support that connects people to services and their community, including projects such as Farnham Making Connections	<ul style="list-style-type: none"> • Number of community connection initiatives/projects established • Number of GPs involved in the services number of referrals for support • Number of people and organisations using Waverley Community Walk online mapping tool 	WBC – Communities	GP practices, Clinical Commissioning Groups, Public Health, Age UK Surrey, Guildford Diocese, Citizens Advice Waverley, voluntary sector groups	First community connection model established in August 2015. Project funded through PPP. Ongoing work if funding is available and until the need is met	Making Connections extended across borough, Café Culture groups established in Cranleigh and Farnham. Supporting development of social prescribing model in Guildford and Waverley. Lets Get Steady sessions promote community services.
3.1.7.	Extend the coverage and range of physical activities for older people	<ul style="list-style-type: none"> • Number of classes held • Number of people attending classes 	WBC - Leisure and Community services	With Places for People, GPs, Public Health, Surrey	Continue ongoing work and aim to source other	Ongoing. New classes include Lets Get Steady and

	such as falls prevention, walks for health and Fit for Life	<ul style="list-style-type: none"> Improved physical wellbeing of participants Reduced number of falls 		County Council Adult Social Care, community centres, care home providers	funding opportunities, including Places for People, to continue	OTAGO. Increased provision at Borough Hall. New class at The Clockhouse. Dementia Walking Group starting in Farnham 2019.
3.1.8.	Supporting the development of a Social Prescribing model in Guildford and Waverley - focussing on the older resident element	<ul style="list-style-type: none"> Increased referrals Reduced number of visits to GPs Improved physical and mental wellbeing 	Intergrated Care Partnership / Surrey County Council	Voluntary Action for South West Surrey (VASWS) & WBC	Ongoing	Implemented in 2019.

Priority 2 : Home – remaining independent at home - Our older residents will have access to services, practical help and support to help them live in and run their own home.

3.2.1.	The <u>Housing Options service</u> , which provides homelessness advice, manages the Housing Needs Register and allocates Council homes, will support older residents with information and advice about their housing rights and other housing issues, including sheltered housing.	<ul style="list-style-type: none"> Number of older people accessing the service Number of people housed to meet their needs 	WBC – Housing Service	With Citizens Advice Waverley, Age UK Surrey, Surrey County Council Adult Social Care	Ongoing statutory service	Ongoing support provided. Regular liaison with Citizens Advice team. Senior Living schemes promoted locally. Tenant Involvement Officer provides continued support.
3.2.2.	The self-contained accommodation within the Council's sheltered schemes will support people aged 60 and over by offering <u>independent living with support</u>	<ul style="list-style-type: none"> Number of self-contained accommodation units Number of people living in self-contained accommodation units 	WBC – Housing	With Citizens Advice Waverley, Age UK Surrey, Surrey County Council Adult Social Care	Ongoing service provided by the Council	Ongoing and vacancies promoted
3.2.3.	Older people will have access to trusted organisations that deliver home <u>help services</u> such as the Red Cross hospital exit scheme, gardening schemes, to help them maintain and live in their homes	<ul style="list-style-type: none"> Number of people using the handyman service delivered by Age UK Surrey Number of people using the gardening service delivered by Age UK Surrey Number of people accessing 	Age UK Surrey	With Waverley Borough Council Communities, Housing, Citizens Advice Waverley, Surrey County Council Adult Social	Continue ongoing work Waverley Gardening Project funded through PPP from September 2014	New gardening project established by Housing service in April 2018. Age UK Surrey Help at Home available across the borough.

		the Waverley Gardening Project	Care	to September 2015	
3.2.4.	Develop activities and services with partners to provide <u>support and respite time for carers</u> .	<ul style="list-style-type: none"> Deliver a pilot project to support carers Objectively measured wellbeing of carers supported Case studies Number of opportunities for carers to have respite 	SCC Adult Social Care	WBC– Community Services, Intergrated Care Partnership, Clinical Commissioning Groups, Carer Support Organisations, SMART Cranleigh	Need to refresh and update with consultation for 2019-22 Action Plan Include SLA organisations
3.2.5.	The Guildford and Waverley <u>Care and Repair Service</u> (including New Handy Person Service) will be promoted so that more people living in their own home or rent privately are supported to make their homes more suitable and comfortable	<ul style="list-style-type: none"> More people, with an entitlement, are supported by the service More people remain in their homes for longer 	WBC - Care and Repair	With Surrey County Council Adult Social Care, Citizens Advice Waverley, Age UK Surrey	Continue ongoing work Promoted through the Falls Steering Group, Frailty Forum, social prescribing and through ongoing partnerships. Also Lets Get Steady attended community engagement event in Cranleigh November 2018.
3.2.6.	Increase the awareness and takeup of the <u>Community Meals Service</u> across Waverley	<ul style="list-style-type: none"> Number of meals being delivered Number of clients accessing the meals service 	WBC - Staff restaurant and local community centres		Ongoing
3.2.7	New - HOPPA home from Hospital Scheme				

Priority 3 : Support – accessing information and support

3.3.1.	Older adults will be signposted to relevant agencies for information and advice as part of services provided by statutory and voluntary	<ul style="list-style-type: none"> Number of people accessing the Floating Support Service Number of older people accessing Citizens Advice Waverley 	Waverley Borough Council – Housing and Communities	With Surrey County Council, Clinical Commissioning	Continue ongoing work	Continue to raise awareness about preventative services with partners and
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	organisations such as the Floating Support Service, Integrated Care work etc.	<ul style="list-style-type: none"> Improved wellbeing of people using these services Number of people accessing community connections projects Number of people accessing Age UK Surrey 		Groups, Age UK Surrey, Citizens Advice Waverley and voluntary sector partners		voluntary organisations. Continued partnership with Citizens Advice and Age UK Surrey, figures provided through SLA.
3.3.2.	Support residents to access <u>digital devices and digital inclusion projects</u> . Update in line with consultation for new action plan 2019-22	<ul style="list-style-type: none"> Deliver a digital inclusion pilot project to improve links between sheltered schemes and centres for older or vulnerable people Number of digital inclusion sessions delivered Number of people taking part in the sessions 	WBC - Communities and Housing	Voluntary sector partners including Drop By, centres for older people, sheltered housing schemes, care home providers	Update in line with consultation for new action plan 2019-22	Learning provided to Senior Living schemes. Older people continue to have access to computers at the Day Centres.
3.3.3.	Peer support networks and events will be encouraged and developed	<ul style="list-style-type: none"> Representation at Older Person's Network, Care Home Forum, Waverley Services for Older People Group, Waverley Day Centre Managers Group, Voluntary Action SW Surrey Volunteer Network groups 	WBC	With voluntary sector and statutory partners, befriending schemes	Continue ongoing work	Continued partnership with Voluntary Action SW Surrey to hold volunteer network meetings, Older Person's Network and ongoing relationships with day centres. Frailty Forum, Falls Steering Group
3.3.4	The Careline and Telecare services will be promoted to increase usage and raise awareness of the service	<ul style="list-style-type: none"> More people use the Careline and Telecare services People remain in their own homes for longer 	WBC – Communities	With Surrey County Council Adult Social Care, Citizens Advice Waverley, Age UK Surrey, sheltered housing, GPs, hospitals	Continue ongoing work	Promoted through the Falls Steering Group, Frailty Forum, social prescribing and through partnerships. . At Lets Get Steady falls prevention sessions, represented at community engagement event in Cranleigh November

						2018. Monitoring information collected.
3.3.5	The range and accessibility to information and advice will be developed so that older people are aware of the type of support available to them and have a choice of how they access this information	<ul style="list-style-type: none"> • Development of an information leaflet for older people • Development of an interactive community asset map • Number of organisations adding their own information to the community asset map 	WBC - Communities	With Surrey Information Point, Clinical Commissioning Groups, Voluntary Action South West Surrey, Public Health, Age UK Surrey, Citizens Advice Waverley	Information leaflet distributed by summer 2018	Community Asset map replaced with Interest.Me for each population centre. Information about services developed within Falls Pack winter 2018 with 5,000 distributed across Waverley and Guildford. Information provided at Lets Get Steady sessions . Surrey Information Point updated. New Age UK Surrey Information and Advice office opened in Godalming in Spring 2018 and leaflet produced.
3.3.6	Older adults living with additional needs (specific health conditions, dementia, mobility difficulties, neurological conditions) will be supported through community projects such as Dementia Diaries and Singing for the Brain	<ul style="list-style-type: none"> • Number and type of community projects delivered • Number of people accessing the projects • Improved wellbeing of people taking part in the projects 	WBC - Arts Development	With Surrey Arts, Alzheimer's Society, Clinical Commissioning Groups, care homes, day centres, Age UK Surrey	Programme initially funded through PPP from autumn 2013 until summer 2017 with the aim of sourcing other funding opportunities to continue	Activities continued whilst PPP funding in place – Keepsake, Dementia Diaries, Vitamin G, Seated Creative Dance. Relationship with Arts Partnership Surrey identifies future opportunities.
3.3.7	Work with the new Primary Care Networks to develop links and explore areas for joint working to meet the needs of our older population.	<ul style="list-style-type: none"> • Attendance at network meetings • Joined up working with health practitioners to increase referrals to council services • Development of new projects supporting older people 	WBC - Communities	Primary Care Networks, Voluntary and statutory sector partners	Ongoing as the PCNs start to develop	

<p>3.3.8 NEW - Older people are supported to prevent a stay in hospital following admission to A&E, which is generally the result of a fall</p>	<ul style="list-style-type: none"> • Development of a home from hospital service for older people following clinical discharge including a safe and settled service and community transport • Number of people using the service 	<p>WBC - Communities</p>	<p>Clinical Commissioning Group, Royal Surrey County Hospital, Age UK Surrey</p>	<p>Package of support developed over next 2 years depending on availability of funding</p>
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Improving the health and wellbeing of children and young people

Improving the health and wellbeing of children and young people involves supporting families to give children the best start in life, and providing support for children and young people as they journey into adulthood. For us, this also means recognising that some children and families sometimes need extra support.

Whilst children and young people in Waverley experience good health and wellbeing compared to the rest of England, looking after the health and wellbeing of our families, children and young people remains important to Waverley.

By supporting families and children in this way, we can help children to have the best start in life, make the most of their opportunities and prevent illness and disability in later life.

For 2019-2021, we will focus on three main themes in order to improve older adults' health and wellbeing:

- 1. Ensure families are supported to be happy and healthy**
- 2. Support and enable young people to access jobs and training**
- 3. Support opportunities for children and young people to participate in physical activity, sports and play**

Priority 4: Improving the health and wellbeing of children and young people

“Supporting families to give children the best start in life, providing support for children and young people as they journey into adulthood and recognising that some children and families sometimes need extra support”

Theme 1: Ensure families are supported to be happy and healthy

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
4.1.1.	Continue to provide Complimentary Access to Leisure for vulnerable/cared for children and their families through the Places Leisure contract.	<ul style="list-style-type: none"> Number of Access to Leisure passes provided 	WBC – Community service	Places Leisure	Ongoing	
4.1.2.	Continue to implement Surrey County Council’s Family Support Programme through the Waverley Family Support Team, which supports troubled families within their local communities.	<ul style="list-style-type: none"> Number of families supported Types and number of issues resolved Number of signposting to other agencies and support 	WBC – Family Support Team & SCC	WBC– Housing, Children’s Centres, Adult Social Care, Schools, Surrey Police.	Ongoing	
4.1.3.	Development and implementation of local childhood weight management services.	<ul style="list-style-type: none"> Development and implementation of such a service Number of children and families accessing the service Weight and lifestyle outcomes as a result of the service 	WBC – Leisure and Places Leisure	Health Professionals, GP Practices, Children’s Centres.	Ongoing	
4.1.4.	Continue to make available a range of Arts and Cultural activities and opportunities for children and young people, including summer holiday and afterschool activities and youth theatre development, among others.	<ul style="list-style-type: none"> Number of children and young people accessing Arts and Cultural opportunities and activities 	WBC – Arts and Cultural Services	Voluntary Organisations, Schools	Ongoing	

Theme 2: Support and enable young people to access jobs and training

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation/s	Partner organisation/s	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
4.1.1.	Continue to offer <u>apprenticeship opportunities within the Council.</u>	<ul style="list-style-type: none"> • Number of apprenticeships available and positions filled • Qualifications achieved by our apprentices • Long-term outcomes (i.e. number of apprentices gaining permanent employment) 	WBC	Schools, Colleges, Jobcentre, training providers.	Ongoing	
4.1.2.	Continue to deliver the <u>Waverley Training Services Study Programme</u> for learners aged 16-18 who need help with getting employment, a college place, or are unsure where to go next.	<ul style="list-style-type: none"> • Number of young people accessing the programme • Qualifications achieved on the programme • Long-term outcomes (i.e. number of young people going onto employment or further study) 	WBC – Waverley Training Services	Schools, Colleges, Jobcentre, training providers.	Ongoing	

Theme 3: Support opportunities for children and young people to participate in physical activity, sports and play

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
4.3.1.	Implementation of Waverley Borough Council's Play Area Strategy 2014-2024 , which provides an action plan to address current needs for play provision and also the future needs. The action plan lists playground sites in order of priority of need for refurbishment and also includes areas for review and consideration such as new play areas.	<ul style="list-style-type: none"> • Implementation of the Action Plan • Refurbishment of playgrounds • Potential development of new playgrounds 	WBC – Parks and Countryside	WBC - Planning	2014-2024. Actions dependent on funding	Refurbishment of Rowledge play area completed 2018, play area strategy due to be reviewed and updated 2018
4.3.2.	Continue with programme of refurbishing and expanding Skate Parks (e.g. at the Heron's, Haslemere) as a facility aimed at young people.	<ul style="list-style-type: none"> • Number of skate park refurbishments 	WBC – Parks and Countryside	WBC- Planning	Ongoing	Refurbishment of Aarons Hill skate park project due to start in 2019 with formation of user group and search for funding opportunities
4.3.3.	Continue to hold/support Skate Events to engage children and young people, encourage use of the facilities and promote initiatives with partners (e.g. community safety).	<ul style="list-style-type: none"> • Number of events held annually • Number of attendees • Links with partners at events 	WBC – Parks and Countryside and Leisure	WBC – Community Services, Community Safety Partnership, Health and Wellbeing Partnership, local businesses and voluntary organisations.	Ongoing	Organised annually in August in each population centre
4.3.4.	Continue to deliver community leisure activities to increase participation	<ul style="list-style-type: none"> • Number of events held • Number of attendees • Links with local partners 	WBC - Leisure	WBC - Green Spaces and Community services, Places Leisure, NGBs, local sports clubs	Ongoing	Xplorer, Frday Night Project, Fit & Fed

4.3.6.	Continue to support Surrey Youth Games , which encourage young people (aged 7-16) to develop their sporting skills, promote physical activity and promote fair play in sport.	<ul style="list-style-type: none"> • Number of young people registering for training • Number of young people representing WBC at event 	Active Surrey WBC – Leisure	Schools, local sports clubs and coaches, Places Leisure	Ongoing - annually	Completed annually in June
4.3.7.	Provide free swimming in our leisure centres to under 8's as part of an ongoing contract with Places Leisure	<ul style="list-style-type: none"> • Number of children accessing free swimming 	WBC - Leisure	Places Leisure, channels of promotion including Children's Centres, Family Support Programme, etc.	Ongoing	
4.3.8.	Introduce young people aged 11-15 to our gym and leisure facilities through the Teen Fit programme, which allows safe and supervised access to the gyms in our leisure centres.	<ul style="list-style-type: none"> • Number of young people accessing the programme • Number of young people who go on to take out gym membership when they reach age 16. 	WBC - Leisure	Places Leisure, channels of promotion including Family Support Programme, Youth Support Service, etc.	Ongoing	
4.3.9.	Ensure free sponsorship memberships for local aspiring athletes at David Lloyd Leisure Centre as part of an existing planning agreement	<ul style="list-style-type: none"> • Number of memberships provided 	WBC - Leisure	David Lloyd Leisure and	Ongoing	Allocated annually through Farnham Sports Awards
4.3.10.	Develop mobile skate sessions , to make this activity available to children and young people living in areas of rural isolation and/or unable to access the borough's skate parks.	<ul style="list-style-type: none"> • Implementation of sessions • Uptake of sessions • Number of sessions delivered 	WBC - Leisure	Mobile skate providers		Implemented successfully in May 2019
4.3.11.	Develop a Junior Parkrun - free timed running sessions in local parks which are supported by volunteers	<ul style="list-style-type: none"> • Number of junior parkrun taking place on a regular basis • Number of young people taking part • Number of volunteers taking part 	WBC - Leisure	WBC – Parks and Countryside, Parkrun UK		Implemented in June 2018
4.3.12.	Continue the provision of affordable holiday activities for children at our leisure centres.	<ul style="list-style-type: none"> • Number of activities taking place in each centre • Number of children accessing the activities 	WBC - Leisure	Places Leisure, Schools, sports clubs and activity providers	Ongoing	

Safeguarding the population

Safeguarding the population is about ensuring every person is protected from harm and abuse regardless of their age, gender, religion or ethnicity. By safeguarding Waverley's residents, we can make sure people can grow up and live safely, and live a life that makes the most of their opportunities.

Protecting residents from harm and abuse has far-reaching consequences for the overall health and wellbeing of individuals and communities, especially considering the close links between mental health and being a victim of crime or abuse. Living a life that is free from harm and abuse is a fundamental right of every person and everyone has a responsibility for safeguarding children and adults.

Please also refer to the Safer Waverley Partnership Plan 2014-2017.

For 2019-2021, we will focus on one main theme in order to improve older adults' health and wellbeing:

- 1. Support the rolling priorities of the Safer Waverley Partnership Plan**
- 2. Keep safeguarding policy and training relevant and up-to-date**

Priority 5: Safeguarding the population

“Ensuring every person is protected from harm and abuse regardless of their age, gender, religion or ethnicity, making sure people can grow up and live safely, and live a life that makes the most of their opportunities”

Theme 1: Support the Safer Waverley Partnership Plan

No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
4.1.1.	Deliver the annual Safer Waverley Partnership Plan to develop and deliver services and support which contribute to safeguarding the population and improving wellbeing.	Delivery of the annual Safer Waverley Partnership Plan, which will work towards achieving the Plan’s priorities including tackling crime, building confidence in our communities, confronting anti-social behaviour, promoting acceptable behaviour and responding to change.	The Safer Waverley Partnership	WBC - Community Safety Officers, WBC - Communities, Waverley Health and Wellbeing Partnership	Reviewed annually.	
4.1.2.	Anti-social behaviour will be proactively identified and managed using established partnership groups	<ul style="list-style-type: none"> Maintain low levels of anti-social behaviour 	WBC and Safer Waverley Partnership		Continue ongoing work	Ongoing through Safety Waverley Partnership.
4.1.3.	Increased engagement with neighbourhood watch schemes and residents associations	<ul style="list-style-type: none"> Number of schemes/associations that the Council works with People feel safer in their homes and community 	Safer Waverley Partnership	WBC - Housing and Emergency Planning	Establish increased engagement by autumn 2019	Information circulated within Waverley and to Councillors. Neighbourhood alerts circulated by police team. Residents encouraged to sign up to In the Know.

Theme 2: Keep safeguarding policy and training relevant and up-to-date						
No.	Project/Action	Amount of change we expect to see – headline measures of success	Lead organisation(s)	Partner organisation(s)	Key dates and information	Action taken (Status – Green = completed, Yellow = in progress, Red = outstanding)
4.2.1.	Following changes in legislation, the <u>Council's Safeguarding Policies, Procedures and Training requirements</u> have undergone a self-assessment and will be reviewed annually	<ul style="list-style-type: none"> • Completion of annual reviews • Policies and procedures remain up-to-date 	WBC – HR	Community service	Annual reviews Policy currently being refreshed and updated	<ul style="list-style-type: none"> • Policies and procedures updated • Introduction of Safeguarding Champions • New Safeguarding Landing Page for raising a concern or referral • Introduction of ECINS for recording and monitoring purposes
4.2.2.	Ensuring <u>safeguarding training</u> is undertaken by staff, Members and relevant contractors	<ul style="list-style-type: none"> • All staff, Members and contractors trained 	WBC – Housing Delivery and Community service	All contractors SLA funded organisations Volunteers	Ongoing	<ul style="list-style-type: none"> • All Champions trained • All Senior Management Trained