

Woking Borough Council **Living Well in Woking – a Health and Wellbeing Strategy 2021-2031**

Summary





A council that puts health and wellbeing at the heart of what it does

Cllr Debbie Harlow

Portfolio Holder for Health and Wellbeing and elected member for Knaphill



I am delighted to introduce Woking Borough Council's Health and Wellbeing Strategy. This document describes our ambition to improve the health and wellbeing of our residents over the next ten years and sets out the key priorities we have identified.

Although the council does not directly provide healthcare services, there are many other factors that influence people's health and wellbeing. These include how active people are, their employment status, the social support they can access and the quality of their housing. The council has a role to play in improving these wider factors and narrowing the wellbeing gap in the borough.

Woking's population is generally healthy, yet we know that outcomes are not universally as good as they could be. In the most deprived areas of Woking, life expectancy is almost six years lower for men and over four years lower for women compared to those in the least deprived areas.

We have seen that the pandemic and lockdowns have had a significant impact on health and have heard that many of our residents are concerned about their mental health and wellbeing.

The pandemic has also changed the way we deliver services and I am proud of the way teams across the council have responded flexibly to support residents during this time.

Through delivery of this strategy we will build upon this work with our local communities.

We cannot realise this aim alone, so it is vital that we work with a wide range of partners to deliver this strategy. These include North West Surrey Integrated Care Partnership and the numerous voluntary, community and faith organisations across the borough. We are committed to working innovatively to deliver sustainable improvements in health and wellbeing and ultimately realise our vision of everyone living a healthy and independent life.

Methodology

In developing this strategy, we have considered a number of reports and strategies including:

- NHS Long Term Plan
- Surrey Health and Wellbeing Strategy
- Priorities of the North West Surrey Integrated Care Partnership (NWS ICP)
- Woking Redeeming Our Communities conversation.

This strategy has been developed during the third wave of the Covid-19 pandemic and a national lockdown. As a result there was limited opportunity to directly engage with residents in a meaningful way.

However, we have scrutinised the results of other engagement exercises, including the Surrey Health and Wellbeing strategy and Woking Redeeming our Communities conversation. These were taken into account in determining our priorities and formulating our action plan.

In addition, we engaged with more than 90 council staff through a series of workshops.

We have also tested and shared our priorities with key partners including Surrey County Council, neighbouring boroughs and districts, Surrey Heartlands CCG, NWS ICP, Woking MIND, Royal Horticultural Society, Catalyst, Action for Carers Surrey and Active Surrey.

We have drawn on their expertise and experiences working with people in Woking to inform our plans. We will continue to work closely with these and other partners in implementing our strategy.

¹ www.longtermplan.nhs.uk/wp-content/uploads/2019/08/nhs-long-term-plan-version-1.2.pdf

² www.healthysurrey.org.uk/__data/assets/pdf_file/0007/197530/Surrey-Health-and-Wellbeing-Strategy-FINAL-19.11.20.pdf

³ www.roc.uk.com/woking

A picture of Woking

Situated in the heart of Surrey, Woking is a modern and diverse town born out of the railways and communications revolution.

Approximately 100,000 people live in the borough and we provide services to around 40,000 homes. Woking, West Byfleet and Knaphill are the borough's main urban and economic centres followed by Byfleet, Goldsworth Park, Horsell, Kingfield, Old Woking, Sheerwater St. Johns and Westfield, which have their own identities and local interests.

Woking is the third most densely populated borough in Surrey. The average household size is 2.49 persons, slightly above both the regional and national average.

Compared to the rest of Surrey, Woking has a fairly young population, with the second highest proportion of under 16s but the second lowest number of over 65s in the county. However, our over 65s population is expected to increase by more than 20% in the next ten years.

Life expectancy is 82.7 years for men and 84.9 years for women – higher than the England average. Yet in the most disadvantaged areas of the borough, life expectancy is 5.7 years lower for men and 4.6 years lower for women.

A survey of young people in Woking in 2020 identified mental health as their biggest issue, whilst 13% of adults experience mental health issues such as anxiety or depression. Diabetes is of concern, with rates in the borough higher than the Surrey average and expected to increase over the coming years.

There are 7,000 identified carers in Woking, of which more than 2,000 are over 65. Carers are twice as likely to suffer from ill health as non-carers. More people have taken on caring responsibilities during the pandemic.

The borough's defining characteristic however is its diverse and multi-cultural community. Woking has the highest proportion of non-white British residents in Surrey.

Woking has powered its way to the top of Lambert Smith Hampton's UK Vitality Index 2021 for the country's best performing location across a range of indicators including economy, business, health outcomes and the environment. The 'definitive health check on the UK's towns and cities' assesses locations outside London to identify the best places to live, work and do business, in addition to those with the highest growth potential.



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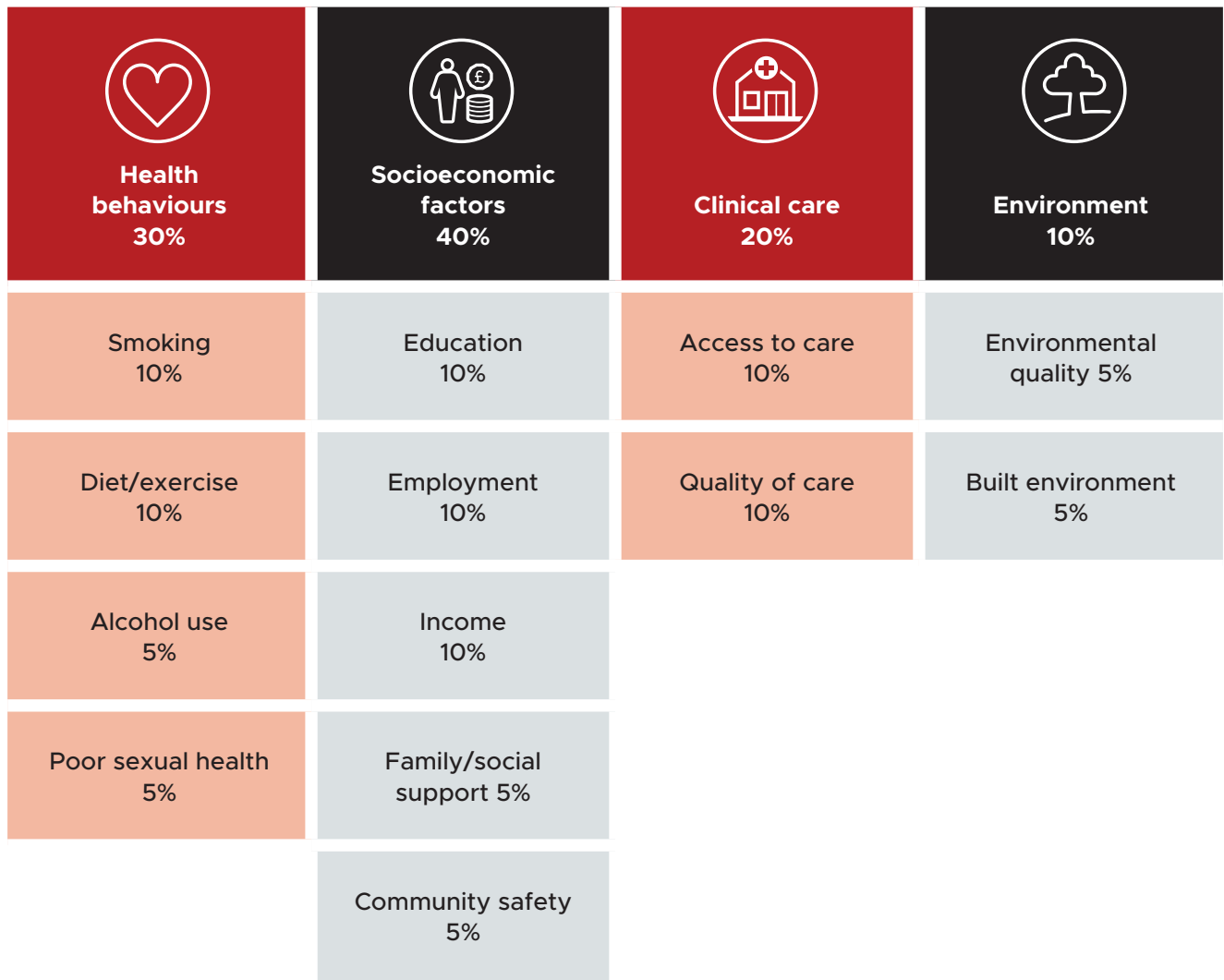


7,000
carers in
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The wider determinants of health






Health is impacted by a wide range of factors – the circumstances in which people are born, grow, live, work and age, as well as access to and quality of the health and social care system. These wider determinants can have a positive or negative impact on health.




The council is well placed to influence these wider determinants through its roles in planning, designing and managing healthier places.



Health behaviours

	Headlines	Key services and facilities
 <p>Smoking</p>	<ul style="list-style-type: none"> 7.6% of adults in Woking smoke, lower than both Surrey (12.2%) and England (13.9%) 	<ul style="list-style-type: none"> One You Surrey provides smoking cessation services across the county
 <p>Diet</p>	<ul style="list-style-type: none"> Obesity prevalence (8.5%) – highest rate in Surrey Childhood obesity rates higher than Surrey averages 	<ul style="list-style-type: none"> ‘Be Your Best’ weight management programme (Surrey wide) Foodwise Foodbanks
 <p>Exercise</p>	<ul style="list-style-type: none"> Almost a quarter of adults and a third of children do less than 30 minutes moderate intensity physical activity a week 	<ul style="list-style-type: none"> Leisure facilities, sports clubs Cycle routes
 <p>Alcohol</p>	<ul style="list-style-type: none"> Rate for alcohol-related harm admissions lower than Surrey and England 	<ul style="list-style-type: none"> i-access drug and alcohol service (Surrey wide)
 <p>Sexual health</p>	<ul style="list-style-type: none"> Rate of new sexually transmitted diseases lower than Surrey and England 	<ul style="list-style-type: none"> Sexual Health Clinic at Woking Community Hospital (commissioned by Public Health)

Environment

	Headlines	Key services and facilities
 <p>Environmental quality</p>	<ul style="list-style-type: none"> Over 15% of Woking is green space, higher than Surrey and England Air pollutants in line with Surrey and England 	<ul style="list-style-type: none"> Woking 2050 Climate Emergency Action Plan Planet Woking Natural Woking
 <p>Built environment</p>	<ul style="list-style-type: none"> Increasing house prices Rents above Housing Benefit Need for affordable homes Overcrowding above Surrey average Increase in homeless households 	<ul style="list-style-type: none"> Sheerwater regeneration programme (see page 11) Housing Strategy Planning approach considers health and wellbeing Wide range of services to support people in own homes: Independent Support Service, HomeSafe Plus, Handyperson Service, Community Meals, Careline, Woking Independence Show Home, Homelink, Falls Responder Service, Woking Safer Living and Independence Consultancy Clinic, Home2Home Service

Socioeconomic factors

	Headlines	Key services and facilities
 <p>Education</p>	<ul style="list-style-type: none"> • Average 8 attainment score better than both Surrey and England • % of working age population qualified to at least Level 2 or higher, above South East average 	<ul style="list-style-type: none"> • Surrey County Council is responsible for education – 30+ primary schools, 10 secondary schools, four further education institutions
 <p>Employment</p>	<ul style="list-style-type: none"> • Historically, unemployment has been below national average but slightly higher than Surrey • Youth unemployment 7.7% vs 5.8% in Surrey • Pandemic has had an impact and will continue to do so 	<ul style="list-style-type: none"> • Strategy with Department for Work and Pensions for youth training and skills development
 <p>Income</p>	<ul style="list-style-type: none"> • Woking is one of the 20% least deprived districts/unitary authorities in England • 9.7% of children live in low income families (Surrey: 12.9%) 	<ul style="list-style-type: none"> • Economic Growth Strategy
 <p>Family and social support</p>	<ul style="list-style-type: none"> • Over 14,000 single person households 	<ul style="list-style-type: none"> • Family Centres and Family Support Programme • Targeted youth work • Centres for the Community • Volunteer management and charity support • Social prescribing • Carers support
 <p>Community safety</p>	<ul style="list-style-type: none"> • Overall Woking is a safe place • Rates of violent crime above south east average and rate of anti-social behaviour above Surrey and England averages 	<ul style="list-style-type: none"> • Safer Woking Partnership • Woking Street Angels • Your Sanctuary

Clinical care

Physical and mental health and care services are provided by a range of organisations including NHS providers, Surrey County Council and the voluntary and community sector.

Although the council has limited influence over the quality of clinical care, it can and does influence access to clinical care, for example through the provision of space for health services in the local community and ensuring transport enables easy access to health services.

In November 2020 outpatient physiotherapy services were relocated from Ashford and St

Peter's Hospitals to five new physio rooms at Woking Leisure Centre to improve access, provide the opportunity to link recovery programmes with exercise at the gym and encourage local residents to access facilities and activities they may never have done before.

In addition, the stigma in relation to mental health issues can prevent people from seeking help and the Council can play a role in reducing this.

In 2019, Woking was recognised by the Alzheimer's Society as the first Dementia Friendly Community in Surrey.



Case study

Transforming Sheerwater

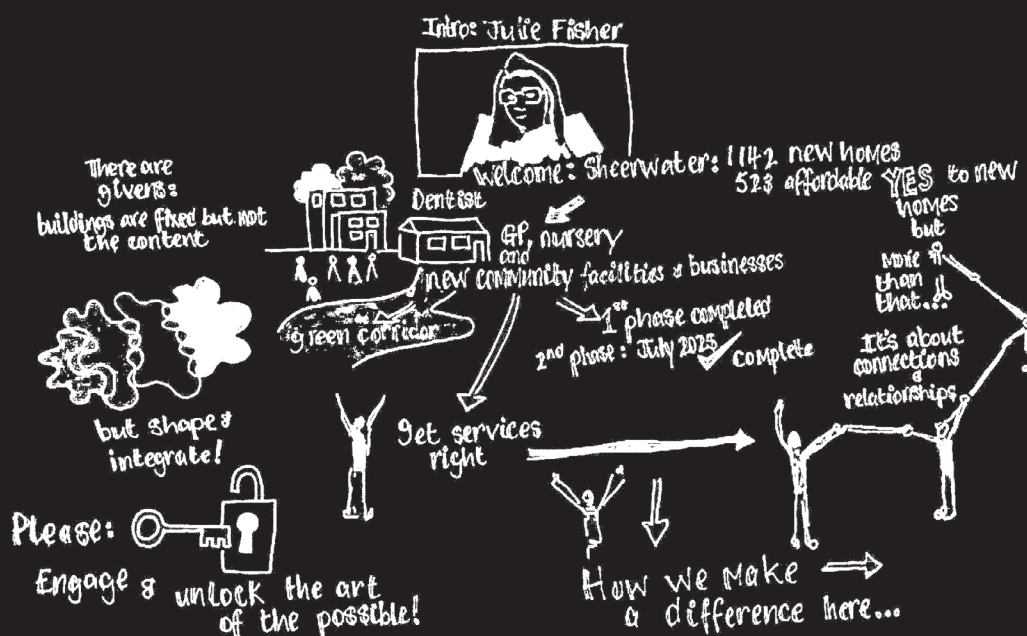
The Sheerwater Regeneration scheme is a comprehensive programme on a 30 hectare site to deliver:

- 1,142 new homes (an increase of 570 with 619 open market and 523 affordable);
- Extensive new leisure facilities at Bishop David Brown School;
- New GP centre, dentist and pharmacy;
- New children's nursery;
- New community centre to replace the existing facilities at Parkview Centre for the Community;
- Eight new retail spaces;
- c. 3 hectares of new open space and parkland; and
- c. 0.3 hectares of new play areas.

This is a phased six-year build programme. Work started on site in July 2020 with a target completion date of July 2025. The council's commitments to residents within the regeneration area are detailed in a document titled The Community Charter for the Sheerwater Regeneration. The council believes these commitments represent an enhanced package of measures beyond those required by statute. A dedicated Sheerwater Regeneration Housing

Support Team has been based on site since November 2017 to provide help, support, information and advice to the local residents required to move from their homes for the development. An Independent Tenant Adviser has also been appointed to give secure council tenants independent advice. Compensation payments are being made to secure tenants and owner occupiers who are willing to move in advance of their property being required for the development. A regular newsletter produced by the council keeps the local residents up to date.

The council is committed to working with the community to make the programme a success. In December 2020 WellNorth Enterprises facilitated a workshop for people to share ideas and aspirations. Together, they discussed approaches to develop community spaces in Sheerwater and improve the health and wellbeing of Sheerwater residents. There were representatives from local schools, Muslim and Christian faith groups, maternity services, GPs, family services, charities, community interest companies, retail businesses and the council. Focus groups have been formed to develop shared ambitions and pursue opportunities including new leisure facilities, centre for the community and co-located family support and health services.



Our priorities

We have identified five key priorities to deliver our vision for the health and wellbeing of residents.

1. We will support and, wherever possible, improve the mental health of people in Woking.

Mental health is a positive state of mind and body, feeling safe and able to cope, with a sense of connection with people, communities and the wider environment. Our mental health influences our physical health, as well as our capability to lead a healthy lifestyle and to manage and recover from physical health conditions.

Mental health is a priority for our whole population. We have identified children and young adults as a particular focus group because of the increasing number of children experiencing mental health issues and the strong association between these experiences in childhood and adulthood. Delivery of this priority is likely to involve working with families.

2. We will identify and support people experiencing social isolation and loneliness in Woking.

Loneliness and social isolation are different but related concepts. Loneliness is a subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact. It refers to the perceived quality of a person's relationships. Social isolation is a lack of social connections. We have identified older people as a focus group because there is strong evidence that many adults aged 50 and above are socially isolated or lonely in ways that put their health at risk.

3. We will reduce obesity rates in Woking.

Obesity is a significant issue in Woking. We will tackle it by focusing on the main causes of obesity – poor diet and low levels of physical activity.

We have identified children as a focus group. Children who are overweight or living with obesity are much more likely to become adults living with obesity and have a higher risk of morbidity, disability and premature mortality in adulthood. We will also focus on pregnant women and parents as influencers of children and young people.

Canalside, Goldsworth Park and Hoe Valley are outliers in relation to the proportion of overweight and obese children and adults and inactive adults compared to the rest of the borough. We have therefore identified these as focus wards.

4. We will empower residents to live independent lives.

We will provide services that support people to live as independently as possible in their own homes.






We have identified people 65 and above as a focus group because this is the largest group most at risk of a decline in their independence due to age. It is also a growing group.

5. We will support the wellbeing of carers.

We will support carers in a way that enables them to continue their important caring responsibilities and minimises the impact of these duties on their own physical and mental health.

We will support all carers, including young carers, with the objective of improving their wellbeing.

For each of our priorities we have identified the key metrics we will track to understand the impact of our strategy.

Priority	Focus groups / wards	Metric	Source
 Mental health	Whole population	Self-reported measure of anxiety where 0 is 'not at all anxious' and 10 is 'completely anxious'	Office for National Statistics Annual Population Survey
	Children and young adults	% of secondary school pupils responding that they worry about at least one of the issues listed 'quite a lot' or 'a lot'	Health Related Behaviour Questionnaire
 Social isolation and loneliness	Older people	% of older people reporting that they feel lonely often or always	Survey of Residents' Panel
 Obesity	Children and young people, pregnant women and parents	Rate of childhood obesity in reception class (aged 4 to 5)	National Child Measurement Programme
	Canalside, Goldsworth Park and Hoe Valley	Rate of childhood obesity in Year 6 (aged 10 to 11)	
		% of inactive children	Active Lives children and young people survey
		% of inactive adults	Active Lives adult survey
 Independence	Older people (65+)	% of home independence interventions and adaptations resulting in residents confirming that they feel more confident and independent to stay at home for longer	Woking Borough Council internal records
 Carers	All carers, including young carers	<p>Number of adult carers supported by WBC</p> <p>Number of carers prescriptions</p> <p>Number of young carers participating in Woking Young Carers project or being supported by WBC Youth Development Officer</p>	Woking Borough Council internal records

How we will deliver

We have developed an action plan which sets out the key actions to deliver the priorities for the borough described in this strategy. This action plan will be a live document updated over the life of this strategy.

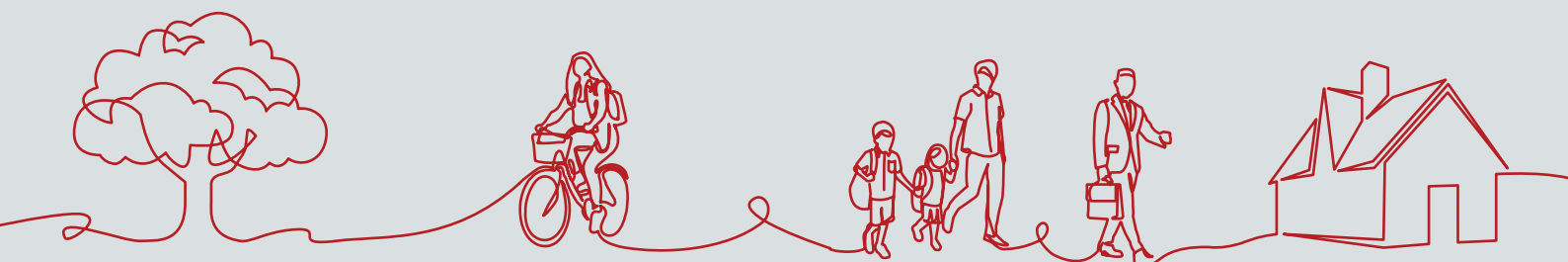
We have developed our action plan in line with these principles.

- **Supporting diversity and inclusion** – we will ensure services are accessible to the different communities across our borough.
- **Partnership working** - we will build on our collaborative work with public sector partners, including the voluntary, community and faith sectors, to harness the skills, expertise, assets and goodwill of local communities.
- **Resident engagement** – we will engage with residents in a meaningful way including via the Residents' Panel and online civic space.

- **Building on our strengths** – we will build on our holistic, person-centred approach and seek to better utilise our assets, such as Centres for the Community, to support health and wellbeing.
- **Utilising digital approaches where appropriate** – we will consider opportunities to provide digital services to our residents to improve their health and wellbeing.

The council's Health and Wellbeing Task Group will oversee delivery of the action plan and monitor the impact of the strategy by reviewing the metrics we have identified for each priority.

On an annual basis the Task Group will review the available evidence and consider whether any refinements are needed to the focus groups or wards of the priorities.







Woking Borough Council

Civic Offices
Gloucester Square
Woking
Surrey GU21 6YL