



Kent and Medway Listens

To understand the pressures and improve the wellbeing of (seldom heard) communities in Kent and Medway

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Project background



Purpose:

- To **understand pressures** impacting local mental wellbeing and **improve mental wellbeing** (indicators) across Kent and Medway

Objectives:

- To **listen to communities** about the pressure affecting their mental wellbeing and ways to relive those pressures
- To provide **quick-win funding** to address immediate pressures
- To **build capacity within communities** to enable them to **co-create** solutions
- To provide senior decisions makers with local insights to help them make **informed decisions with local communities**

Audience:

The whole of Kent and Medway – **with coordinated outreach with seldom heard communities**)

Scope:

This project will examine **all issues** relating to mental wellbeing (**e.g social determinants**) rather than just the mental health services or suicide prevention

Stakeholders



Local communities/ Community leaders/ local religious leaders



Voluntary Community Sector



Kent and Medway ICB, ICS and 4 HCPs



Small enterprises/local schools and universities



Local authorities/district councils



NHS trusts/ primary care networks/ social prescribers/ care navigators



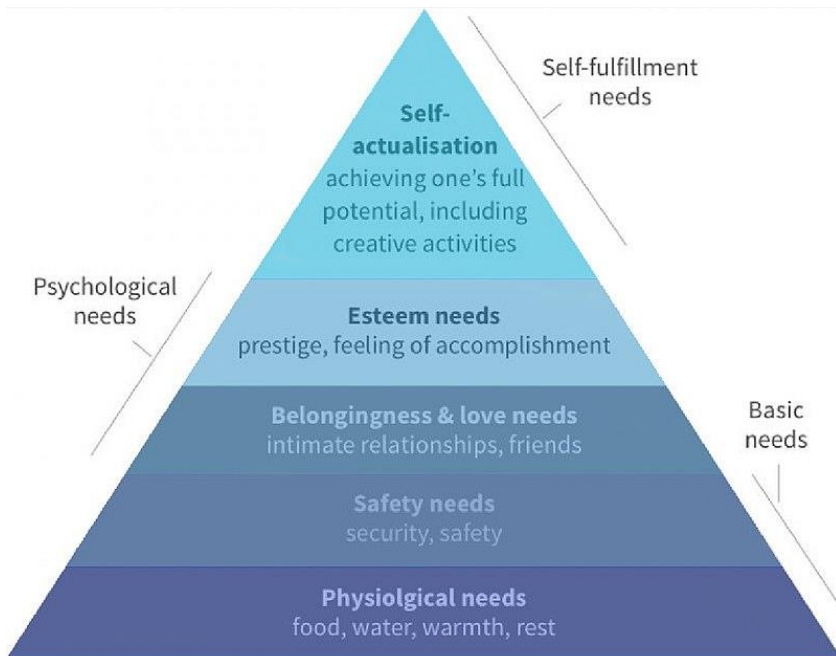
Listening and insights



5,332 community members were engaged with in Kent and Medway Listens

Top 5 pressures impacting mental wellbeing:

1. COVID-19 uncertainties
2. Employment security
3. Cost of living
4. Work life balance
5. Pre-existing health conditions



Top 5 ways to relieve pressures:

1. More mental health/ wellbeing support
2. More community based support/ activities
3. Lifting of COVID-19 restrictions
4. Improving access, delays and experiences of healthcare
5. More specialised services for complex needs

Accountability and devising solutions



COMMUNITY CHEST



A total of £100,000 was provided to the VCS partners

- £25,000 was provided to each HCP area
- A total of 50 wellbeing project/ activities were co-initiated with community members to address pressures impacting wellbeing



The Better Mental Health Network:

- The network was used to hold project accountability, enable collaborative working and be a learning network
- Open to *all*

Stakeholder workshops



Stakeholder workshops with over 240 participants:

- 4 x HCP reflection and action planning workshops
- 1 x ICS level reflection and action planning workshop

“ So what I’ve heard today is a call to arms. It’s a challenge. I don’t have the answers today. think anyone does, but I think what I can say on behalf of the Integrated Care Board, is a **rock solid commitment** to be part of the solution, part of the journey. ”

Kent and Medway Integrated Care Board Chair - Cedi Frederick

Successes, lessons learnt and unexpected outcomes



Engagement:

- Community based approach:
 - Collaborative dialogue
 - Community engagement
- Asset based approach:
 - Listening champions
 - Timebanking
- Accessibility/ inclusivity

Project support/ training:

- Darzi Fellowship (LSBU)

Accountability:

- (Growing) Better Mental Health Network

Community based

commissioning:

- Decentralised funding for community devised solutions

Engagement:

- Rapport building with communities
- Elements of tokenism

Project support/ training:

- Community organising training received too late in project

Co-production:

- Co-design of workshops
- Co-creation/ co-design-with communities of some wellbeing activities/ events

Implementation:

- Network based approach:
 - Social networks
 - Learning networks

Engagement:

- Hostility and lack of trust from community members
- COVID restrictions impacted engagement activities

Co-production:

- High level development of engagement questions
- Space for continuous community input

Evaluation:

- Data evaluation resource capacity
- Decentralised funding evaluation structure

Managing expectations

- Understanding the system

Outcomes and Next Steps



Short term outcomes:

- Increased understanding amongst decision makers about local community needs
- Increased membership of the Better Mental Health Network
- Co-deigned grassroot community and VCS devised wellbeing projects
- Grassroot projects to address (where possible) issues raised from listening events
- Improved individual wellbeing (indicators) directly from project

Long term outcomes:

- Improved engagement with local communities
- Co-designed wellbeing action plan
- Improvement of individual/ community *conditions*
- Improved community wellbeing (indicators)



- Current listening insights used for the Kent and Medway JSNA
- Recommendations from Kent and Medway Listens has been submitted for Cabinet briefing paper
- Current data will be part of the KCC Public Health Strategy
- KCC will be holding next iteration of 'Listening'
- Next iteration of decentralised funding (community chest) has been implemented
- To continue building upon relationships (especially with VSC partners and communities)
- To involve listening champions in decisions

Thank you for listening



Scan the QR code to find out more about Kent and Medway Listens

<https://letstalk.kent.gov.uk/kentandmedwaylistens>



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