







Creating a Health and Wellbeing Emphasis to Community Development

Supporting communities in Horley, Merstham, Redhill, Whitebushes and Woodhatch











Foreword

I am delighted to introduce this report which provides an overview of the impact of the East Surrey Place funded project to create a health and wellbeing emphasis to community development.

Reigate & Banstead Borough Council is taking a strengths based approach to community development. Our Community Development Workers are passionate about working with communities to focus on what's strong, rather than what's wrong.

Local residents will often trust our Community Development Workers more than they trust others in positions of authority, whether from a council, the NHS, or another local partner organisation. They gain that trust by working with and supporting residents by actively listening and not promoting their own agenda. They help residents to do more for themselves and for each other, and advocate to decision makers about local issues and needs to help bring about positive change.

The Community Development Workers are also great networkers, facilitating and enabling local residents, professionals, organisations and groups to work together. These excellent networks have provided great opportunities for individuals and communities. This report highlights how they have accelerated the impact of the Growing Health Together programme within Reigate & Banstead, by opening doors for local Growing Health Together GP leads to engage directly with local communities outside of a traditional GP and patient setting.

This work has huge potential as East Surrey rolls out its plans for integrated neighbourhood teams. We must find a way to secure continued resources to ensure this hugely impactful work is able to continue for the years to come.



Mari Roberts-Wood

Senior Responsible Officer, Prevention & Communities

Managing Director, Reigate & Banstead Borough Council

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Background

East Surrey Place - Creating a health and wellbeing emphasis to community development

East Surrey Place is one of the four 'Places' that make up Surrey Heartlands Integrated Care Partnership. It brings together all local health and care providers along with Reigate & Banstead Borough Council, Tandridge District Council, and local statutory and voluntary sector partners – working together to plan and deliver services that improve the health and wellbeing of local communities.

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Our vision for East Surrey is a healthy, happy, and equitable place, where people are supported to be independent, live well and stay well.

In March 2022, Reigate and Banstead Borough Council bid for non-recurrent funding to East Surrey Place to increase the link between the Growing Health Together (GHT) project and our established Community Development Team. The outcomes of this funding were intended to be:

- Improved health and wellbeing of residents participating in the new health creation projects happening in each of the GHT areas
- Improved social connections (social capital) in the local communities involved
- Improved partnership working in local areas and in particular stronger PCN/local authority links

This report seeks to show how these intended outcomes have been achieved.

The Reigate & Banstead Community Development Team

The origins of community development in Reigate & Banstead are in Merstham, where we have employed a Community Development Worker since 2005. In 2017 the team was expanded to include Horley, Redhill and the Preston Estate in Tadworth. In 2022, once the East Surrey Place funding was secured, we employed our Woodhatch and Whitebushes Community Development Worker. Each of the Community Development Workers in East Surrey has been funded to spend a quarter of their time supporting health creation work.

Our Community Development Workers work alongside our communities and are trusted and well known within them. Our team members are:

Horley – Tony Freeman

Merstham – Alice Oswell

Redhill – Eli Karlicka – Cook

Woodhatch and Whitebushes - Charlie Griswood

Team Leader – Tracey Agnew

We also have a Community Development Worker (Maria Hewson) based on the Preston Estate in Tadworth. Although part of the borough and the team, Tadworth sits in Surrey Downs Place not East Surrey Place and so was not in scope for this funding.





Reflections and learning

Relationships are key – the relationship between the Growing Health Together (GHT) GP lead and the Community Development Worker was a significant factor in the effectiveness of the projects. This report highlights some great examples of where these relationships are strong.

Teamwork – there was occasionally some disconnect between the Community Development objectives and the GHT objectives. We didn't always fully connect the projects and the teams (going forward we could address this through team meetings, joint training and planning sessions).

Understanding of the principles of health creation – there wasn't a consistent level of understanding around health creation amongst the GP leads. This occasionally meant that the focus was not on resident led activities but rather on priorities set by health.

GPs as community leaders – local people valued seeing their GP being involved in health creation projects and this helped shift the power dynamic that often exists between GPs and their patients.

Community Development partnership meetings – it was very powerful to connect our GHT GP leads with partners through our quarterly partnership meetings. This allowed GPs to accelerate their understanding of the local landscape and make connections. With such a limited amount of protected time for GHT GP leads, this helped ensure the GPs could 'hit the ground running' and make use of introductions from the Community Development Workers who are trusted and embedded members of the community.

Horley

Our community development work in Horley has been focussed on Court Lodge, the Riverside area and Westvale. The Growing Health Together (GHT) work in Horley is the most developed of all the areas in the borough and to some extent has evolved in parallel to the community development work.



TONY FREEMAN Community Development Worker



DR GILLIAN ORROW Growing Health Together (GHT) Lead

Health Checks and Vaccination Support

Healthy Lifestyles

Inclusion



Numbers of attendees/ participants

5 health check drop ins, and 2 vaccination sessions open to the community at Horley Community Centre.

Approximately 25 people seen for health checks and 35+ for flu vaccinations.



Key outcomes

Appointments that were made for 4 residents who had not been seen by health professionals for some time and who showed risk factors for diabetes.

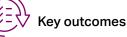
Men in Sheds at Horley Health Hub





Numbers of attendees/ participants

32 members



This group is so successful it is now looking to expand the number of sessions offered or to move to larger premises.

African Community in Surrey & Sussex

Inclusion

Reduce Isolation

Mental and Emotional Wellbeing Creating Communities



Numbers of attendees/ participants 100+ members



Key outcomes

The group benefited from funded room hire at the Horley Community Centre to provide sessions on topics around Health and Well-being as well as social and cultural events during Black History month. A number of the members have now accessed the Food Club and as a result have been directed to support services offered at the sessions.

Engagement with Residents in the Riverside Area of Horley



Creating Communities



Numbers of attendees/ participants

136 residents were spoken to as part of a 'listening event'.



The results of this engagement highlighted feelings of isolation and loneliness among older people and young people who felt isolated with nowhere to go and little to do.

Transport was also highlighted as an issue with a poorer service than some other parts of the town. Tony is now working to connect people and pilot projects in the area.

Case study > 'Health Checks'

Working with Alliance for Better Care (ABC) Tony has held regular drop-in sessions at the Horley Community Centre at the same time as the Food Club. The timing of the sessions means that ABC can reach the targeted age range easily. The Food Club supports around 40 people each week who are experiencing food insecurity and are at increased risk of associated health inequalities. The checks have seen a good uptake and have resulted in some people being seen for the first time in a number of years. They have also resulted in the identification of health-related issues including diabetes, high blood pressure and weight related issues.

I had no idea my blood pressure was so high, when it was pointed out the problems this could bring, I was really grateful that someone had come to the centre and give me the time. I can already feel the difference so thank you.

Food Club member





Case study > 'Men in Sheds'

The project is based at the Horley Health Hub and in a short space of time has built up to over 30 members. The project aims to bring people together in a safe environment to work on projects and socialise. This has already resulted in some of the members forming friendship groups outside of the project.

The shed itself is not very large and so makes it difficult for all to be able to work if the weather is poor. However, the group are already exploring other spaces within the area to increase the reach of the project. Tony has been able to support the group through mentorship of leaders and by using his local connections to explore potential sites for relocation or extension of the project.

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I came along thinking I would see what it was like. I had not done much since my wife passed away, I was soon coming every week, I look forward to a Tuesday morning. Most of the week I am on my own but I have found new friends with a shared interest. It is a place where I can be myself and laugh again.

Horley Men in Sheds member

Merstham

Merstham has benefited from a community development presence since 2005 but until the GHT project was established it had been difficult to engage effectively with health colleagues. Alice and her colleagues from partner organisations piloted 'listening events' in Merstham focussing on the Naiisworth Crescent area which sits at the centre of the super output area defined as the most deprived in Surrey. This engagement resulted in two resident led health creation projects (Hublets and Nailsworth Voice)



ALICE OSWELL **Community Development Worker**

DR TABASSUM SIDDIQUI **Crowing Health Together (GHT) Lead**

Hublets Stay and Play

Reduce Isolation

Mental and Emotional Wellbeing



Numbers of attendees/ participants

Average 12 parents (up to a maximum of 20) each week, currently 3 volunteers.



Key outcomes

6 volunteers have helped from the start. 3 went onto paid work after volunteering and 2 used the project as a reference.

Maternity voices, Family Information Services and Healthwatch have visited the sessions.

Hublets featured in a GHT video showing the impact of health creation Improving population health on the front line creating health in communities (youtube.com).

Nailsworth Voice

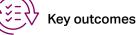
Reduce Isolation

Creating Communities



Numbers of attendees/ participants

10 members of the group.



A group of residents now meets regularly and have already achieved positive change through an action log and engagement with their social landlord.

Health and Wellbeing Champions

Healthy Lifestyles

Mental and Emotional Wellbeing



Numbers of attendees/ participants

23 Champions trained 3 training courses delivered.

1 staff member funded by MHIF.



Kev outcomes

Champions have led on the development and delivery of projects and events aimed at increasing wellbeing and have supported individuals to stop smoking and lose weight.

Health Checks and Vaccination Support

Inclusion



Numbers of attendees/ participants

3 health check drop ins, and 2 vaccination sessions open to the community at Merstham Hub.



Key outcomes

Follow up appointments were made for 2 residents who had not been seen by a health professional for years and who showed risk factors for diabetes. Vaccinations took place at the Hub and at Age Concern. These pop up sessions were the best attended in the Borough.

Case study > 'Merstham Health and Wellbeing Champions'

Champions are community members who are interested in creating health in the places they live, by sharing health messages with their family, friends and the people they volunteer to support. Champions complete training in Making Every Contact Count (MECC), and the Wheel of Wellbeing, as well as receiving bespoke training on helping others and dealing with difficult conversations. Champions have the chance to meet community and statutory services and other champions weekly. A staff member funded by the Mental Health Investment Fund is on hand to support the Champions with projects they want to bring to the area. One of the projects that the Champions have supported is 'Healthy Measures' a healthy eating and exercise programme run by the YMCA East Surrey. By participating in the course, they have improved their own health and feel confident in suggesting that other people sign up.

One of the Champions spoke about her experience:

A couple of years ago I started using food club. After attending I found that not only did food club help me with additional food, I also begun to meet people and made many friends.

One advantage of food club is the advice received from external organisations, in particular One Stop, a stop smoking service. With their help I managed to successfully quit smoking after 30 years of doing so. I am now 18 months smoke free, which has made a huge difference to my health.

Having noticed how far I had come, Alice then asked me if I would like to become a volunteer and complete a health and wellbeing course, which I did in 2023. At the time I didn't realise how beneficial this course would be to me and how rewarding it is helping other people.

Since completing the course I have managed with support from Alice to help many people to quit smoking, or to signpost them to various other means of help. I have advised people to attend food club and passed people on to various other charities. Over time my confidence has improved so much. I am now about to embark on Healthy Measures, and learn about nutrition and exercise, which I am really looking forward to. FREE TRAINING for those who live, work or volunteer in Merstham



Qualify as a Health and Wellbeing Champion for Book Merstham

At Merstham Community Hub: Thursday 18th April 9.45am - 1.45pm MECC Training (Making Every Contact Count)

> Thurs 25th April 9.45am - 1.45pm The Wheel of Wellbeing

Thurs 2nd May 9.45am - 1.45pm Safeguarding Training and Peer Support

> To book or find out more, please contact: sarajane.ferris@mcft.org.uk Tel: 07719191175 or pop into the hub for a chat





Reigate & Banstead BOROUGH COUNCIL Banstead | Horley | Redhill | Reigate

Redhill

The relationship between the Redhill Community Development Worker and the GHT lead, Dr Aziz has been key to the outstanding progress achieved in such a short period of time. Eli and Dr Aziz have effectively used their community connections to support residents to develop projects that are wanted and needed by the community.



ELI KARLICKA-COOK Community Development Worker

DR UZMA AZIZ Growing Health Together (GHT) Lead

Asian Women Wellness Hub

Inclusion

Healthy Lifestyles

Reduce Isolation



Numbers of attendees/ participants

43 members with average attendance of 14 per session.



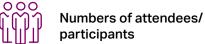
Key outcomes

Fortnightly sessions are held with activities which encourage health and wellbeing and social interaction

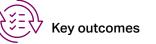
Coffee Mornings

Reduce Isolation

Mental and Emotional Wellbeing



22 residents with average attendance of 12 per session.



Monthly sessions with neighbours living in a sheltered housing complex meeting each other and enjoying activities.

Community Football

Physical Activity

Inclusion



Numbers of attendees/ participants

32 young people registered with cumulative attendance of 260 (average of 8 per session).



Key outcomes

Weekly sessions between March and October with physical activity and healthy refreshments. Young people are supported to develop key skills like teamwork. problem solving or communication.

Community Gardening on the Cromwell Estate

Creating Communities Physical Activity Physical Environment



Numbers of attendees/ participants

3 community events - average attendance of 30 per session.



These activities have increased community connection and improved communal space; helping people to feel better about the place where they live.

InHip Diabetes Screening



Numbers of attendees/participants 000

41 individuals tested by YMCA East Surrey (this was out of total of 257 for all areas of the project).

Key outcomes

29 individuals who might not have attended health screenings in clinical settings were tested and advised on their health at Longmead Community Hub and Welcare Family Centre.



Case study > 'Asian Women's Wellness Hub'

Redhill is one of the most ethnically diverse areas in our borough and this has influenced the work undertaken. Eli and Dr Uzma Aziz have worked with Dr Zafrina Majid, a psychiatrist and a co-founder of Dr Syed Arshad Abbas Memorial Trust and Mahjubeen Rabbani, a local resident to set up the Asian Women Wellness Hub (AWWH)). The aim of the group is to provide a nurturing space to raise awareness of health issues, to stay active and prevent loneliness and isolation. The group engage in meaningful activities, and connect with the wider community. Through Eli's engagement work on the Cromwell estate and Dr Aziz's experience with Asian women who attend her surgery, they identified that the Asian women in the Redhill area were experiencing health inequalities and isolation. The hub's programme is tailored to meet the unique needs and challenges faced by elderly Asian women, fostering their physical, emotional, and mental wellbeing. As this group has developed, more partnerships and activities have emerged including flower arranging with Surrey Choices, crocheting/knitting for East Surrey Hospital, and arts and crafts sessions. There are 43 women registered with the AWWH with on average 14 of them attending each fortnightly session.

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I am a diabetic. I now know more about my diet as Dr Uzma and Dr Zafrina advise us. I am so happy to be part of the Asian Women Wellness Hub. Thank you Mahj and Eli for everything you are doing for us.

Redhill resident

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I was socially isolated. I became a member of the Asian Women Wellness Hub. I now volunteer for my community and other ethnic minority groups. Redhill resident

Case study > 'InHip Diabetes Screening'

We know that people from a South Asian, Black African or Black Caribbean background are more likely than other cohorts to develop type 2 diabetes before they are 40. Free NHS health checks are only available to those who are 40-74 years old. NHS Surrey Heartlands and SCC Public Health secured funding for a pilot covering Redhill to roll out diabetes screening to people from these communities who are under 40.

Eli and Dr Aziz supported the roll out of the project by working together to spread the word in the relevant communities where they are both well-known and trusted. Eli also identified community spaces used by those communities such as the Welcare Family Centre and Surrey Choices Longmead Community Hub, reducing one of the main barriers people had identified to getting the health checks carried out. In total, 29 out of 40 individuals in the targeted cohort had their health checks provided by YMCA East Surrey.

I would say that the health check has helped me to start my weight loss. I have learnt how to eat. I have re-educated myself about food. I have now lost 10kg with a few more to get to my ideal weight. I am determined to get there! And I am taking my time to lose the remaining weight, I can say I can enjoy any food but with moderation. I feel so good about losing the extra kilos! I feel good in myself, this has boosted my confidence and I feel happier, and more energetic. My GP has also referred me to Gloji Weight Management programme, which has helped me a lot. I wouldn't be where I am today without all the support from Ruth, Eli, and my GP. Redhill resident

Woodhatch and Whitebushes

Growing Health Together were unable to secure a GP lead for this area until late in 2023 and as a result the joint work has been limited. However, Charlie has been able to support the development of a number of health creation projects and is building a working relationship with the recently appointed GHT lead, Dr Anderson.



CHARLIE GRISWOOD Community Development Worker

DR IVAN ANDERSON Growing Health Together (GHT) Lead

Whitehushes Community Football

Inclusion **Healthy Lifestyles Physical Activity**



Numbers of attendees/ participants

Approximately 25 young people, registered, the attendance at each session was 8 to 10.



Kev outcomes

Free structured coached football sessions provided by Redhill Football Club, on Whitebushes Common, at the heart of the community for young people aged 9 to 14. Young people were able to improve football skills, increase physical fitness and mental well-being, improve interpersonal skills, bolster self-confidence and were encouraged to try healthy snacks at half time.

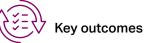
Friday Night Youth Club



Physical Activity

000 Numbers of attendees/ participants

20 young people currently attending weekly.



A new youth club at the Woodhatch Community Centre each week in term time, for young people aged 11 to 16 with mild to moderate special educational needs. Up to 20 young people, are supported by experienced coaches to socialise and enjoy activities such as sports, arts, and crafts.

New Foodbank

New Foodbank Pick up Location at Redhill Football Club to Serve Whitebushes, Salfords and the Surrounding Area

Tackling Poverty



Numbers of attendees/ participants

4 families are currently using this option, but this is expected to grow.



Key outcomes

Working with Loveworks and Redhill Football Club, there is now a new foodbank pick up point more accessible to families on the Whitebushes Estate saving households money on travel costs to Redhill or Horley.

Kiln Community Garden

Reduce Isolation

Mental and Emotional Wellbeing

Physical Activity

Physical Environment



Numbers of attendees/ participants

There are 15 members currently, average attendance is about 8 every first Saturday of the month.



Key outcomes

Local people have been supported to improve a communal greenspace, which now provides regular monthly activities to bring neighbours together

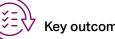
Whitehushes Pond

Physical Activity Physical Environment



Numbers of attendees/ participants

First resident session held to clear the pond area and regular events planned going forward.



Kev outcomes

Residents have begun work to improve the pond and increase wildlife habitat. The project is providing residents with physical activity as well as improving the local environment and bringing people together.

Resident Group - Help in the Bushes

Creating Communities Physical Environment

000 Numbers of attendees/ participants

Currently 6 members, about to grow to 7.



Resident led group on the Whitebushes Estate. The group have developed a website to share local information. Members of the group hold regular litter picks, tidy up areas that need improving and support local projects and people.

Case study > **'Kiln Community Garden'**

Charlie has supported a group of passionate local residents to improve a communal area and plant some raised flower beds with herbs and flowers. The garden provides a place for people to sit quietly, to chat with friends and neighbours or to join in the regular maintenance activities, to keep the garden looking good.



Quotes from local people:

'After a lifetime of loneliness, this garden has connected me with our community.'

'The feel of the garden has definitely changed since the raised beds were renewed. Some people walked around looking at the flowers, others came to sit alone or in a group. The amount of rubbish left behind was less than during the time the planters were neglected.'

'When we moved here, summer 2019, we didn't know absolutely anyone, and now we have met all these lovely people and that makes a big difference! It makes you feel a part of something."

'The boys are both very environmentally conscious. Love anything nature related, since very young. So, planning and seeing it all come to fruition was really exciting for them. They also love helping others. The whole project was incredible. It was really nice to get to know other people from Whitebushes and how all work together to make it all happen. I think it's important to get to know your neighbours. Socialising is super important to us, especially for the boys. I particularly like that they don't only socialize with people their own age, but also adults of different ages, as they can learn so much from them. They have learnt how important working together is, also when they join in the litter picking too. I feel blessed they are part of it all.'

Case study > 'Whitebushes Community Football '

Following the success of the Redhill football project, Charlie worked with Redhill Football Club to set up a programme of informal coached sessions on the open space on the edge of Whitebushes Estate. Whitebushes has limited physical assets which means there are not many opportunities for local children and young people to take part in affordable, accessible activities.

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Watching my daughter, AB, play football last Saturday, I found myself wanting to pass on a huge thank you to the team that made this possible. We live on Whitebushes and like many others are struggling with the cost of living as mortgage rates are increasing and we have suffered a redundancy. AB therefore found herself at home most weekends and screen time habits started to take hold. When we received the leaflet for free football right on the doorstep – we thought – why not?

We are not much of a footballing family; we don't support any particular team apart from England in internationals and AB had never played before. However, she is full of energy and enthusiasm for anything sporty. She is currently awaiting a formal diagnosis for Autism/ADHD and also has an eating disorder called ARFID – so as parents we are always looking out for ways to promote healthy living and caring for our bodies.

With trepidation, AB attended her first session and was met by the smiling face of Charlie (who we had observed litter picking on the estate before) and Jerry the coach carrying lots of footballs and a huge box of chopped oranges. AB was made to feel welcome, really enjoyed herself immensely and asked to go the following week! Training on a Saturday has now evolved into something she really looks forward to and with Jerry's enthusiasm and encouragement she has really progressed.

In July, Jerry organised for us to go and watch our first ever Redhill game (a real eye opener) and train on the proper RFC pitch and meet some of the players. What a fantastic opportunity! With AB's eating issues, we are thrilled to report that she is now tucking into the orange at snack time, which in her world is a huge achievement. She will not normally eat from a shared plate and trying new foods is a particular issue, so thanks to football she has introduced oranges back into her diet. She is also learning the importance of teamwork and that it's okay if you don't win sometimes.



On so many levels, we wish to express our profound thanks – community football has allowed us to meet new children on the estate, learn to play a new sport and eat new foods – and all for free. She has been to a trial with the U10 female team and enjoyed training with girls her own age. Looking to the future – we will take advantage of the offer to play for the Redhill under 10 female team when finances will allow. AB would love to wear the kit and play in a proper match but does not want to stop community football because she enjoys the no pressure, friendly atmosphere offered to all the local kids by coach Jerry. She even scored a goal last Saturday – which absolutely made her weekend!

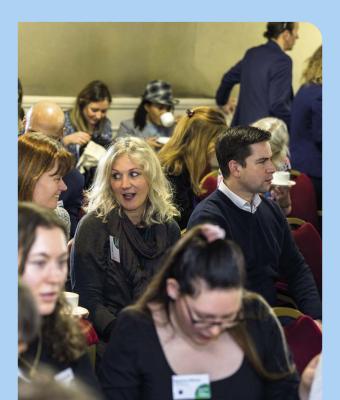
So once again, thanks to Charlie, Jerry and the team providing the funding for this wonderful community service – We now have a new sport in our household and get to enjoy the fresh air together watching AB progress.

Evaluation

As part of our evaluation, we spoke to residents and partners and produced a video which can be accessed here:

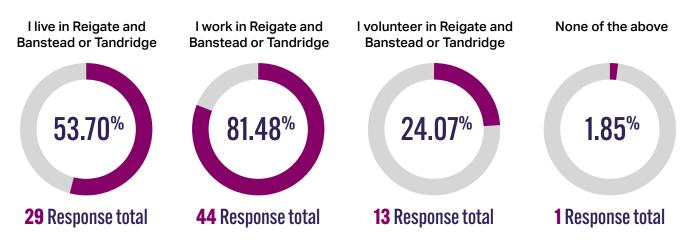


In January 2024 we invited partners and active residents to help us evaluate our work at the 'Working Better Together: Supporting Residents to Create Healthy Communities' conference. Attended by 140 delegates from partner organisations and active citizens from our communities (including elected councillors), the conference gave us the chance to place our work in East Surrey Place within a national context, and for local people to speak about their experience of leading on health creation projects. Conference attendees completed a survey to help us evaluate the work we have undertaken.



Almost all of those who attended the conference, lived, worked and/or volunteered in Reigate and Banstead or Tandridge (the East Surrey footprint and the north of our Borough which sits in the Surrey Downs Place).

Tell us a bit about you?



When we asked people if they thought the work we are doing, which focusses on community led health creation, the vast majority agreed that it would support us to improve health outcomes.

Today you have seen examples of the work we do locally. Do you think a community led approach to health creation will support us to improve health outcomes?

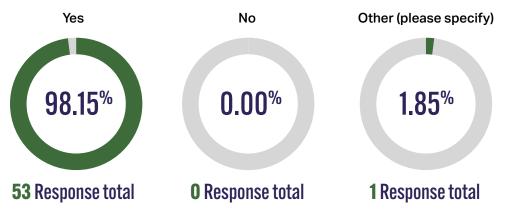






The Hewitt Review (April 2023) suggested that the 'share of total NHS budgets at ICS level going towards prevention should be increased by at least 1% over the next 5 years. When delegates were asked if they thought this move towards more funding for prevention could help the NHS and Local Authorities save money in the long term, they overwhelmingly agreed.

Could a move towards more funding for prevention of ill health help the NHS and Local Authorities save money in the long term?



We asked delegates if they thought that the projects we showcased (which include those projects featured in this report) could help reduce costs to the health service in the long term over 98% agreed.

Do you think the community led health creation projects you have heard about today could help reduce costs to the health service in the long term?



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A brilliant conference, helping communities and partners understand the need in East Surrey and how working together we can improve the health and wellbeing of our residents. A good opportunity to increase awareness and knowledge and understand the systems.

The conference gave me further scope to expand my volunteering and become an integral part of the community even though I did not grow up here. Thank you for inviting me.

What a useful and moving event. I loved hearing from the residents about their personal experiences. The CD Team is clearly having a great impact in communities and I hope they are able to continue. Working Better Together Supporting residents to create healthy communities





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reigate-banstead.gov.uk



eastsurrey-alliance.org



growinghealthtogether.org

Contact us: communitypartnerships@reigate-banstead.gov.uk