



North Somerset Wellbeing Service

Sharing Ideas and Shaping the Service Meeting

Notes from meeting held on Tuesday 19th January 2021

8 attending

Also attending: Claire Denyer [CD] (Chair & Service Team Manager), Sophie Fulcher (Assistant wellbeing coordinator)

Update from the last Sharing Ideas and Shaping the Service meeting

- After consultation, it has been agreed that the term 'service user' will continue to be used.
- The term 'coproduction' has been replaced by the title 'sharing ideas and shaping the service' in order to make the meetings more accessible and inclusive.
- New wellbeing groups have been added following suggestions at the last meeting. 'Shared Space' has been introduced to provide opportunities to connect with others. It has been developed to allow service users to simply be together.
- Focus Groups have been introduced to share ideas and get feedback, in order to improve the service.

Sharing office space with Safe Haven, Weston-Super-Mare

- Safe Haven Manager, Tammie Hemmett, joined the meeting to give everyone the opportunity to ask questions about the service.
- Claire explained how we will be sharing the office space, in Weston- Super- Mare.
- The two service will complement each other; NSWWS will use the space 9am-5pm and Safe Haven will offer a twilight service 6pm-12am. Service users had the chance to ask questions about what the service will offer (crisis provision) and who would be able to access it. More information can be found here <https://www.second-step.co.uk/our-services/community-and-wellbeing/safe-haven-crisis-centre/>

Update on service provision

- Acknowledged the fact that we are currently in Lockdown 3. For this reason, the service will remain online. However, we are expanding our offer- more wellbeing courses are being added for each quarter.
- The Safe Haven office, in Weston-Super-Mare, should be opening late February. Following our Focus Group, we are continuing our search for a suitable premises in Clevedon for when we are able to safely return to face-to-face.
- The team are working hard to develop new courses- Maintaining Wellbeing course due to start in February.
- Every 12 weeks, the service will go 'off timetable' to allow the team to plan the next quarter's courses and groups. A timetable of other wellbeing activities, such as music therapy, tai chi, yoga etc will be offered instead, which will give even more variety to the provision currently on offer. This will allow the service time to promote and publicise upcoming courses and events, so we can extend our reach across North Somerset.

Sharing the work of the Focus Groups

- It was recognised that the Focus Groups have allowed NSWS to open up important conversations and design the future of the service together.
- **Clevedon premises focus group:** everyone was updated on what was discussed at this focus group. Aspects that are important to service users include: an open, large, light space, with breakout rooms, good accessibility, and storage facilities. We discussed potential barriers/ concerns and how we can minimise anxieties around this: photos/ floorplans/ maps/ information on parking and bus routes.
- What next? When it is safe to do so, the Focus Group will join the NSWS team to visit possible venues.
- **Branding focus group:** everyone was updated on what was discussed at this focus group with Comms manager, Jane Edmonds. The service will now be referred to as North Somerset Wellbeing- any communications will also include the word 'Service' though. The designs for our service branding were shared, along with the shop front for the WSM office. It was noted that the hours for Safe Haven need to be added- this was feedback to Tammie and Jane. The feedback was really good and it was suggested that this logo can be incorporated into banners and promotional material for the service; it was felt that this would increase a sense of 'belonging' within the service.

Upcoming Focus Group opportunities

- Claire explained that we need to plan how we will spend the donations money that we have received. A focus group to discuss how to spend this will be held- date tbc.
- Everyone was told about how the service has Key Performance Indicators. A focus group to explore meaningful ways to measure the performance of the service will be held next month, **Monday 22nd February 12:30-1:30pm.**
- The team would like to find out how we can keep people engaging with the service. A focus group will be held on **Tuesday 9th March 2:15-3:15pm.**
- There was a really good discussion on how we can increase our reach across North Somerset. The main way people said that they found out about our service was through word of mouth, as well as through GP surgeries. A focus group to discuss these ideas further will be held on **Monday 8th February 12:30-1:30pm.**

AOB:

- Nothing raised.

The next quarterly **Sharing Ideas and Shaping the Service** meeting will be held on **Tuesday 20th April 2021, 2:30-3:30pm.**