

Cabinet

13 September 2018

Public Health and Strategic Commissioning Fitter Futures Warwickshire Proposed Re-tender of Services

Recommendations

- 1) That Cabinet considers the outcome of the consultation process and the outcome of the equality impact assessment for the service.
- 2) That Cabinet approves the proposed new model for Fitter Futures Warwickshire (FFW) services that are based on the findings from the consultation process.
- 3) That Cabinet approves proceeding with an appropriate procurement process for a Fitter Futures Warwickshire framework of providers.
- 4) That the Strategic Director for People be authorised to commence an appropriate procurement process and award any contracts for the redesigned services on terms and conditions satisfactory to the Joint Managing Director (Resources).

1. Key Issues

1.1. "Fitter Futures Warwickshire (FFW)" is the brand name for a number of services commissioned by Warwickshire County Council (WCC) Public Health (WCCPH) to support the Warwickshire population to eat healthily, maintain a healthy weight and increase levels of physical activity to improve health. These are three of the WCC Director of PH's health improvement priorities.

1.2 The following proposed new services were consulted on:

- Weight Management on Referral Service; 12 weeks weight management support provided across Warwickshire for young people and adults.
- A "Universal" Physical Activity/Healthy Lifestyles on Referral service; 12 weeks bespoke exercise programmes for young people and adults.
- A "Targeted" Physical Activity/Healthy Lifestyles on Referral service; 12 weeks bespoke exercise programmes for young people and adults who

have difficulty accessing the service.

- Family Weight Management; Warwickshire wide nine week weight management programme for families where there is one child aged between 4 and 12 who is overweight/obese.

All services within the FFW service offer will be part of the single point of access.

1.3 The main adaptations between the current services and the proposed services will be the targeted approach through the bespoke exercise programmes. This will ensure:

- Supporting individuals in long term conditions predicted in the Warwickshire population;
- Supporting the growing ageing population in Warwickshire;
- Additional referrals made via national and local programmes including the National Diabetes Prevention and the Living with and Beyond Cancer programmes;
- Easy access to services for groups where there are identified barriers including for people with severe mental illness, learning disabilities and dementia plus obese customers who exceed the BMI threshold for current universal services.

1.4 In light of the outcomes of the consultation, the proposed service changes will be:

- To continue to have a Single Point of Access with one telephone number, one website and one point of entry for referrers.
- To continue to commission the delivery of FFW services, integrate strength and balance preventing a first fall programmes, develop an evidence based seated exercise offer in communities, including care homes, enhance walking and community exercise opportunities.
- To deliver the services in group sessions and enhance the offer of one to one delivery options, virtual support, mobile phone text support and digital self- help tools and Smartphone Apps.
- Develop services so that there is an increase in referrals from mental health professionals, social care workers, teachers and early years staff, occupational health and workplace managers as well as from health professionals and minimise the current barriers that prevent this.
- Increase service delivery opportunities using other leisure opportunities, community venues, hotel fitness facilities, outdoor green gyms, fire station gyms, workplaces, in the home and in care and residential settings.
- Work with service providers and leisure centres to set realistic pricing structures and subsidise services rather than offer them free of charge or set too high. Service Specifications to include that Providers use revenue to build service capacity.
- To continue to offer 7/7 days for customers to access services at all times of the day to suit individual need.

- New service delivery models to incorporate opportunities to develop social elements to the services including “buddy” service.
- Continue underpinning services with a Making Every Contact approach.

1.5 The current FFW services are not part of the saving requirements for the One Organisational Plan 2020, and the proposals in this paper will be fully funded from the service's existing approved budget. The service will deliver efficiencies by accepting an anticipated increase in referrals into the service year on year for the same budget.

The initial contract period will be for 2 years with the option to extend for periods of up to 24 months.

The redesigned services will give Warwickshire County Council (WCC) improved value for money because they will allow for growth in accessibility through enhanced and targeted services. This means that the hard to reach communities of the Warwickshire population will benefit from improving their health and wellbeing at no extra cost to WCC.

The current contracts for all of the FFW services expire on 31 July 2019. The in-house provision of the Single Point of Access will commence on 01 April 2019 and the framework for Fitter Futures Warwickshire will commence on 01 July 2019.

2 Background and Rationale

2.1 There are currently four services in the FFW service offer. These are:

- A Single Point of Access; one website, one telephone number and one secure (in terms of Information Governance) referral route pathway for health/social care professionals and pharmacists to make referrals to the FFW Services. This service is being brought into the Warwickshire CC Contact Centre.
- Weight Management on Referral service; 12 weeks weight management support provided by Slimming World across Warwickshire. Referral by a health practitioner or GP.
- Physical Activity/Healthy Lifestyles on Referral service; 12 weeks bespoke exercise programme. This service is managed and co-ordinated countywide by Nuneaton and Bedworth Leisure Trust. Referral by a health practitioner or GP.
- Family Weight Management; Warwickshire wide nine week weight management programme for families where there is one child aged between 4-12 who is overweight /obese provided by Change Makers. This service is by self-referral.

2.2 Referrals made by health professionals and pharmacists to the current FFW services are growing rapidly annually. For example during 2015 there were 2278 referrals to the services. It is predicted that during 18/19, there will be between 7000 and 8000 referrals.

2.3 A key outcome for the proposed services will be to improve health and wellbeing in the Warwickshire children, young people and adult populations, reduce hospital admissions and the demand on other health and social care services. Please see **Appendix A** that demonstrates the impact of Fitter Futures Warwickshire and how it has positively impacted the Warwickshire population. The quarterly report, which includes yearly achievements, highlights how the FFW services have supported individuals to eat healthily, maintain a healthy weight and increase levels of physical activity, which are the stated objectives in the Introduction, bullet 1.

3.0 Consultation Process

3.1 On 18 May 2018, approval was obtained from WCC's Portfolio Holder for Adult Social Care and Health for WCC Public Health and Strategic Commissioning to go out to consultation on the proposed new Fitter Futures Services. The consultation took place from 29 May 2018 until 06 July 2018. The rationale for this time period was to ensure that the consultation period coincided with consultees being available for engagement and consultation, before the summer vacation period began.

3.2 Warwickshire residents from across all priority groups, stakeholders, providers, partners and frontline workers (who are relevant to the redesigned proposed new service) were selected as consultees for the existing and proposed services.

3.3 The consultation survey was designed using a "skip logic" model which means that respondents only answered questions relevant to them – i.e. they could skip to another section where certain questions were not relevant.

3.4 A range of engagement methods were employed to maximise opportunities for service users and other key stakeholders to put forward their views, these included:

- Survey (both on line and paper format) - Survey questions were developed. There were two surveys. One was for health professionals and the other was for the general public. These can be found in **Appendices B and C**.
- Face to face engagement with groups and the public e.g. libraries, network meetings etc.
- Engaging stakeholders at planned local events and forums e.g. the Cancer Recovery Partnership, the Muscular-skeletal Network for Coventry and Warwickshire etc.

For a full list of consultees, please see **Appendix D**.

- 3.5 A WCC Marketing and Communications team plan was developed in order to roll out information about the consultation process as comprehensively as possible to potential WCC internal consultees as well as external ones. Methods used to do this included the Ask Warwickshire Website, Social media, Newsletters etc. A full list of these methods can be seen in **Appendix E**.
- 3.6 Paper surveys were either taken out or posted to consultees. A link to “Ask Warwickshire” was sent to consultees who wished to or could complete an electronic survey.
- 3.7 As many pre-existing opportunities as possible were used to engage the public and stakeholders in the consultation process. This included engaging people in the consultation process at regularly planned meetings, events, workshops existing venues and settings. Consultees were given the choice of having someone available from WCC Public Health in person who was able to describe the proposed new service and purpose of the consultation in order to engage as many potential consultees as possible.
- 3.8 Results from the participant’s views and final consultation report can be seen in **Appendix F and G**.

4 Proposal

- To put into effect a Framework Agreement for the procurement of Fitter Futures Warwickshire services.
- This report seeks agreement from Cabinet to use these key findings above from the consultation process to further influence service design. This will mean that service user and stakeholder views will be considered and implemented where possible within the service redesign for Fitter Futures Warwickshire.
- The consultation outcome will be integrated with previous findings from the health needs analysis and evidence base already compiled prior to obtaining Portfolio Holder approval to consult. These will then be embedded into the final service specification.

5 Timescales associated with the decision and next steps

Key decisions and Next Steps	Timescales
Cabinet Approval	13 September 2018
Market Test Event	03 October 2018
Final Service Specification and approval from Business Meeting; Strategic Commissioning	23 rd November 2018
Invitation to Tender	14 January 2019
Contract award	28 March 2019
Contract commencement	01 April 2019 for SPA (coming in-house to WCC Contact Centre – this will allow for an overlap with the existing service to allow for seamless transfer of customers using the existing service who are already in the system) and 01 July 2019 for other FFW services
Mobilisation	14 April 2019
Performance management arrangements	01 June 2019

Background papers

None

Appendices

1. Appendix A – Quarterly Report from Fitter Futures
2. Appendix B – Consultation Survey for Health Professional
3. Appendix C – Consultation Survey for General Public
4. Appendix D – Consultation Log
5. Appendix E – Consultation Marketing and Communications Plan
6. Appendix F – Health Professional and General Public Consultation Feedback
7. Appendix G – Consultation Report
8. Appendix H – EQIA (this has been updated post the consultation period and been signed off)

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The report was circulated to the following members prior to publication:

Local Member(s):

Other members: Councillors Redford, Golby, Parsons, Rolfe and Caborn



**Quarter 1 Fitter Futures Warwickshire
Report
For Period 1st April – 30th June 2018
For the:**

- **Physical Activity/Healthy Lifestyles on Referral Service**
- **Family Weight Management Service**
- **Weight Management on Referral Service**

Number of Referrals per Fitter Futures service in Quarter 1:

Fitter Futures Service Referrals	2015 – 2016 Total	2016 – 2017 Total	2017 – 2018 Total	Q1 - 2018
Adults Age 16+. Physical Activity on Referral	1055	1595	1558	353
Maternal Pathway. Physical Activity on Referral	28	29	29	1
Young People Age 12-16. Physical Activity on Referral	10	27	18	0
Children Age 4-12. Change Makers (Family Weight Management programmes for families)	359	747	610	139
Parents/Carers. Change Makers (Family Weight Management programmes for families)				
Adults Age 16+. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral Service	30	153	65	0
Young People Age 12-16. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral	0	0	0	0
Adults Age 16+. Slimming World	668	2090	2672	630
Maternal Pathway. Slimming World	37	73	119	24
Young People Age 12-16. Slimming World	6	28	29	2
Total No. of Referrals	2278	4749	5106	1149

Number of People Completing a Fitter Futures Service in Quarter 1:

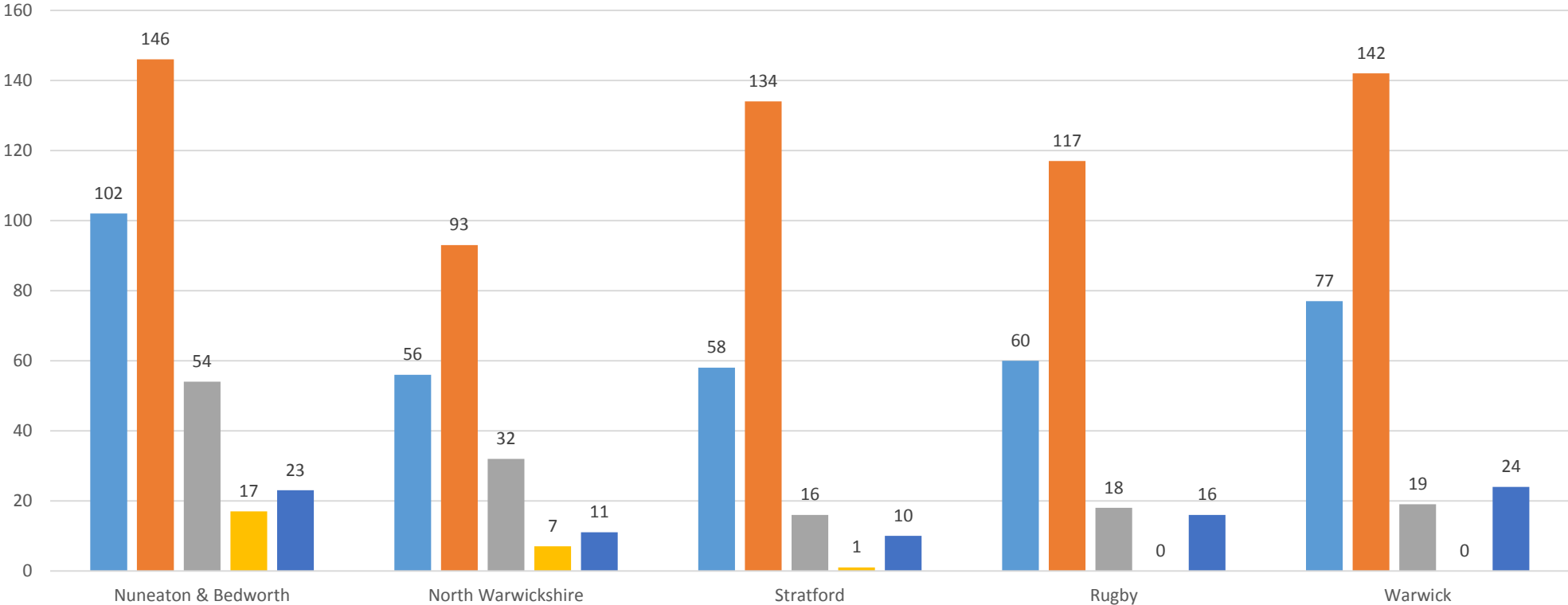
Fitter Futures Service Completions	2015 – 2016 Total	2016 – 2017 Total	2017 – 2018 Total	Q1 - 2018
Adults Age 16+. Physical Activity on Referral	121	331	325	77
Maternal Pathway. Physical Activity on Referral	4	5	2	0
Young People Age 12-16. Physical Activity on Referral	3	7	2	0
Children Age 4-12. Change Makers (Family Weight Management programmes for families)	65	203	157	49
Parents/Carers. Change Makers (Family Weight Management programmes for families)	46	185	152	32
Adults Age 16+. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral Service	2	41	16	0
Young People Age 12-16. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral	0	0	0	0
Adults Age 16+. Slimming World	73	869	1147	559
Maternal Pathway. Slimming World	0	7	7	7
Young People Age 12-16. Slimming World	0	0	5	2
Total No. of Completions	326	1654	1714	726

Cancer Rehabilitation, Dementia and Pre-diabetes Referrals

The table below shows the number of Cancer Rehabilitation, Dementia and Pre-diabetes referrals who have started and completed a Fitter Futures service during Q4. These are included in the above tables. However, they have also been identified separately in the table below because they are priority groups for a variety of workstreams which are in progress across Warwickshire. Highlighting them here, makes it easier for project teams to identify data at a quick glance.

Physical Activity on Referral Breakdown for Cancer Rehabilitation, Dementia and Pre-diabetes specifically.	Starters in Q1	Completers in Q4 (starters may still be in progress)
Cancer Rehabilitation	12	3
Dementia	3	0
Pre-Diabetes	11	2
Cardiac	31	5
Strength & Balance	2	1

Referral Numbers, Q1, 1st April - 30th June 2018



■ Physical Activity on Referral - young people & adults

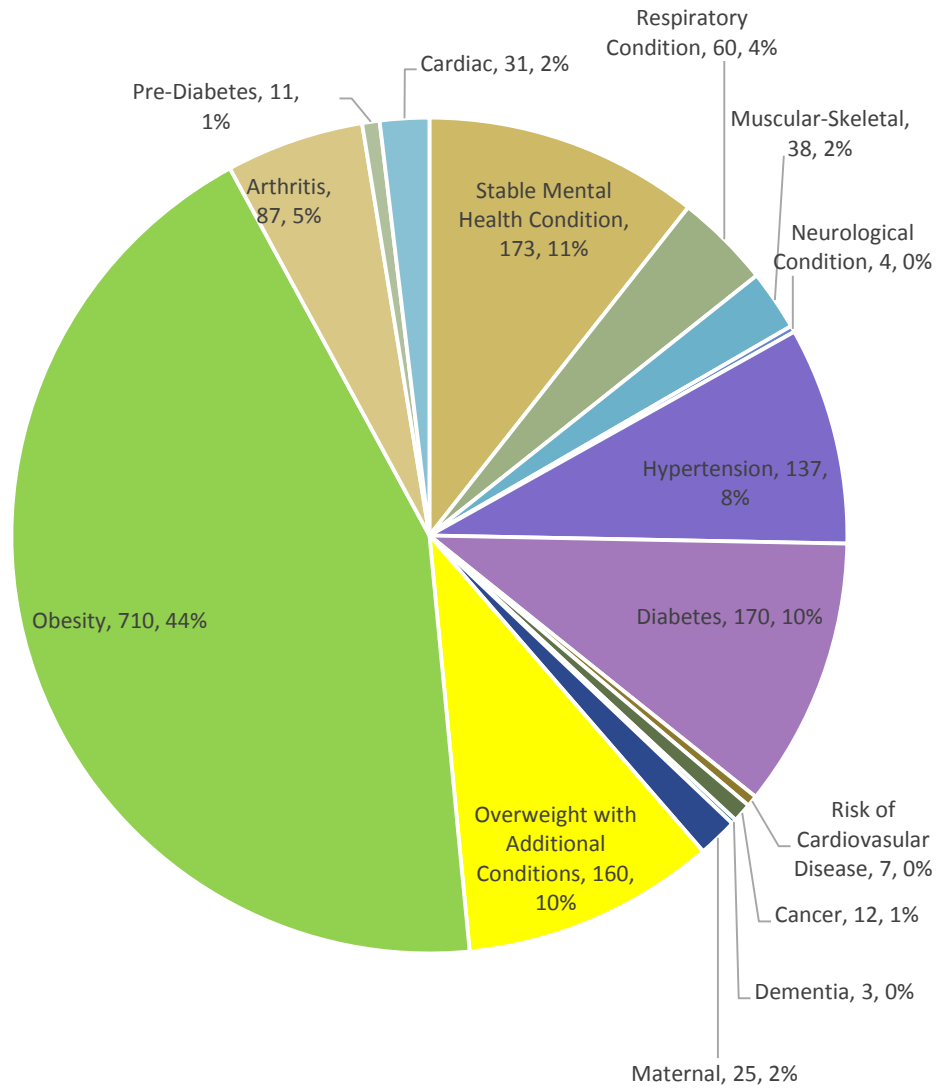
■ Weight Management on Referral - young people & adults

■ Family Weight Management

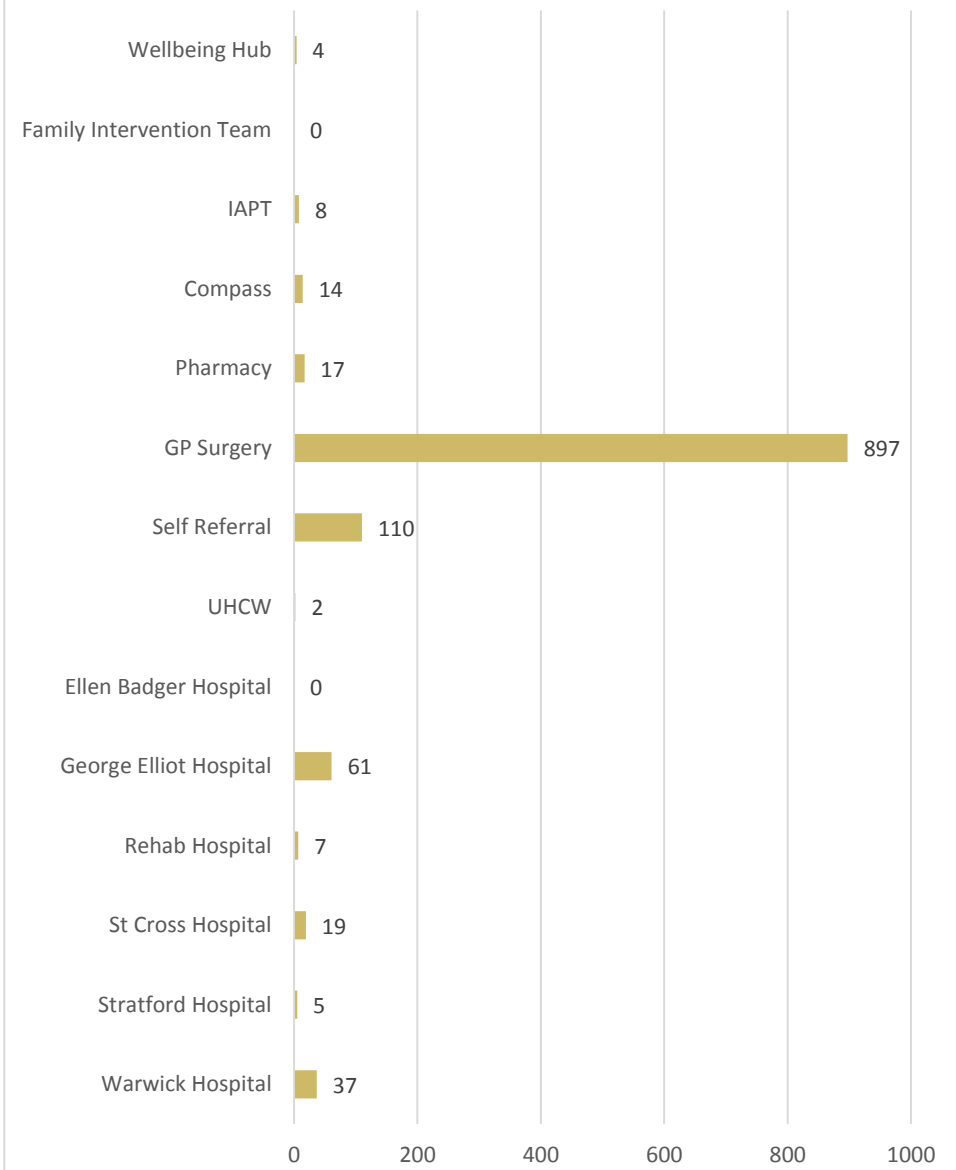
■ Maternal Pathway

■ Weight Management + Physical Activity

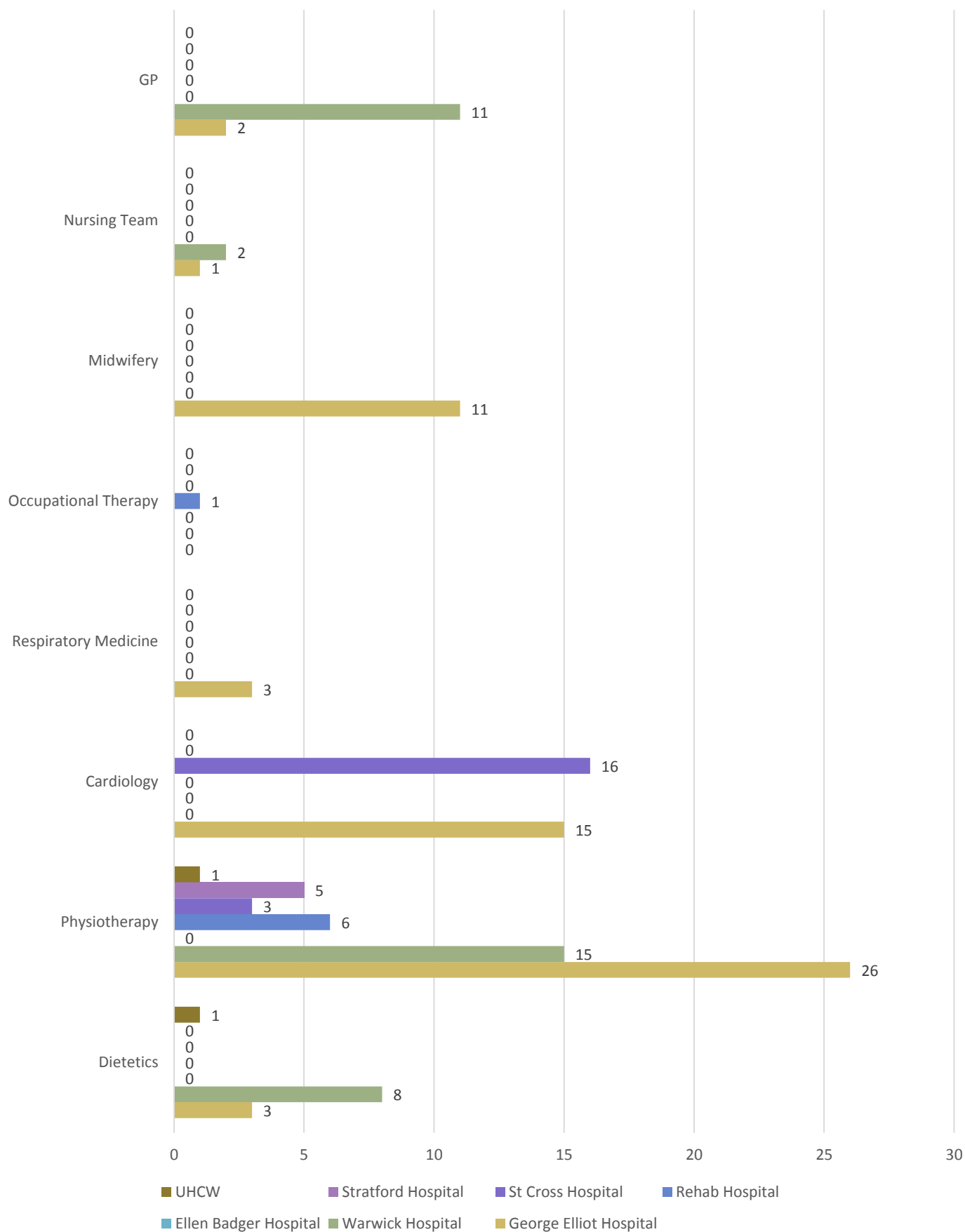
Reason for Referral, Q1 1st April - 30th June 2018



Source of Referral, Q1 1st April - 30th June 2018



Hospital Department Referrals, Q1 1st April - 30th June 2018



**Q1 Health Improvement Outcomes Achieved by Service Users Completing
All Fitter Futures Services during Q1, 1st April – 30th June 2018 - Broken Down per Service**



Q1 Fitter Futures Warwickshire Physical Activity/Healthy Lifestyles on Referral Service

Data shows average health improvement changes across all service users completing a Fitter Futures service during Q1:

Average	Leisure Centres		Physical Activity Consultants (NBLT)	
	Week 1 (n=75)	Week 12 (n=75)	Week 1 (n=39)	Week 12 (n=39)
Weight (kg)	95	93	96.7	94
Systolic Blood Pressure	135	133	129	129
Diastolic Blood Pressure	84	81	82	81
Resting Heart rate (b/minute)	76	76	74	73
BMI	32.5	31.9	33.6	32.1
Body Fat %	35	34	37	34
Wellbeing score (0-70)	51	56	48	50
Fruit & Vegetable consumption (portions per day)	4	7	3	4
Light activity levels (minutes per week)	100	157	93	117
Moderate activity levels (minutes per week)	113	174	110	126
Vigorous activity levels (minutes per week)	6	12	17	17

**Q1 Fitter Futures Warwickshire Change Makers Service – Family Weight Management on Referral Service
Health Improvement Outcomes achieved during Q1, 1st April – 30th June 2018**

All Health improvement outcomes increased or maintained at Week 9 for both adults and children during Change Makers. This is a positive health improvement outcome.

Children Change Maker Stats – (Average)	Week 1 (n=)	Week 9 (n=)
BMI	25.25	23.09
Fruit and Vegetable intake (portions per day)	2.7	3.7
Physical activity levels (minutes per day)	53.7	82
Self-esteem score	21.7	20.9

Adult Change Maker Stats – (Average)	Week 1 (n=)	Week 9 (n=)
BMI	30.33	28.86
Fruit and Vegetable intake (portions per day)	2.85	4.16
Physical activity levels – Light (minutes per week)	320.2	301.6
Physical activity levels – Moderate (minutes per week)	49.09	107.75
Physical activity levels – Vigorous (minutes per week)	36	46.87
Well-being Score (0-70)	39.6	52.31
Companionship Scale (0-40)		



Q1 Fitter Futures Warwickshire - Weight Management on Referral Service

Q1, 1st April – 30th June 2018

During Q1, one service providers delivered the Weight Management on Referral Service. The following health improvement outcomes were achieved during Q1 (please note that as the services are 12 week programmes, this data will not align with the number of referrals and number of completers data):

Weight Loss Achieved by Service users during Q1:

Weight Management statistics	Achieved 5% weight loss	Achieved 10 % weight loss
Slimming World	255	45

Health Improvement Outcomes Achieved by Service Users during Q1:

All service users who completed a Weight Management on Referral service during Q1 achieved positive health improvement outcomes as follows:

	Week 1	Week 12	Week 1	Week 12	Week 1	Week 12	Week 1	Week 12
	Fruit & Vegetables (portions per day)	Fruit & Vegetables (portions per day)	Activity levels (minutes per week)	Activity levels (minutes per week)	Wellbeing score (0-70)	Wellbeing score (0-70)	Companionship scale (0-40)	Companionship scale (0-40)
Slimming World	5.1	5.6	28.1	33.9	45.9	48	15.3	14.9

Case Study from one service user during Quarter 1

Q1, 1st April – 30th June 2018

Change Makers on ITV

ITV contacted Change Makers as they were running a week long special on Central News looking at childhood obesity. ITV came out to film the Breakfast session at Hurley Primary School with Justin, the children were given the opportunity to make their own healthy breakfasts. There was a selection of different fruits and yogurts for the children to try and they built their own fruit and yogurt pots.

Through having Change Makers on ITV it has been great prime time TV exposure and also gave a great buzz around the school about the programme. ITV were keen to talk to parents about their experiences from Change Makers and the behaviour changes they have made since attending the course. I have attached the link below to the clip from Central News (Change Makers starts at 1:44).



What prevention schemes are underway to tackle childhood obesity? Part 2/5 |
ITV News



What prevention schemes are underway to tackle childhood obesity? Part 2/5 |
ITV News

<https://www.youtube.com/watch?v=CEGaJsrNKLA>

Case Study Title: Mr ? – Strength & Balance**Background** - What is the background to the Case Study?

Mr ? was referred by his pharmacy to Empire gym & studios due to having a fear of falling. He said he felt very unsteady on his feet, more so than normal. He suffers with bad knees, as well as Hypertension, Type 2 Diabetes and High BMI.

Activity - What was involved? Who? Where?

After a consultation with Mr? at Empire Gym & Studios, I designed him a very basic exercise plan to focus on his range of motion with his knee as well as strengthening and balance exercises. Mr ? thoroughly enjoyed his workout and continued to come to the gym on a regular basis. His condition improved as well as his strength, balance and overall fitness we reviewed his programme and made some alterations to increase the intensity of his workout.

Outcomes - What were the outcomes or learning points?

Mr ? was very pleased with the overall outcome of his exercise referral. He said he feels a lot more stable on his feet, walking a lot more freely and naturally, reduced pain medication from 3 tablets a day to 1, there has been a reduction in blood pressure as well as improving his muscular strength, endurance and Cardiovascular Conditioning.

Blood pressure on first consultation = Systolic – 137, Diastolic – 91, Heart Rate – 87

Blood pressure on 12 Week review = Systolic – 123, Diastolic – 78, Heart Rate – 73

GP is also currently reviewing his Blood pressure medication and wants to take him off his tablets and monitor BP levels to see if this is possible to come completely off of them.

Learning Points - What would you do differently?

Feel very happy with the outcome and commitment from my client, can't say I would have approached any aspect of his referral differently. I am very pleased with the progress he has made and he has said exercise will remain in his life now.

Quote/Testimonial - Feedback given from the individual/organisation

"First time in my life I have used a keep fit gym. The staff are great, the people that use the place are friendly and I am 100% happy in using the site. Top marks go to Andrew Murray who is looking after me."

"My 12 week trial may be over but I will keep going to the gym two times a week or more. Very pleased with all at the leisure trust for all the help I have been given, having no family and now finish with work it is also a great place to meet people of all ages, and a big plus is the younger people do not make you feel out of place and always have the time to speak. To sum up 10 out of 10 all round."

Case Study from one service user during Quarter 1

Q1, 1st April – 30th June 2018

AGE: 53

START WEIGHT: 12st 8lbs

CURRENT WEIGHT: 10st 7lbs

TOTAL WEIGHT LOSS: 2st 1lb

CONSULTANT: Janey

GROUP DAY: Tuesday

GROUP: The Kenilworth Centre, Abbey End Car Park, Kenilworth, Warwickshire, CV8 1QJ

There were lots of reasons I wanted to lose weight: I was starting to get tired more easily when I was walking with my crutches, I had a fall in the garden last year and hurt my ankle and I was worried the extra weight I was carrying would put extra pressure on my joints and wear them out. I also realised I needed to be fitter to move my wheelchair whilst playing tennis and I wanted to keep healthy to prevent my cancer from returning.

I'd been referred to a Physiotherapist for my ankle after my fall, and I'd mentioned to her that I felt it might help if I lost weight. She then told me about the Slimming World on Referral programme and offered to refer me. Although I wanted to lose weight, I needed someone to encourage me and the referral really helped.

When I went to join group, I was nervous about going in with my crutches but my Consultant, Janey, made me feel welcome and has carried on encouraging me all through my weight loss journey. The group are very friendly and I picked up lots of hints for weight loss. I now plan my meals and do a weekly online shop with lots of fruit and vegetables. I've also cut down on baking cakes.

After my 12 week referral, I kept attending Slimming World and I'm so glad I did. I've been a member for 18 weeks so far and have got my 2st award. Slimming World has changed the way I eat as I now think about what's good for me, and I see all the Target members at my group who inspire me to lose – it all helps!

The awards I've received along the way; like Slimmer of the Week, Slimmer of the Month and my weight loss milestone awards; all motivated me to stay on track. I feel like if I stopped attending I'd go backwards – everyone has times where things don't go to plan, but the group help you put it behind you and start afresh.

Since losing weight I have more energy and I feel less tired when using my crutches. When I'm down on the floor in the garden, I can get up and my ankle feels stronger. I also play more tennis and I feel like I can move my wheelchair for longer when I play.

I used to go swimming before I gained weight, and then stopped because I'd lost my confidence – I didn't want people to see me in my swim dress. Now I've started swimming again and I've had to buy a new swim dress – 2 sizes smaller than my last one!

The best thing about my weight loss so far is feeling more confident. I feel confident to try different styles of clothes – which are two sizes smaller. It's the best feeling when people tell you that they've noticed your weight loss and look well for it.



Q1 Customer Satisfaction Survey Results from Service Users Completing a Fitter Futures Warwickshire Service – Q1, 1st April – 30th June 2018



Physical Activity on Referral Service Satisfaction Questionnaire

Q1, 1st April – 30th June 2018

1. How did you find out about the scheme?

Health Professional	Fitter Futures Website	Friend / Family member	Leisure Centre / Gym	Promotional film - YouTube	Social Media	other
83%	0%	9%	4%	0%	0%	4%

2. Was the scheme good value for money?

Definitely	Yes	Don't know	No	Definitely Not
62%	38%	0%	0%	0%

3. Are you satisfied with the impact that the scheme has had on your health?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
36%	34%	30%	0%	0%

4. Were you satisfied with the promptness in which your referral was made to when you began your 12 week programme?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
45%	32%	21%	2%	0%

5. Were you satisfied with the staff member who delivered your 12 week programme?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
73%	21%	6%	0%	0%

6. Do you feel that the equipment provided for your 1 to 1 sessions was appropriate for you?

Definitely	Yes	Don't know	No	Definitely Not
62%	36%	2%	0%	0%

7. Do you feel that your 12 week programme was appropriate to you and your health conditions?

Definitely	Yes	Don't know	No	Definitely Not
62%	36%	0%	2%	0%

8. How satisfied were you with the quality of support available outside of your 1 to 1 sessions?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
55%	30%	11%	4%	0%

9. Has the scheme made you more aware of the benefits of physical activity?

Definitely	Yes	Don't know	No	Definitely Not
53%	45%	2%	0%	0%

10. Do you feel that the scheme has given you the skills to become more physically active on your own?

Definitely	Yes	Don't know	No	Definitely Not
49%	49%	2%	0%	0%

11. How likely are you to use the exercise advice given to you to help your family?

Very Likely	Likely	Don't know	Unlikely	Very Unlikely
51%	34%	11%	4%	0%

12. In terms of your health condition(s), do you feel that the scheme has helped improve them?

Definitely	Yes	Don't know	No	Definitely Not
43%	49%	6%	2%	0%

13. Has the scheme helped you to become more physically active?

Definitely	Yes	Don't know	No	Definitely Not
47%	51%	0%	0%	0%

14. How likely are you now to get involved in local sporting / active sessions?

Very Likely	Likely	Don't know	Unlikely	Very Unlikely
28%	23%	26%	17%	6%

15. Do you think the exercise referral scheme is a good idea?

Definitely	Yes	Don't know	No	Definitely Not
74%	26%	0%	0%	0%

16. Overall, how satisfied are you with the exercise referral scheme?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
68%	28%	4%	0%	0%

Testimonials:

“Due to my Fitter Futures referral I have gone from doing hardly any physical activities to spending an hour or so in the gym twice per week. I have lost some weight and I feel fitter and better in myself, including my mental health. The gym instructor who did my induction helped me work out a personalised programme and has kept in regular contact to check on my progress.” A referral sent to ‘The Queens Diamond Jubilee’ Centre in Rugby

“This Scheme has helped me become more aware of my health and wellbeing, along with improving my confidence and enabling me to reach my weekly goal. The member of Staff (Claire Huxley) was superb, very professional, understanding and extremely thorough. Her knowledge of all of the prices of equipment and her infectious enthusiasm are very welcome gifts, a credit to the profession. Great scheme and superb support from Claire to help me achieve my targets. Superb!!!”

Q1, 1st April – 30th June 2018

I can see a change in my body, I'm doing considerably more exercise and the support has been great.

This has been a very positive experience for me with great results so far. I have a more positive attitude towards myself.

I have lost 2 stone in 19 weeks. I have more self-esteem and feel far healthier.

Very positive experience overall and glad that so much input from the health centre is going into general health and wellbeing and treating the whole person not just individual issues.

Since starting Slimming World I have lost 1 stone and have now had an "excellent" review from my diabetes nurse.

Losing weight with Slimming World has reversed my pre-diabetes

It's enriched my life and affected my blood sugars & cholesterol bringing levels back to normal

Joining Slimming World has/is turning my life around. I'm now more mobile, less tired and less breathless after losing a Stone in weight.

Change Makers – Family Weight Management

Q1, 1st April – 30th June 2018

Feedback and Satisfaction Results:

1. Thinking about travelling to the place where the service is held, how convenient for you is this location?

Very convenient	Convenient	Neither	Inconvenient	Very inconvenient
64%	18%	18%	0%	0%

2. How satisfied were you with the venue?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
64%	32%	4%	0%	0%

3. How convenient are the days and times of the sessions for you?

Very convenient	Convenient	Neither	Inconvenient	Very inconvenient
40%	52%	8%	0%	0%

4. Thinking about talking with the programme advisors, how satisfied were you with the information given to you during the sessions?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
79%	21%	0%	0%	0%

5. How satisfied were you with the way the programme advisors supported you?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
56%	40%	4%	0%	0%

6. How satisfied were you that to the programme advisor understood your concerns and needs?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
44%	56%	0%	0%	0%

7. How satisfied were you that the activities and sessions you took part in were appropriate to your family?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
72%	28%	0%	0%	0%

8. Would you recommend this programme to others?

Definitely	Probably	Probably not	Definitely not
88%	12%	0%	0%

9. Overall, how satisfied were you with the programme?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
68%	32%	0%	0%	0%

Appendix B

Fitter Futures Warwickshire Consultation

Overview

Warwickshire County Council (WCC) Public Health currently commission Fitter Futures Warwickshire. This consultation provides an opportunity to share your views and experiences about the Fitter Futures Warwickshire services and comment on possible future provision. The findings will be used to shape the new services which will be implemented in 2020.

We value your input to ensure the services meet your needs and want to hear your views as a Warwickshire resident, a key partner or a stakeholder.

About Fitter Futures

The countywide Fitter Futures Warwickshire services are coordinated by **Nuneaton and Bedworth Leisure Trust** <<http://www.nbleisuretrust.org.uk/>> . The aim of the services are to support the population of Warwickshire to improve their health through maintaining a healthy weight, eating healthily, become physically more active and having a healthier lifestyle.

The services offer families, children, young people and adults a choice of evidence based opportunities which provide weight management and/or physical activity support. To cater for all age ranges, the Fitter Futures services are as follows:

- Family Weight Management Service (Change Makers) is a free 9 week healthy eating, healthy lifestyles and physical activity programme for families who have at least one child aged 4-12 who is overweight.
- Young People and Adult Weight Management on Referral. This service provides a free 12 week programme of weight management support to young people aged 11-15 and adults aged 16+.
- Young People and Adult Physical Activity/Healthy Lifestyles on Referral (previously known as Exercise on Referral). This service provides a 12 week

programme of physical activity/healthy lifestyle support to young people aged 12-16 and adults aged 16+.

For more information visit: <https://fitterfutureswarwickshire.co.uk/>

Privacy Notice (Please read)

The following privacy notice applies to this survey.

Purpose for processing

All comments, feedback and information we receive will be used to inform how future weight management services are delivered. You will not, in any way, be identifiable in the survey analysis from your responses and any comments will be anonymous. The findings from the consultation will be presented to Warwickshire County Council's Cabinet, for their approval to commence a tender process for these services.

Personal information collected and lawful basis

Questions for the purpose of equalities monitoring are included. You do not have to give us this information. If you do provide it, this data will not be associated with or cross referenced with any other data provided in this survey.

Who we may share your information with

The information/data collected by this survey will be kept strictly confidential and shared only with Warwickshire County Council staff responsible for analysis of the data and those responsible for the commissioning of Fitter Futures Warwickshire.

Survey responses will be analysed using Citizen Space – the software used to manage our consultations. The providers of this software are Delib. Delib's privacy policy explains how Delib will collect, safeguard and process your data on behalf of Warwickshire County Council. This is available at <https://www.delib.net/privacy>

Following the end of this consultation we shall publish the results and this may include quotes of comments which will be anonymous.

Information you provide in any additional correspondence to our surveys and consultations, including personal information, may be disclosed in accordance with the Freedom of Information Act or Environmental Information Regulations. If you want the information that you provide to be treated as confidential, including your contact details, please tell us why, but be aware that, under the legislation we cannot always guarantee confidentiality.

How long we will hold your information

Warwickshire County Council will store the data securely and erase it within four years of the consultation being completed.

If you would like further information, visit our website: www.warwickshire.gov.uk/privacy

or contact our Customer Service Centre on 01926 410410.

Please tick this box to agree to the following: (Required)

I have read the Privacy Notice and consent to you collecting my responses.

Background Information

We would like to ensure we hear from a range of people. To help us understand this please tell us a little about you and your reasons for completing this survey.

1a Which one of these options best describes your reason for completing this survey? (Required)

Please select only one item

- A Warwickshire resident
- A previous or current customer of Fitter Futures Warwickshire
- A carer/friend or family member who has taken someone to a Fitter Futures Warwickshire service
- A carer/friend or family member who has taken part in a Fitter Futures Warwickshire service
- An organisation who works with Fitter Futures Warwickshire
- An organisation that would like to work more closely with Fitter Futures
- Warwickshire (i.e care home or community / voluntary organisation)
- Other - Please specify

About your organisation

2 If you work for/ represent an organisation please tell us which one?

Please select only one item

- Clinical Commissioning Group
- Local Authority
- Health Professional
- Leisure Centre Provider
- NHS Trust
- Third sector/voluntary sector Private sector
- Other organisation (Please specify)

Please tell us about your role

Please select only one item

- | | |
|---|--|
| <input type="radio"/> G.P | <input type="radio"/> Pharmacist |
| <input type="radio"/> Practice Nurse | <input type="radio"/> Support Worker |
| <input type="radio"/> School Nurse | <input type="radio"/> Social Worker |
| <input type="radio"/> Health Care Assistant | <input type="radio"/> Health & Wellbeing Adviser |
| <input type="radio"/> Dietician | <input type="radio"/> Physiotherapist |

Other role (Please Specify)

Midwife

3 Please select the Warwickshire district or borough where you are based (if responding on behalf of an organisation)

Please select only one item

- North Warwickshire Borough
- Nuneaton & Bedworth Borough
- Rugby Borough
- Stratford on Avon District
- Warwick District
- Countywide
- Other (Please specify below)
- Prefer not to answer

Awareness of Fitter Futures

The following questions focus on some of the functions of Fitter Futures Warwickshire.

4 Before starting this survey, how aware were you of the services offered by Fitter Futures Warwickshire?

Please select only one item

- Fully aware of the range of services provided by Fitter Futures Warwickshire
- Knew a little of what Fitter Futures Warwickshire do
- Not heard of Fitter Futures Warwickshire

5 Please indicate how, if at all, you have used the Fitter Futures Warwickshire service.

Please select only one item

- Referred a patient/customer to a Fitter Futures service
- Signposted a patient/customer to the Fitter Futures service
- Not used the Fitter Futures Service
- Other please specify

If you have not used the Fitter Future service ...

5b For what reason/s have you not used the Fitter Futures Warwickshire service? (Please select all options that apply).

- Heard of Fitter Futures Warwickshire but don't know what they do
- Not needed to refer a patient/customer to a Fitter Futures Service
- I/the patient/customer was not interested in the Fitter Future Service
- Other - Please specify

6 When referring would you prefer to have one website and phone number to access all Fitter Futures Warwickshire services?

Please select only one item

- Yes
- No
- No preference

7 If you wanted to refer a customer to a Fitter Futures service, which service would this be? (Please select all options that apply).

- Physical Activity/Healthy Lifestyles on referral service (12 weeks of bespoke gym based exercise programme)
- Adult Weight Management on referral service (i.e Slimming World and Weight Watchers)
- Family healthy lifestyle programme for families with overweight child/children aged 4-12
- Age 55 and over specialist strength and balance exercise opportunities to help people at a higher risk of having a first fall
- Group seated exercise classes
- Exercise opportunities in your community (Pilates, Yoga, Tai Chi, Bums 'n Tums, Bowling etc.)
- Walking groups/opportunities

Please list other possible activities you would refer a customer to for weight management support

8 If you are a provider of a home care, residential care or care home, would you like to provide any of the following for your customers/residents? (Please select all options that apply).

- Not Relevant
- Group Seated Exercise Classes
- Recognised activities which support people to prevent them from having a fall
i.e. Physical activity instruction with an instructor trained to deliver strength and balance exercises
- One to one physical activity instruction
- One to one seated exercise instruction
- Other (Please specify)

9 If it was possible, would you refer a patient/customer to use a Fitter Futures Warwickshire service in the following venues? (Please select all options that apply).

- A gym in a leisure centre
- Other activities in a leisure facility (i.e sports hall or swimming pool)
- A gym in a hotel
- A community centre (e.g. village hall)
- A Walking for Health group in your community
- An outdoor green gym (i.e gym equipment in the park)
- A fire station gym Physical activity sessions in a workplace (e.g. a yoga class during a lunch break)
- A personal instructor in your home
- A residential care home
- Other (Please specify)

10 How much would you be prepared to pay per month for a 12 week weight management or physical activity service?

Please select only one item

- Would not pay anything
- Less than £5
- £6-£10
- £11- £20
- £21-£30
- More than £30

Other comments - Please use the box below to provide any other comments about Fitter Futures Warwickshire services.

Please tick if your comments above are based on you having previously used Fitter Futures service

Interested in working with Fitter Futures?

If you are an individual or organisation who is interested in working more closely with the Fitter Futures Service we would really like to hear from you.

Please contact us on phadmin@warwickshire.gov.uk

How did you hear about this survey?

Please select only one item

- Website
- Email
- Social media - Facebook/Twitter
- Newsletter
- Library
- Face to face promotion
- Word of mouth
- Other - please specify

Equalities Monitoring

Warwickshire County Council is committed to promoting and achieving equality and fairness for all. The information requested below helps us monitor and understand the profile of our customers, staff and members. It is confidential and anonymous, and it cannot be attributed back to you.

Under the Public Sector Equality Duty section of the Equality Act 2010, we have a legal duty to understand the communities we serve, our customer profile and the profile of our staff and members. This Duty can only be met by effective monitoring of the protected characteristics as identified in the Equality Act 2010.

If you are responding on behalf of an organisation you may not feel these questions are relevant. However, we would like to ensure we have fair access to the consultation for all.

1 What is your gender identity? Please tick box. *Please select only one item*

- Male (including trans man)
- Female (including trans woman)
- Other including non-binary
- Prefer not to answer

2 How old are you? Please tick box. *Please select only one item*

- Under 18
- 18 – 29
- 30 – 44
- 45 – 59
- 60 – 74
- 75 +
- Prefer not to answer

3 Do you have a long standing illness or disability? (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities)? *Please select only one item*

- Yes
- No
- Prefer not to answer

4 What is your ethnicity?

Please select only one item

- | | |
|---|--|
| <input type="radio"/> White – English/ Welsh/ Scottish/
Northern Irish / British | <input type="radio"/> Asian or Asian British - Bangladeshi |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian or Asian British - Chinese |
| <input type="radio"/> White – Gypsy or Irish Traveller | <input type="radio"/> Asian or Asian British - Indian |
| <input type="radio"/> White - Any other background please
specify | <input type="radio"/> Asian or Asian British - Any other
background |
| <input type="radio"/> Mixed - White and Black Caribbean | <input type="radio"/> Black or Black British - African |
| <input type="radio"/> Mixed - White and Black African | <input type="radio"/> Black or Black British - Caribbean |
| <input type="radio"/> Mixed - White and Asian | <input type="radio"/> Black or Black British - Any other
background |
| <input type="radio"/> Mixed - Any other mixed background | <input type="radio"/> Prefer not to answer |
| <input type="radio"/> Arabic | |
| <input type="radio"/> Asian or Asian British - Pakistani | |
| <input type="radio"/> Any other Ethnic group (Please specify below) | |

5 What is your religion?

Please select only one item

- Buddhist
- Christian
- Jewish
- Muslim
- Hindu
- Sikh
- None
- Other (Please specify below)

- Prefer not to answer

6 Do you consider yourself to be...

Please select only one item

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other
- Prefer not to say

Appendix C

Fitter Futures Warwickshire Consultation

Overview

Warwickshire County Council (WCC) Public Health currently commission Fitter Futures Warwickshire. This consultation provides an opportunity to share your views and experiences about the Fitter Futures Warwickshire services and comment on possible future provision. The findings will be used to shape the new services which will be implemented in 2020.

We value your input to ensure the services meet your needs and want to hear your views as a Warwickshire resident, a key partner or a stakeholder.

About Fitter Futures

The countywide Fitter Futures Warwickshire services are coordinated by **Nuneaton and Bedworth Leisure Trust** <<http://www.nbleisuretrust.org.uk/>> . The aim of the services are to support the population of Warwickshire to improve their health through maintaining a healthy weight, eating healthily, become physically more active and having a healthier lifestyle.

The services offer families, children, young people and adults a choice of evidence based opportunities which provide weight management and/or physical activity support. To cater for all age ranges, the Fitter Futures services are as follows:

- Family Weight Management Service (Change Makers) is a free 9 week healthy eating, healthy lifestyles and physical activity programme for families who have at least one child aged 4-12 who is overweight.
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- Young People and Adult Physical Activity/Healthy Lifestyles on Referral (previously known as Exercise on Referral). This service provides a 12 week

programme of physical activity/healthy lifestyle support to young people aged 12-16 and adults aged 16+.

For more information visit: <https://fitterfutureswarwickshire.co.uk/>

Privacy Notice (Please read)

The following privacy notice applies to this survey.

Purpose for processing

All comments, feedback and information we receive will be used to inform how future weight management services are delivered. You will not, in any way, be identifiable in the survey analysis from your responses and any comments will be anonymous. The findings from the consultation will be presented to Warwickshire County Council's Cabinet, for their approval to commence a tender process for these services.

Personal information collected and lawful basis

Questions for the purpose of equalities monitoring are included. You do not have to give us this information. If you do provide it, this data will not be associated with or cross referenced with any other data provided in this survey.

Who we may share your information with

The information/data collected by this survey will be kept strictly confidential and shared only with Warwickshire County Council staff responsible for analysis of the data and those responsible for the commissioning of Fitter Futures Warwickshire.

Survey responses will be analysed using Citizen Space – the software used to manage our consultations. The providers of this software are Delib. Delib's privacy policy explains how Delib will collect, safeguard and process your data on behalf of Warwickshire County Council. This is available at <https://www.delib.net/privacy>

Following the end of this consultation we shall publish the results and this may include quotes of comments which will be anonymous.

Information you provide in any additional correspondence to our surveys and consultations, including personal information, may be disclosed in accordance with the Freedom of Information Act or Environmental Information Regulations. If you want the information that you provide to be treated as confidential, including your contact details, please tell us why, but be aware that, under the legislation we cannot always guarantee confidentiality.

How long we will hold your information

Warwickshire County Council will store the data securely and erase it within four years of the consultation being completed.

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or contact our Customer Service Centre on 01926 410410.

Please tick this box to agree to the following: (Required)

I have read the Privacy Notice and consent to you collecting my responses.

Background Information

We would like to ensure we hear from a range of people. To help us understand this please tell us a little about you and your reasons for completing this survey.

1a Which one of these options best describes your reason for completing this survey? (Required)

Please select only one item

- A Warwickshire resident
- A previous or current customer of Fitter Futures Warwickshire
- A carer/friend or family member who has taken someone to a Fitter Futures Warwickshire service
- A carer/friend or family member who has taken part in a Fitter Futures Warwickshire service
- An organisation who works with Fitter Futures Warwickshire
- An organisation that would like to work more closely with Fitter Futures
- Warwickshire (i.e care home or community / voluntary organisation)
- Other - Please specify

Background Information - Location

1b Please select the district or borough in Warwickshire where you live.

Please select only one item

- North Warwickshire Borough
- Nuneaton and Bedworth Borough
- Rugby Borough
- Stratford-on-Avon District
- Warwick District
- I don't live in Warwickshire
- Prefer not to say

Awareness of Fitter Futures

The following questions focus on some of the functions of Fitter Futures Warwickshire.

2 Before starting this survey, how aware were you of the services offered by Fitter Futures Warwickshire? (Please select only one item)

- Fully aware of the range of services provided by Fitter Futures Warwickshire
- Knew a little of what Fitter Futures Warwickshire do
- Not heard of Fitter Futures Warwickshire

3 Please indicate how, if at all, you have used the Fitter Futures Warwickshire service. (Please select only one item)

- Referred to a Fitter Futures service by a Health Professional or Pharmacist
- Self referred to the Family Weight Management Service (Change Makers)
- Taken part in activities in the community found via the Fitter Future website
(E.g leisure centre, healthy walks or community class)
- Not used the Fitter Futures Service
- Other please specify

If you have not used the Fitter Futures service ...

3b For what reason/s have you not used the Fitter Futures Warwickshire service? (Please select all options that apply).

- Not needed to use a Fitter Futures Service
- Heard of Fitter Futures Warwickshire but don't know what they do
- I was not interested in the Fitter Future Service
- Other - Please specify

Your views on Fitter Futures

4 Would you prefer to have one website and phone number to access all Fitter Futures Warwickshire services? (Please select only one item)

- Yes
- No
- No preference

5 If you wanted to use a Fitter Futures service, which service would this be? (Please select all options that apply).

- Physical Activity/Healthy Lifestyles on referral service (12 weeks of bespoke gym based exercise programme)
- Adult Weight Management on referral service (i.e Slimming World and Weight Watchers)
- Family healthy lifestyle programme for families with overweight child/children aged 4-12
- Age 55 and over specialist strength and balance exercise opportunities to help people at a higher risk of having a first fall
- Group seated exercise classes
- Exercise opportunities in your community (Pilates, Yoga, Tai Chi, Bums 'n Tums, Bowling etc.)
- Walking groups/opportunities
- Other - please list what else you would like to attend if you could

6 How would you like the above activities to be delivered? (Please select all options that apply).

- In a group environment
- On a one to one basis (just you and an instructor)
- Using direct online support (i.e. direct communication with a healthy lifestyle advisor)
- Using direct telephone support
- Using mobile phone text support
- Using online self help tools (websites you can use to monitor your progress)
- Using mobile Smartphone Apps.
- Other - please specify

7 Customers currently have to be referred by a Health Professional for Physical Activity/Healthy Lifestyles and Adult Weight Management. Would you be happy to be referred by any of the people below? (Please select all options that apply).

- GP
- Mental Health Professional
- Other Health Professional (i.e. Practice Nurse, Dietician, Physiotherapist, Occupational Therapists, any other)
- Social care worker (i.e Family Support Worker, Care Worker and Specialist Worker for learning disability)
- Pharmacist
- Teacher
- Early Years Worker (i.e preschool, nurseries and children centres)
- Occupational Health
- Workplace manager
- Other please specify

8 If it was possible, would you use a Fitter Futures Warwickshire service in the following venues? (Please select all options that apply).

- A gym in a leisure centre
- Other activities in a leisure facility (i.e sports hall or swimming pool)
- A gym in a hotel
- A community centre (e.g. village hall)
- A Walking for Health group in your community
- An outdoor green gym (i.e gym equipment in the park)
- A fire station gym
- Physical activity sessions in a workplace (e.g. a yoga class during a lunch break)
- A personal instructor in your home
- A residential care home
- Other - please specify

Your views ctd...

9 How much would you be prepared to pay per month for a 12 week weight management or physical activity service? (Please select only one item)

- Would not pay anything
- Less than £5
- £6-£10
- £11- £20
- £21-£30
- More than £30

10 If you were to use a Fitter Future service, what time of day would be most convenient? (Please select all options that apply).

- Morning
- Afternoon
- Evening

11 If it was possible would you like to see a social element as an addition to the Fitter Futures services (i.e. informal meet ups, online chat forums, discussion with other customers)? (Please select only one item)

Yes

No

If yes what social elements would you like to see? (Please select all options that apply).

Informal meet ups

Online chat forums

Discussions with other customers

Other - please specify below

Other social element

12 Would you want to hear about other services which can support you whilst attending a Fitter Futures service? (E.g. Debt counselling, Citizen's Advice services, stop smoking services, drugs and alcohol services, mental health services, housing services etc.) (Please select only one item)

Yes

No

Other comments

Please use the box below to provide any other comments about Fitter Futures Warwickshire services.

Please tick if your comments above are based on you having previously used a Fitter Futures service

How did you hear about this survey? (Please select only one item)

- Website
- Email
- Social media - Facebook/Twitter
- Newsletter
- Library
- Face to face promotion
- Word of mouth
- Other - please specify

Equalities Monitoring

Warwickshire County Council is committed to promoting and achieving equality and fairness for all. The information requested below helps us monitor and understand the profile of our customers, staff and members. It is confidential and anonymous, and it cannot be attributed back to you.

Under the Public Sector Equality Duty section of the Equality Act 2010, we have a legal duty to understand the communities we serve, our customer profile and the profile of our staff and members. This Duty can only be met by effective monitoring of the protected characteristics as identified in the Equality Act 2010.

If you are responding on behalf of an organisation you may not feel these questions are relevant. However, we would like to ensure we have fair access to the consultation for all.

1 What is your gender identity? Please tick box. *Please select only one item*

- Male (including trans man)
- Female (including trans woman)
- Other including non-binary
- Prefer not to answer

2 How old are you? Please tick box. *Please select only one item*

- Under 18
- 18 – 29
- 30 – 44
- 45 – 59
- 60 – 74
- 75 +
- Prefer not to answer

3 Do you have a long standing illness or disability? (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities)? *Please select only one item*

- Yes
- No
- Prefer not to answer

4 What is your ethnicity? *Please select only one item*

- | | |
|---|--|
| <input type="radio"/> White – English/ Welsh/ Scottish/
Northern Irish / British | <input type="radio"/> Asian or Asian British - Bangladeshi |
| <input type="radio"/> White - Irish | <input type="radio"/> Asian or Asian British - Chinese |
| <input type="radio"/> White – Gypsy or Irish Traveller | <input type="radio"/> Asian or Asian British - Indian |
| <input type="radio"/> White - Any other background please
specify | <input type="radio"/> Asian or Asian British - Any other
background |
| <input type="radio"/> Mixed - White and Black Caribbean | <input type="radio"/> Black or Black British - African |
| <input type="radio"/> Mixed - White and Black African | <input type="radio"/> Black or Black British - Caribbean |
| <input type="radio"/> Mixed - White and Asian | <input type="radio"/> Black or Black British - Any other
background |
| <input type="radio"/> Mixed - Any other mixed background | <input type="radio"/> Prefer not to answer |
| <input type="radio"/> Arabic | |
| <input type="radio"/> Asian or Asian British - Pakistani | |
| <input type="radio"/> Any other Ethnic group (Please specify below) | |

5 What is your religion?

Please select only one item

- Buddhist
- Christian
- Jewish
- Muslim
- Hindu
- Sikh
- None
- Other (Please specify below)

- Prefer not to answer

6 Do you consider yourself to be...

Please select only one item

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other
- Prefer not to say

APPENDIX D

Dear Colleagues,

The consultation log is a record of meetings in which the Fitter Futures Warwickshire consultation is discussed.

The purpose is to evidence that we are consulting as widely as possible.

The aim of all such meetings is to encourage partners and stakeholders to complete the online questionnaire - details of this will be sent out in due course.

Please DO NOT think you need to write comprehensive notes in the consultation log about the content of your meeting.

Any notes should be as brief as possible.

DATE	WCC OFFICER	MEETING WITH ?	MEETING LOCATION	NOTES
16th May	Georgia Barrett	Carers Trust Heart of England Rugby Branch	Lawford Road, Rugby	Promoted Fitter Futures, Health Checks, 5 ways to well being. Highlighted that there will be a consultation in the near future and that they were key individuals/partners. All happy to complete the survey - Amanda Cogley to pass information
30th May	Lucy Rumble	Ask Warks Subscribers	-	Sent to all to all the subscribers to consultation alerts on Ask Warwickshire. There are 432 in total.
7th June	Georgia Barrett	Dom Care Forum	Shire Hall	Dom Care Providers and Social Care Commissioners. Highlighted happy to have meetings with providers to discuss the consultation further. General view - all very keen and think great idea for PA services to approach care homes. Consultation link sent to all Care Home Providers.
11th June	Georgia	Carers Week	Rugby Borough Council	Reinforced consultation to Change Makers and Community Development Team. Provided them with paper copies of the survey.
13th June	Fran/Georgia	Carers Week	Rugby Borough Council	Reinforced consultation to Change Makers and Community Development Team. Provided them with paper copies of the survey.
15th June	Georgia	Joint Carers Conference	Coventry	Paper copies of questionnaire provided to Mind, Alzheimer's Society, Parkinson's Society and Age UK.
28th June	Georgia/Catherine	CGL Event	Warwick Racecourse	Substance Abuse charity completed a questionnaire. Raised awareness with Compass and DWP.
29th June	Georgia	Strategic Commissioning Day	Kenilworth	8 paper surveys completed on the day, this included Residential Learning Disability Home and Springfield Mind. Very successful day as best opportunity to liaise with care homes.
5th July	Georgia/Catherine	CGL Event	CHESS Centre	2 individuals completed the online survey after raising awareness. They were both from the probation service.

Final

Appendix E

Marketing and Communications Plan

Project title	Fitter Futures Warwickshire
Key PH contact	Georgia Barrett
Lead Communications Officer	Emily Dixon
Date	29th May to 6th July 2018

Background

Consultation on the Fitter Futures Warwickshire service which incorporates:

- Single Point of Access
- Adult Weight Management on Referral
- Physical Activity/Healthy Lifestyles on Referral
- Family Weight Management

Aim

To gain an understanding from Warwickshire residents, customers, partners and key stakeholders about the current Fitter Futures Warwickshire services and what the services should look like in the future.

The feedback from the consultation will be used to inform the development and redesign of the Fitter Future Service offer during 2019. In addition, findings from the Fitter Future Service Review that has been undertaken will also be considered alongside the consultation.

Websites

Surveys will be hosted here - <https://ask.warwickshire.gov.uk/>

Key Audiences

- WCC residents including those from protected priority groups
- Public Mental Health & Wellbeing Services
- Care Homes (Residential & Nursing for adults)
- CCGs
- Charitable Organisations
- Children and Young People
- Children Centres
- Clinic Health Centre
- Dentists
- Dietetics
- GPs
- Healthwatch Warwickshire
- Hospital Trusts - Comms Lead
- Libraries
- Local Authorities - Housing, Community Development, Comms Leads and Sport & Recreation Departments
- Midwifery services
- Nurseries - Private and State
- Pharmacies
- Public Health Warwickshire
- Schools
- Smoking in Pregnancy services
- Voluntary Sector
- Well being Hubs
- Service Users who have registered interest or have taken part in a service already.
- Current Providers of Fitter Futures
- Social Care & Support operational teams

Consultation methods

- Online survey
 - Email out to all key audiences
 - Posters to promote - the survey
- Letters promoting survey- Nurseries/Health Clinics/Dentists
 - All other partner organisations to request paper copies
 - Letter promoting the online survey
- Face to face public engagement
 - Carers Forum - 16th May (promotion of upcoming consultation)
 - Carers Trust Week Roadshow - 11th to 17th June 2018

- Frailty Pathway - 6th June
- Dom Care Forum - 7th June
- Joint Carers Conference - 15th June
- Food for Health Meeting - 21st June
- Strategic Commissioning Day - 29th June
- Grapevine focus groups
- Making Space - focus groups
- Telephone - consultation helpline (ph admin) and email address
phadmin@warwickshire.gov.uk

Channels - external

Channel	Detail	Owner
Ask Warwickshire website	https://ask.warwickshire.gov.uk/	Lucy Rumble
Email advert	<ul style="list-style-type: none"> ● Care Homes (Residential & Nursing for adults) ● CCGs ● Charitable Organisations ● Children and Young People ● Children Centres ● Dietetics ● GPs ● Healthwatch Warwickshire ● Libraries ● Local Authorities - Housing, Community Development, Comms Leads and Sport & Recreation Departments ● Midwifery services ● Nurseries - Private and State ● Pharmacies ● Schools ● Smoking in Pregnancy services ● Voluntary Sector ● Well being Hubs ● Social Care & Support operational teams 	Emily Dixon

Additional Emails	<ul style="list-style-type: none"> • Dementia Workstream and Board • GP's PLT and LMC 	Claire Taylor Rachel Robinson and Emily VDF
Social Media	Twitter, Facebook, Instagram	Emily Dixon
Face to face	Public engagement	Georgia Barrett and Fran Poole
Newsletters	SWCCG newsletter WCAVA grapevine PH Matters Healthwatch newsletter Head's up (schools)	Emily Dixon
Additional Newsletters	Social Care Provider	Lynn Bassett
Press notice	Local media	Emily Dixon
Ask Warwickshire	Subscribers to the website - 432	Lucy Rumble
Hospitals	CCG comms leads, SWFT hospital magazine, email	Emily Dixon
Current and Previous Service Users	Email	Georgia Barrett/Service Providers
Pharmacists	Message via Pharmoutcomes	Fran Poole
Postal Advert (letter and poster)	Health Clinics Dentists Nurseries (where email is not provided)	PH Admin

	Current Fitter Future Providers	
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Channels - Internal

- Intranet homepage - reserve headline slot for x
- Working 4 Warwickshire: quarterly newsletter to all staff
- MD briefing
- Re:member – newsletter to councillors
- YourWarwickshire - newsletter to MP's
- Group briefings - Resources, Communities and Fire & Rescue, People Group
- Internal events
- Public Health Matters

Collateral

- Posters
- Printed surveys

Key messages

- A consultation opens today (29 May) which provides you with an opportunity to share your views and experiences of the Fitter Futures Warwickshire service.
- In consulting on Fitter Futures Warwickshire it is our priority to ensure targeted support for those with the greatest need. The views of Warwickshire residents is central to the redesign of services which will ensure appropriate needs based support is available.
- The opinions of service users are essential to help us make the right decisions and I invite anyone with an interest in these services to take part in this consultation.
- You can respond to the consultation online at Ask Warwickshire, warwickshire.gov.uk/ask.

Action Plan

Activity	Action	Owner	Deadline	Progress
Engagement events	Create and confirm schedule of events	GB	25th May	Waiting for dates from Amanda

				Cogley (carers week)
Create surveys	First draft	GB	23rd April	
Design brief for artwork	For posters	ED	11th May	Waiting for final copy
Survey sense check	To share with key partners	GB	2nd May	
Final survey draft and check	Send to Zoe Mayhew for confirmation	GB	21st May	
Survey design	Comms will upload approved copy to template and send to print	ED		
Posters	Send to printers	ED	22nd May	
Ask Warwickshire	Upload surveys to webpage	LR	25th May	
Press notice	Create a press notice starting 29th May	ED	25th May	
Social media	Create schedule	ED	25th May	
Create partner distribution list	Create list	GB	Complete	
Create email to promote survey	ED to create email to gov delivery and send to phadmin/georgia	ED	23rd May	
Create letter to promote survey	ED to create letter and send to phadmin/georgia	ED	23rd May	Sent to ED 17th May
Forward gov delivery email to all partners on the distribution lists	Phadmin to send the email promoting the survey out to all the partners on the distribution list	Admin	29th May	
Send out email to promote survey via all other channels	ED to send out to via other channels see internal/external list	ED	29th May	
Send letter and posters to poster distribution	1 poster and letter to dentist - 88 1 poster and letter to children centres Send to each providers - posters and letter	GB/Admin	1st June	
Create reminder email	ED to create email to gov delivery and send to phadmin/georgia	GB/ED/Ph admin	11th June	

Reminder	All channels (excluding press)	GB, ED and FP	19th June	
Final reminder	All channels (excluding press)	GB and ED	2nd July	

Costs

Marketing Communications Support

Design branding - £150 - poster

Marketing communications time - 10 days plus core support

Printed promotional items

Posters

500 - £89

1000 - £135

2000 - £202

5000 - £273

Printed survey - 500, 1000 (8 page and 12 page)

Mono - £500 (approx)

Colour - £1100 (approx)

Postage (for sending out posters, postcards, paper surveys)15

Cost code details

Item	Forecast cost	Quantity	Cost Centre Code	Total cost
Survey in Colour				
Poster design by Melissa				
Poster print				
Email address				
Postage				
Prepaid envelopes				

Total				
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Monitoring and evaluation

- E-learning page analytics
- E-learning completions
- Facebook analytics
- Twitter analytics
- Google analytics
- Feedback from staff

Distribution List

Contact	Progress
Countywide press	
District and boroughs	
Parish councils	
Warwickshire MP's	
Members - county councillors	
Third sector contacts	
Stakeholders list	
Dentists (postal)	
Re:member	
Group briefings - F&R, Communities, Resources, People	
Fitter Futures contacts	
Healthwatch newsletter	
CAVA - Grapevine	
Schools	

Coverage - evidence of press release and facebook posts

Appendix F Health Professional and General Public Consultation Feedback

I've heard great things about these services
When referring patients for physical activity intervention, many turn down the offer when they see how much it costs to attend the gym option. Many people do not like the thought of going to the gym. Free activity options would help a lot of these people - more walking groups and other exercises in leisure centres such as beginners sessions for swimming, bowling, badminton, table tennis, Tai Chi etc. As wide a range as possible,
Walking groups
I have repeatedly been criticised by GPs for excess weight, despite it being medical in cause (underactive thyroid) and advised to lose weight without any offer of assistance. This is despite working in GP surgeries and being fully aware of Fitter Futures. I was finally referred by another healthcare professional when I had
It would be great if the referral to Fitter Futures could be to a wide range of activities engaging a range of community providers.
CSW Sport would be keen to work with Fitter Futures to better understand exactly what people want in terms of the types of activity, how they can access it, how it's provided (ie crash course/daily/weekly) who makes the referrals (ie someone they trust) and the range of activities people want included in the scheme
The workforce requirements need to be considered. We know that people engage when the deliverer is 'someone like themselves' and the referral is made by a trusted individual.
The service does not take into account those who need specific dietary advice in a one to one capacity
It would be good if Fitter Futures were to link with the new Children's and Family Centres in Warwickshire.
There is a real lack in the fitter futures service for children who are overweight but do not have a BMI of 30 or more and are over 12 years old. I would like to see this gap get the support needed before those children
I feel that as a School Nurse I should be able to refer children over 12 years who are overweight but do not have a BMI of over 30. Particularly as the paediatric dietitians will not accept an overweight child referral unless there are existing diagnosed comorbidities, such as diabetes. I feel that this intervention is too little too late, and surely prevention before this stage is preferable.
Just that I know the programme they deliver in school to our children and families is excellent and these families get a lot out of them, with positive results. As a team we need this service to refer our families onto,
Groups are not appropriate for everyone. More 1:1 support is required. Needs to be more consistency re who gets accepted. Pathway for those who don't meet referral criteria needs to be clearer i.e. where should those with BMI that is higher than acceptance criteria be referred to?
I think fitter futures is a brilliant service, tailored to children and families who are committed to becoming healthy.
More focus on frailty
I do not think that families would pay for family weight management services, we have to use lots of persuasion to encourage families to attend sessions. If there was a cost I do not think that families would
Nordic Walking Dance classes Exercises classes for people with Parkinson's Swimming/exercise in water sessions or 1:1s
I work with children and we can not see obesity referrals. I note that the children in special schools can struggle to access mainstream services - could something be encouraged in lunch times or after school to
Please look at the falls service as there are a lot of people needing it.

We used to be able to refer patients with breathing problems (mild, moderate and severe). I work in pulmonary rehab so need something I can refer people on to once they have completed the classes. Unfortunately the past few patients we have referred we have had them sent back saying that due to trained

Think there needs to be separate work out area in parks away from children areas and teenage hangouts. With organised fitness coach days in summer holidays for free for teenagers. With teenage walking groups showing walking routes around north Warwickshire advertised in schools and on social media such as Facebook spotted / or probably from sites.

Also fitter future sports activities in school holidays times when it is so easy for parents to pacify children with sweets/ ice-cream.

A main concern for myself is there is a strong focus on the end product of a situation but often there are emotional sides to some people overeating as a comfort and is often the cause. I think the walking groups would be useful place for young people to talk about how they feel and use going for a walk as comfort

Always being a size 10 person, I put on 4 stone while I was pregnant. Even after my baby was born, I was really struggling to get rid of the weight. I was officially obese and struggled to move around, go up and downstairs and just to have the energy to look after my family, the house and myself (not to mention a full time job when maternity leave finished). I already had back problems so the extra weight didn't help either. Someone at work told me about an article on the paper about Fitter Futures so I decided to investigate. My health visitor gave me a referral and I quite enjoyed some of the exercise lessons I attended and the gym referral but not having anyone who could look after my little one for me while I was away made it very difficult.

It was when I was told about Slimming World and I got a referral that my life changed. Until then, I'd heard

An excellent service that I have referred people to for gym use and weight management. It is well priced which I think is important as a lot of the people I refer to fitter futures are people on fixed incomes and haven't done gym, slimming world etc due to not having the money so it is very important that the price is kept reasonable.

It would be good if we as clinicians got feedback about our patients. No one contacts us to let us know how

You seem to concentrate on exercise and pay little attention to diet.

I have been working with fitter futures for sometime and referring service users that I work with, they have provided and excellent service and are very accommodating , however the people I work with aren't always motivated to attend some of the activities that I have referred them for e.g. slimming world =some of them

We have worked with fitter futures through CSW sport to develop programmes for our patients. These were very valuable for the patients and the feedback has been excellent. we would like to continue to offer some group activities alongside our walking group to encourage patients to get involved in exercise which has been Family Lifestyle Programme targeting 13 - 19 years. At present there is a gap in provision for this age group and signposting relevant support, or providing directly can be difficult.

Make referrals into the QDJC centre - main port of call. Amazing service - great shame if lost. So many good stories through GP referral scheme. Wouldn't work if Health Advisors couldn't refer. Customer don't / can't

(from question 10) - working 7-1.30 each day. Younger child has flipped night into day and sleeps 6.30 am - 2 pm each day. Her education provision begins when most peoples days are ending. I know she is not alone in this.

My 16 year old daughter was recently referred to Fitter Futures and sent an appointment for 12/52 of SW membership - it was totally inappropriate given that she has sensory difficulties (touch/taste/smell/hearing/texture) and her dietary intake has become severely restricted to these over the last two years. She has actually lost 22kg in 12 months, she has poor stamina, poor muscle tone etc.

She has ASD and PDA which means your services don't reach young people like her. I have done my utmost to be a positive role model but her LD means she cannot see this.

Both my daughters have ASD - both are very unhealthy and the services out there do not reach young people like them which is something I would like to see changing in the future. I completely understand the positive. I am currently a member of a private gym where I swim and attend classes on a regular basis, so personally, I am not likely to require this service. However, if I was unable to continue my membership for any reason, this might change.

When I looked into Fitter Futures as a possible option for one of my carers, who wanted to lose weight, I

Would like to see a cancer rehabilitation service across Warks but also aligned with Coventry. Healthcare professionals do not have time to look at postcode of patients.

Patients should be able to access from the point of diagnosis, prehab - rehab, lots of evidence to support this.

Currently I deliver Change Makers which is for families with children aged 4-12 years.

There is a grey area between 13-17 where teenagers are not supported appropriately within Fitter Futures. They can access Junior Gym or Slimming World, which in my opinion are not wholly appropriate. At Change Makers I promote the ability to lead a healthy lifestyle without having to attend gym, or buy into 'commercial diets'. I feel that having these 2 options for this age range is sending the wrong message.

I would like to see a programme similar to Change Makers being offered within Secondary Schools - focusing on the importance of diet and health, offering opportunities and links with local clubs/activities to encourage teens to remain/become active. It is important we set them on the path of a balanced view of 1) how to look after themselves 2) where to go if they need help. At such an impressionable age there should be a service in place to dispel misconceptions of health.

There are generations of secondary school leavers who do not know how to prepare a meal, or the

I wish we could get patients to self refer and I wish the referral form was simpler, v. clumsy having to get all

We have had some real successes with Fitter Futures and Rugby Hub clients. In particular at Queen's Diamond Jubilee and would like to take this opportunity to praise Phil Hanrahan who shows real compassion and empathy for clients referred from us, which makes their experience all the more enjoyable and therefore successful.

The previous provider for substance misuse in Warwickshire, I believe, were able to refer service users into Fitter Futures. CGL, the new service provider would like to be able to continue this to support our service

I had mental health difficulties which resulted in isolation and negative coping strategies ie sedentary lifestyle and overeating. The leisure centre/gym referral was a lifeline. I got to be with people, do a positive, healthy activity and have a purpose to get out of my flat. However, despite the discount, I couldn't afford to continue it, confining me back to old habits. I have recently been referred to Slimming World through Fitter

Swimming and maybe some help with confidence and assertiveness... and programs specifically tailored to

I was fully satisfied with the service provided to me.

The list of services indicated in this questionnaire seems comprehensive to any perceived needs by me.

Unfortunately not all people referred are suitable for group sessions and would prefer a one to one service based on the individuals needs and co-morbidities.

Slimming World is the only option for adult weight management so no option for people who have tried it before with no success and for people who do not feel comfortable in a group environment.

As a current customer, the only comment I have is to be able to use the gym freely without feeling like you're not allowed to work out! The last few times I've been and I'm sweating and breathing heavy from working out and keeping to the programme set by the fitter futures instructor, I have been told I'm sweating too

Found that staffing levels in gym have been cut dramatically, only part of weeknights for swim for fitness

I injured my tendon in my leg and have difficulty walking. I would like to see a balance and fitness class for

More services/options provided in Kenilworth ie Swim Aerobics, Tai Chi classes

Would it be possible to refer a patient to Fitter Futures for an NHS Health Check if their doctors surgery does

I was referred by my doctor after struggling with weight loss & exercise due to having Chronic Fatigue. The lady was very helpful at first & gave me a gentle program for the gym to try as well as nutritional guidance.

When I was referred on the gym referral scheme my understanding was that mental health was part of the criteria, however on my assessment I was told that it was only for people with BMI of 30 or above. I did still meet the criteria for the BMI but it would be beneficial to clarify this. I have found that physical exercise has had a significantly positive affect on my mental health and it would be a crime to eliminate people just because they were not overweight as well as mentally unwell.

I also wonder if a buddy system would work? I found myself quite lonely and very self conscious for my first few sessions at the gym, but maybe having someone with me also on the scheme or a volunteer from a regular gym user would have helped me settle in sooner.

I have high blood pressure (managed by appropriate medication); reduced cost of membership of my local

I enjoyed and found useful the Fitter Futures programme , but then my work situation changed and I got out

Attended change makers via son's school. Really interesting and informative. Thank you.

I was referred as a result of knee surgery to help with my recovery but now go to a gym on a regular basis to

As money would need to come out of the customers pocket, it would be best if the cost was minimal

Working with disadvantaged groups means financing this may be an issue

Monthly payment would need to be variable depending on person, i.e. some of our clients are on very

The instructor I had was very understanding . I think it would have been good practice if my progress/lack of progress had been monitored by Fitter Futures discover if the exercises were helping . Maybe the gym

I would like to see fitter futures able to see people in their own gyms rather than having to pay the cost of joining another gym. I think this would make it easier for people to access. Also, considering that we work

Guidance using equipment purchased for home use.

It was very helpful, and a shame that ultimately I couldn't continue it due to cost and time availability. \If the cost were lower - say 20 to 30 pounds ish per month and it was available in the evening it would be great. I

APPENDIX G

Fitter Futures Warwickshire Consultation Report - July 2018

Background

The Fitter Futures Warwickshire (FFW) survey consultation took place between 29th May and 6th July 2018. In total there were 172 responses to the survey. Ninety two percent of the surveys were completed online while the remainder were completed as paper copies. The feedback from the consultation will be used to inform the development and redesign of the Fitter Future Service offer during 2019.

Key Messages

- The majority (80%) of respondents said they would like a single point of access for the FFW services.
- The most popular FFW service was the Physical Activity/Healthy Lifestyles service (69%), followed by walking groups/opportunities (55%) and thirdly, exercise opportunities in the community (53%).
- 38% of respondents stated they would like specialist strength and balance exercise opportunities for age 55 and over - this may be to do with the age profile of the respondents.
- The top three options for services being delivered were in a group environment (61%), one to one basis with an exercise instructor (60%) and support via a smartphone app (25%).
- The majority of respondents (90%) would like to be referred to the services via a GP or other health professionals (73%). Nearly half of the respondents said they would like a mental health professional to refer them into FFW.
- Both the general public and health professionals stated a FFW service in a leisure centre, community centre and walking for health as the top 3 venues.
- 30% of respondents would be willing to pay £11-£20 for a service. 21% of the public stated they would not pay anything for a service.
- 35.47% respondents said they would like a social element incorporated into their FFW service whilst 24.42% answered “no they wouldn’t want this”. Most would like this in the form of formal meetups.
- 28.5% of respondents would want information on other healthy lifestyle services whilst attending a FFW service. Whilst 30.2% said they would not want additional information beyond the service.
- Both the general public and health professionals would like additional pathways and services to be incorporated within the community in the

future model. Clear and simple referral pathways were highlighted as a key factor alongside 1-2-1 and group programme options.

Summary of service redesign proposals as a result of consultation feedback:

- To continue to have a Single Point of Access with one telephone number, one website and one point of entry for referrers.
- To continue to commission the delivery of FFW services, integrate strength and balance preventing a first fall programmes, develop an evidence based seated exercise offer in communities, including to care and residential homes, enhance walking and community exercise opportunities.
- To deliver the services in group sessions and enhance the offer of one to one delivery options, virtual support, mobile phone text support and digital self-help tools and Smartphone Apps.
- Develop services so that there is an increase in referrals from mental health professionals, social care workers, teachers and early years staff, occupational health and workplace managers as well as from health professionals and minimise the current barriers that prevent this.
- Increase service delivery opportunities using other leisure opportunities, community venues, hotel fitness facilities, outdoor green gyms, fire station gyms, workplaces, in the home and in care and residential settings.
- Work with service providers and leisure centres to set realistic pricing structures and subsidise services rather than offer them free of charge or set too high. Service Specifications to include that Providers use revenue to build service capacity.
- To continue to offer 7/7 days for customers to access services at all times of the day to suit individual need.
- New service delivery models to incorporate opportunities to develop social elements to the services including “buddy” service.
- Continue underpinning services with a Making Every Contact approach.

Findings from the consultation

For the purposes of analysis, respondents have been grouped into two categories;

1. Public - this includes residents/carers/friends/relatives/FFW service users/those representing the public, and
2. Health Professionals - this includes organisations who work with or would like to work more closely with FFW.

Skip logic was incorporated into the survey to create relevant pathways depending on their reason for participating. Some questions were asked to only one category, for example only relevant for public while others were asked to both. The term ‘all

respondents' refers to both categories. If a respondent answered 'Other' to question 1 the respondent was routed to the public focused questions. Where possible the analysis has been adjusted to reflect 'Other' respondents who would better fit into the professional category.

Overview of respondents

Gender

Male	Female	Preferred not to say	Not answered
44 (26%)	118 (69%)	7(4%)	3 (2%)

Age

18-29	30-44	45-59	60-74	75+	Preferred not to say	Not answered
13 (8%)	54 (31%)	63 (37%)	29 (17%)	3 (2%)	7 (4%)	3 (2%)

Long standing illness or disability

No	Yes	Preferred not to say	Not answered
126 (73%)	27 (16%)	15 (9%)	4 (2%)

Ethnicity

White – English/ Welsh/ Scottish/ Northern Irish / British	150 (87%)
White - Any other background	3 (2%)
Asian or Asian British - Indian	3 (2%)
Mixed - White and Asian	1 (1%)
Mixed - Any other mixed background	2 (1%)
Prefer not to say	9 (5%)
Not Answered	4 (2%)

Religion

Christian	78 (45%)
None	63 (37%)
Buddhist	1 (1%)
Hindu	1 (1%)
Jewish	1 (1%)
Other	3 (2%)
Prefer not to say	19 (11%)
Not Answered	6 (3%)

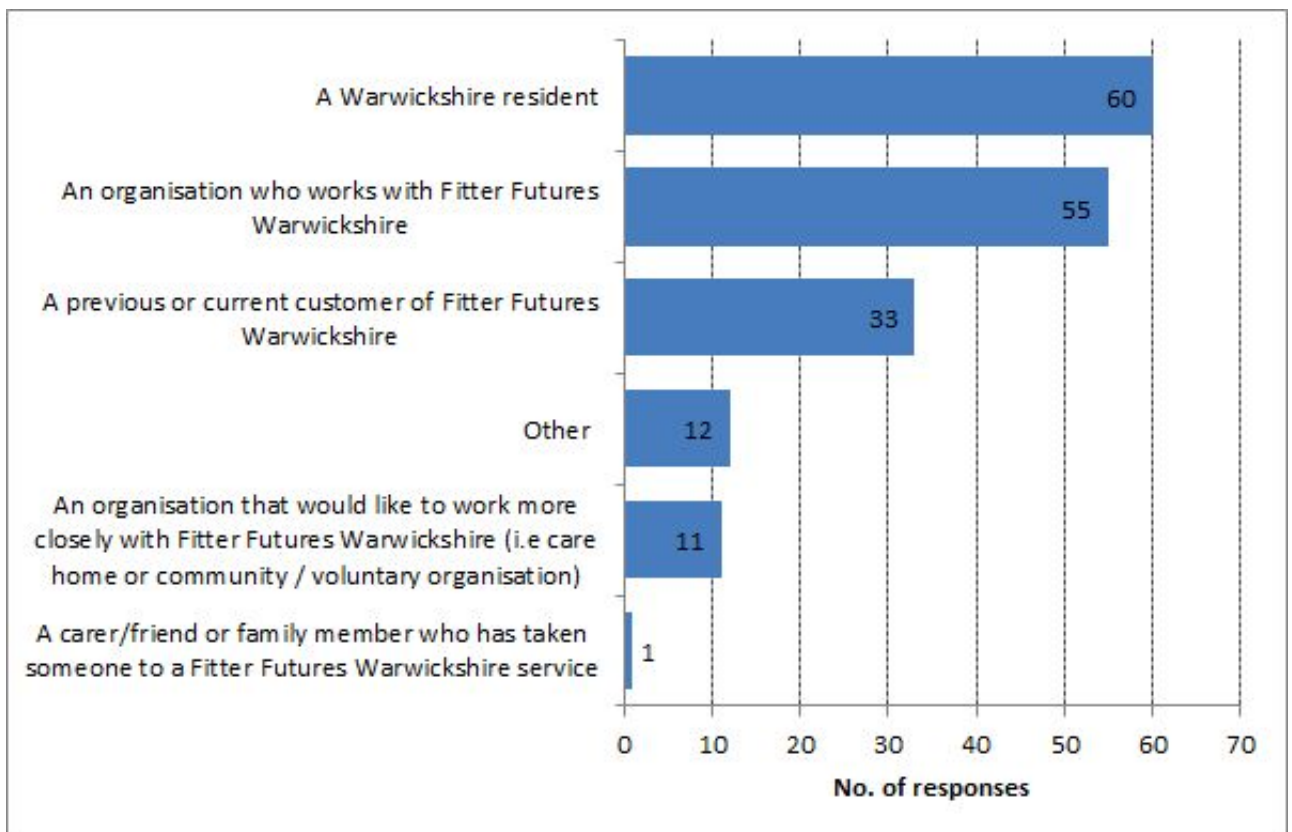
Sexuality

Heterosexual	Bisexual	Preferred not to say	Not answered
148 (86%)	1 (1%)	19 (11%)	4 (2%)

Q.1 All Respondents - Which of these options best describes your reason for completing the survey?

The majority (55%) of respondents were from the public category - Warwickshire residents (35%), previous or current customers (19%) and carers friends (0.6%) (Figure1). Of those answering “other” 3 could be classed as being in the public category - these included a parent just referred to the FFW service and a parish councillor; and 9 could be classed as an organisation/professional - these included a cancer lead, a WCC employee, a Children’s Centre, health professionals who refer to FFW and employees of FFW.

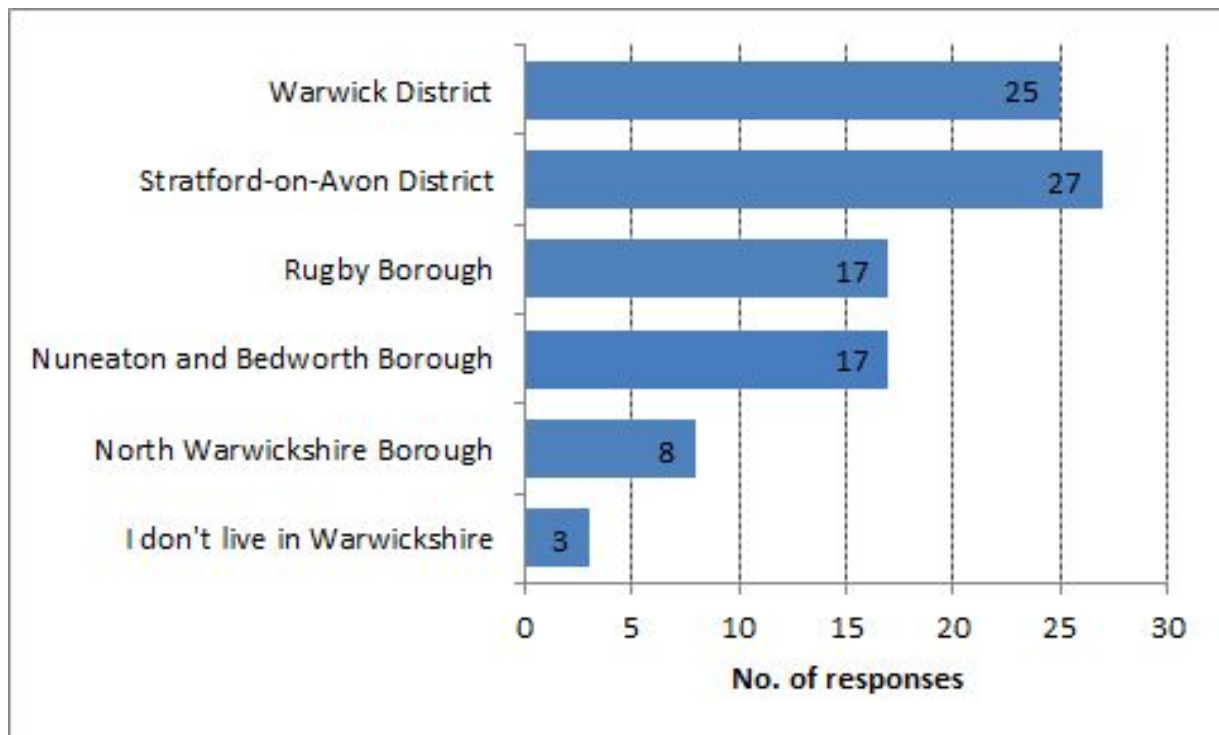
Figure 1



Q.2 Public only - Please select the district or borough in Warwickshire where you live

The public were asked in which district/borough they lived. Figure 2 indicates the distribution of respondents around the county. Of those responding 28% lived in Stratford-on-Avon, 26% in Warwick, 18% in Rugby, 18% in Nuneaton & Bedworth and 8% in North Warwickshire.

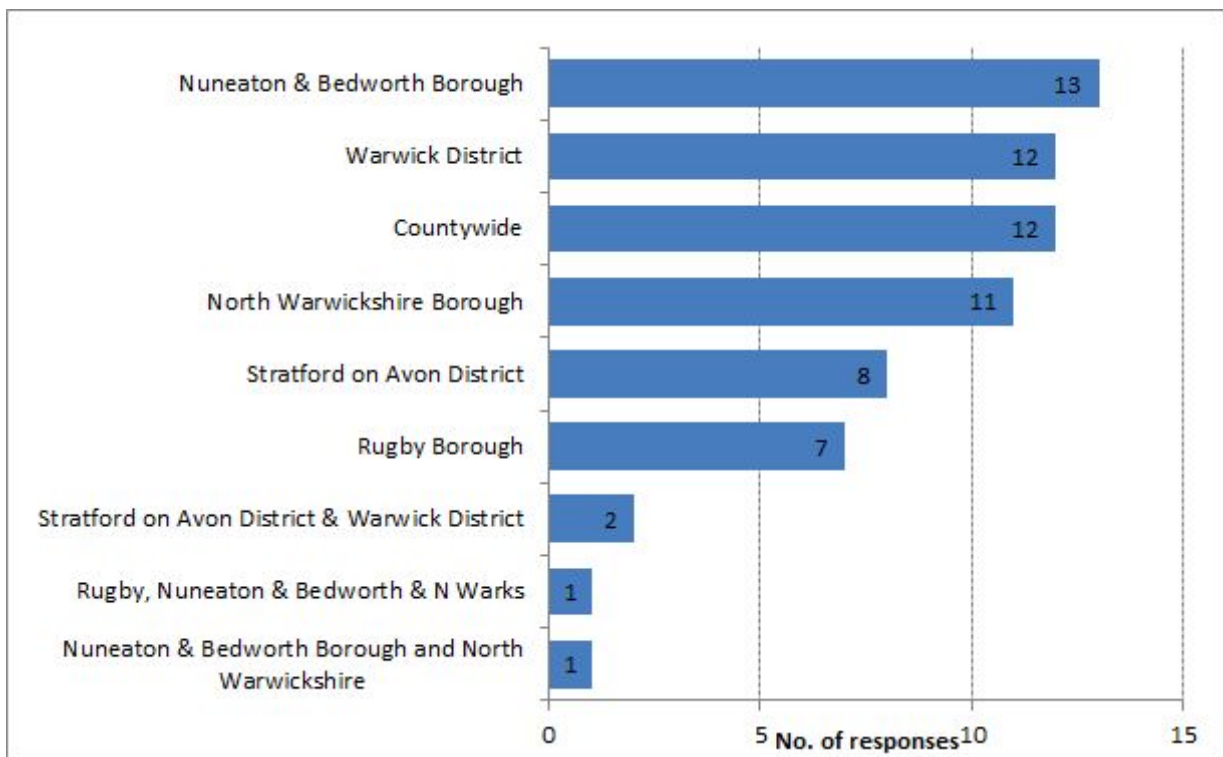
Figure 2



Q.3 Professionals only - Please select the Warwickshire district or borough where you are based (if responding on behalf of an organisation)

Organisations/professionals were asked in which district/borough they were based. Figure 3 indicates the distribution of respondents around the county. There was a fairly even distribution of respondents across the districts and boroughs in Warwickshire with around 49% being based in the North of the County. 24% were based countywide or in more than one district/borough.

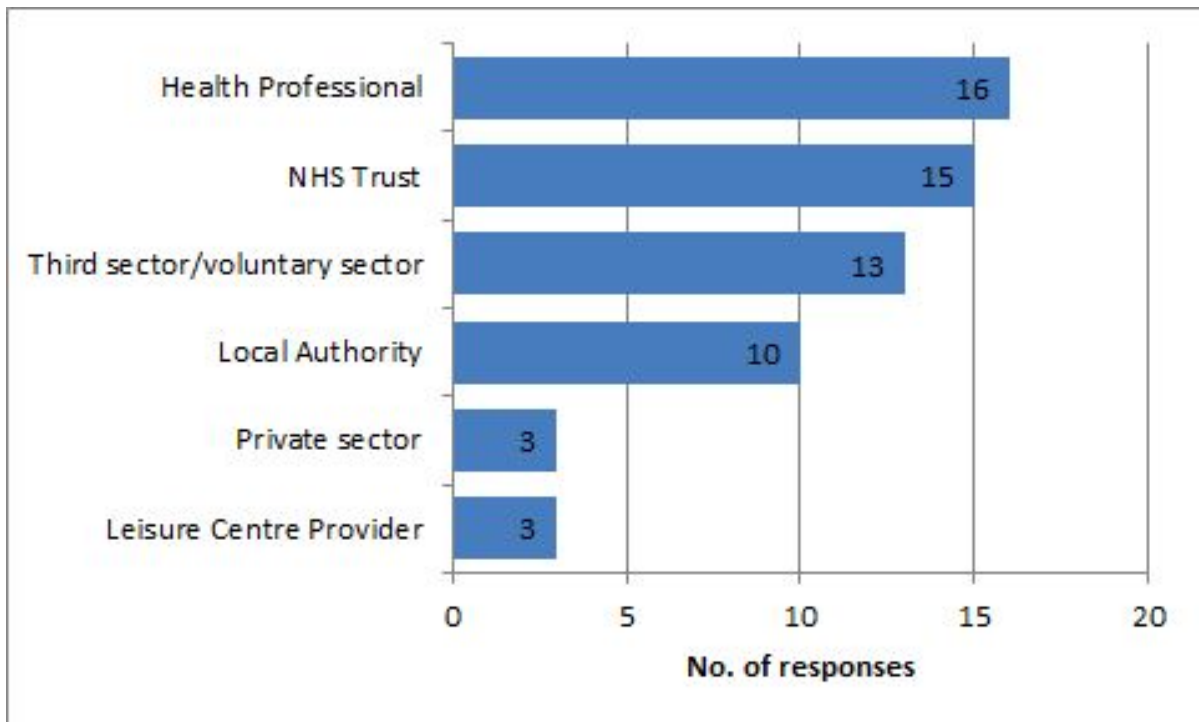
Figure 3



Q.4 Professionals only - If you work for/ represent an organisation please tell us which one?

Sixty five respondents answered this question (98% response rate). Figure 4 shows that almost half of respondents (48%) said they were either a health professional or worked for an NHS Trust. Those answering other represented the County Sports Partnership (CSW Sport), Heart of England Mencap, a nursery, the Salvation Army Housing Association and Service Provider (Lot 1).

Figure 4



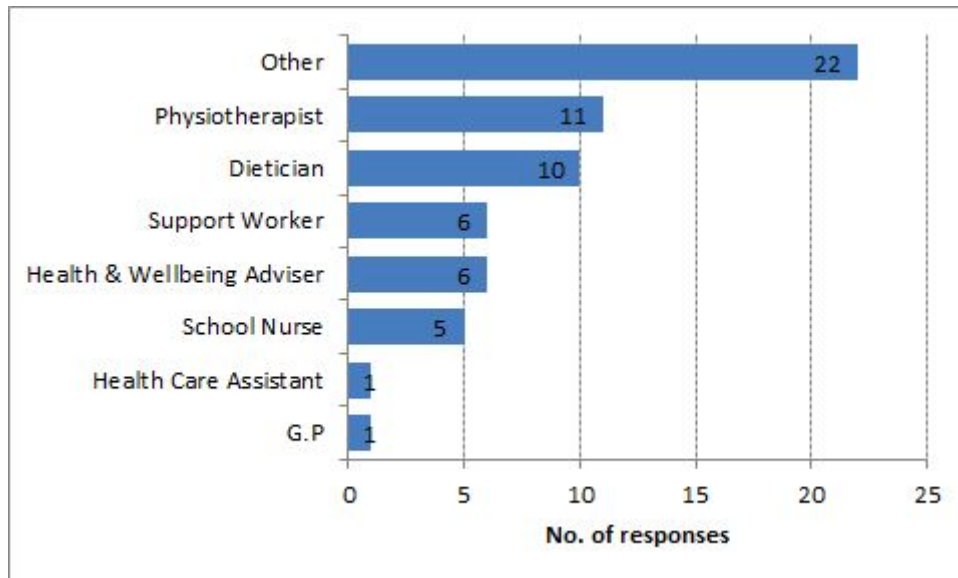
Of the 11 respondents who were an organisation that would like to work more closely with Fitter Futures Warwickshire (Q1):

- 2 were health professionals
- 1 worked in the local authority
- 2 were from the private sector, and
- 3 were from the third/voluntary sector

Q5. Professionals only - Job Role

Figure 5 shows the job roles of the professionals completing the consultation. There were 62 responses to this question (94% response rate). The most frequent professions responding to the consultation were physiotherapists and dieticians.

Figure 5



The roles of those responding other were:

- Active Communities Officer
- Commissioner
- Family Weight Management Co-ordinator
- Dementia Navigator
- Development Officer
- Exercise instructor
- Family Brief Intervention Worker (Warwickshire School Health Team)
- Fitter Futures Manager
- Home Manager
- Local Government Officer
- Manager (x 2)
- Manager at New directions - provider of support to adults with learning difficulties
- Operations Manager - Learning Disability Services
- Practice Manager (General Practice)
- Registered manager
- Service Manager CGL - Substance misuse provider
- Services Manager - with wellbeing practitioner staff
- Team leader

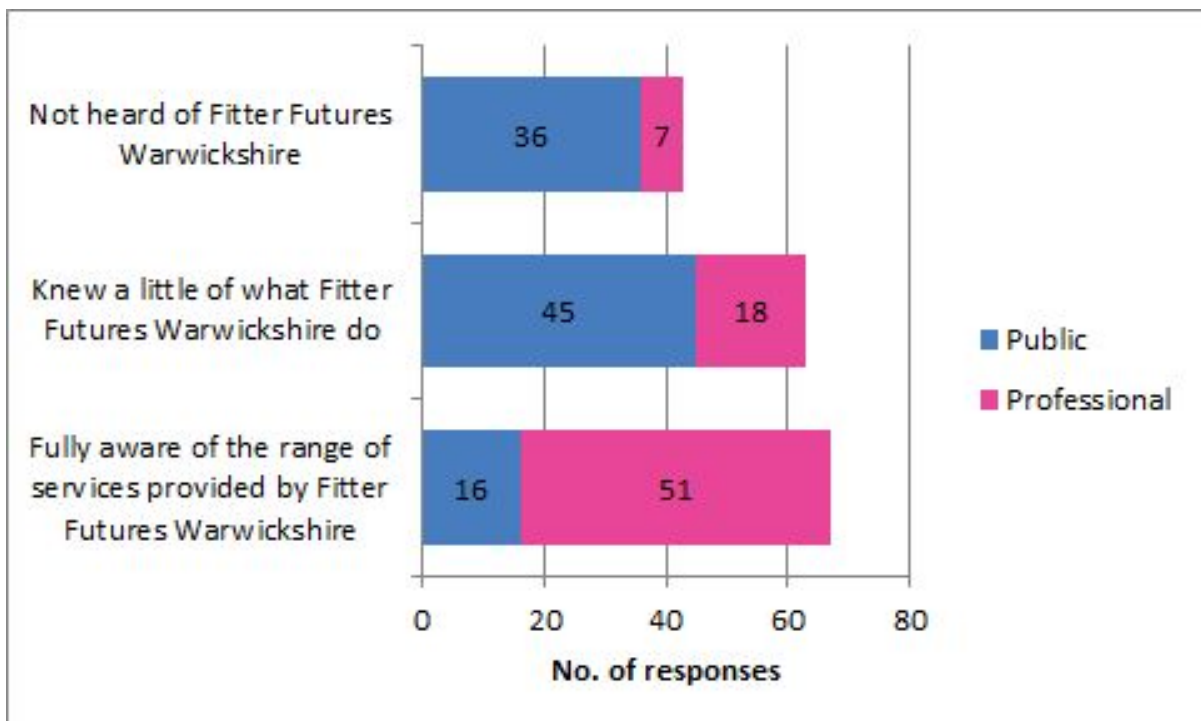
Q.6 Professionals only - If you are a provider of a home care, residential care or care home, would you like to provide any of the following for your customers/residents?

Of the 67 professionals partaking in the survey, the question was only relevant for 13 of them. Of these 13, 7 (54%) would be interested in providing group seated exercise classes, 6 (46%) recognised activities which support people to prevent them from having a fall i.e. Physical activity instruction with an instructor trained to deliver strength and balance exercises, 6 (46%) one to one physical activity instruction and 5 (38%) one to one seated exercise instruction.

Q.7 Before starting this survey, how aware were you of the services offered by Fitter Futures Warwickshire?

All respondents were asked how aware they were of the services offered by FFW (Figure 6). Professionals were more likely to be fully aware of the range of services provided by FFW than the public, 67% vs 17%. 37% of public respondents hadn't heard of FFW compared to 9% of professionals responding.

Figure 6



Q.8 Please indicate how, if at all, you have used the Fitter Futures Warwickshire service.

Of the public respondents, 54% had not previously used the FFW service and 41% had been referred to the service (Figure 7). Of the professionals responding, 17% had not used the service, 47% had referred someone to the service and 20% had signposted someone to the service (Figure 8). 16% of professionals responded other - these were most commonly respondents involved in delivery of a FFW programme (n=5) or those involved in coordination/management of FFW (n=3).

Figure 7

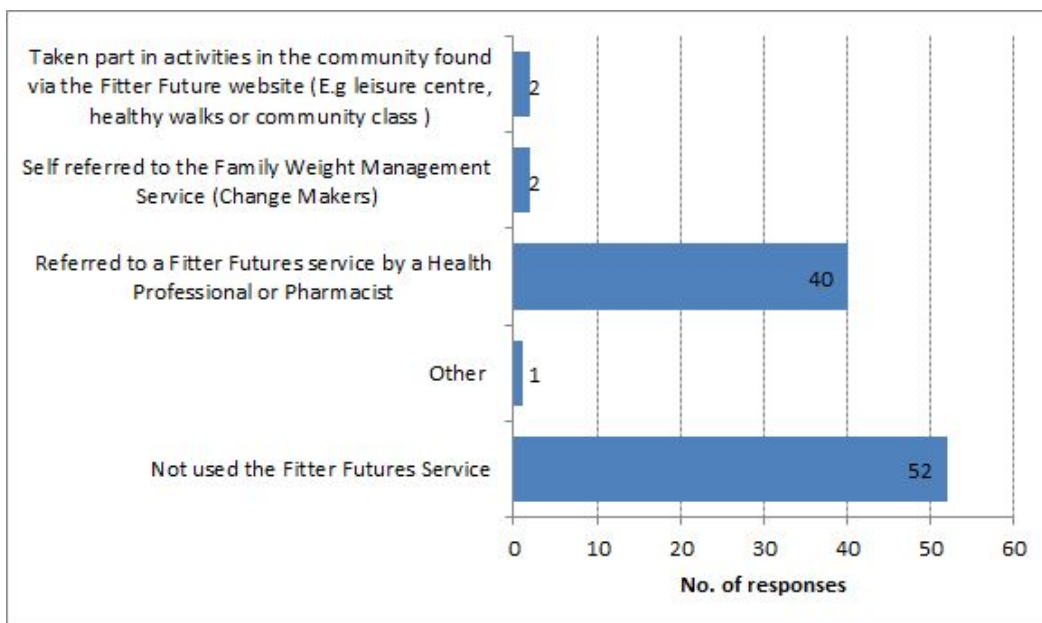
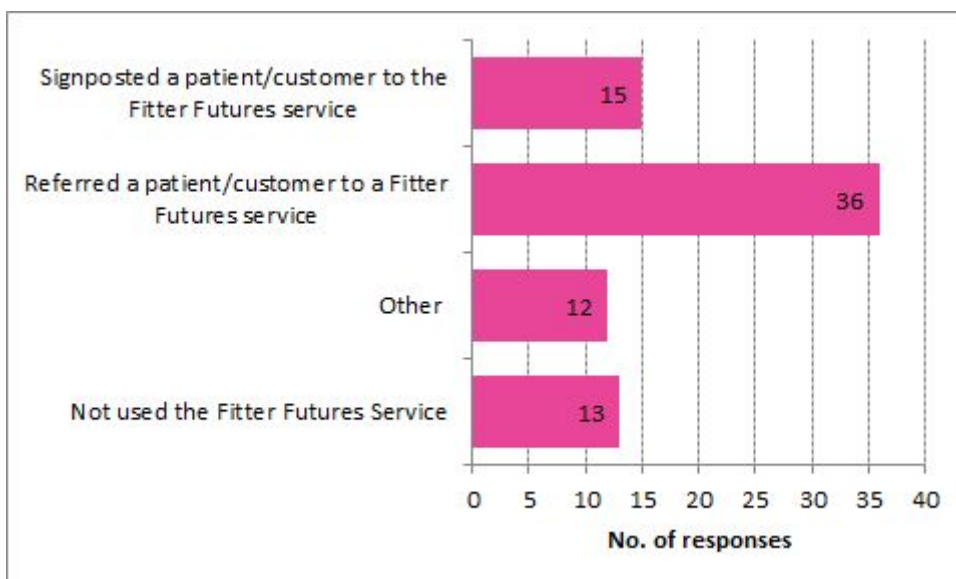


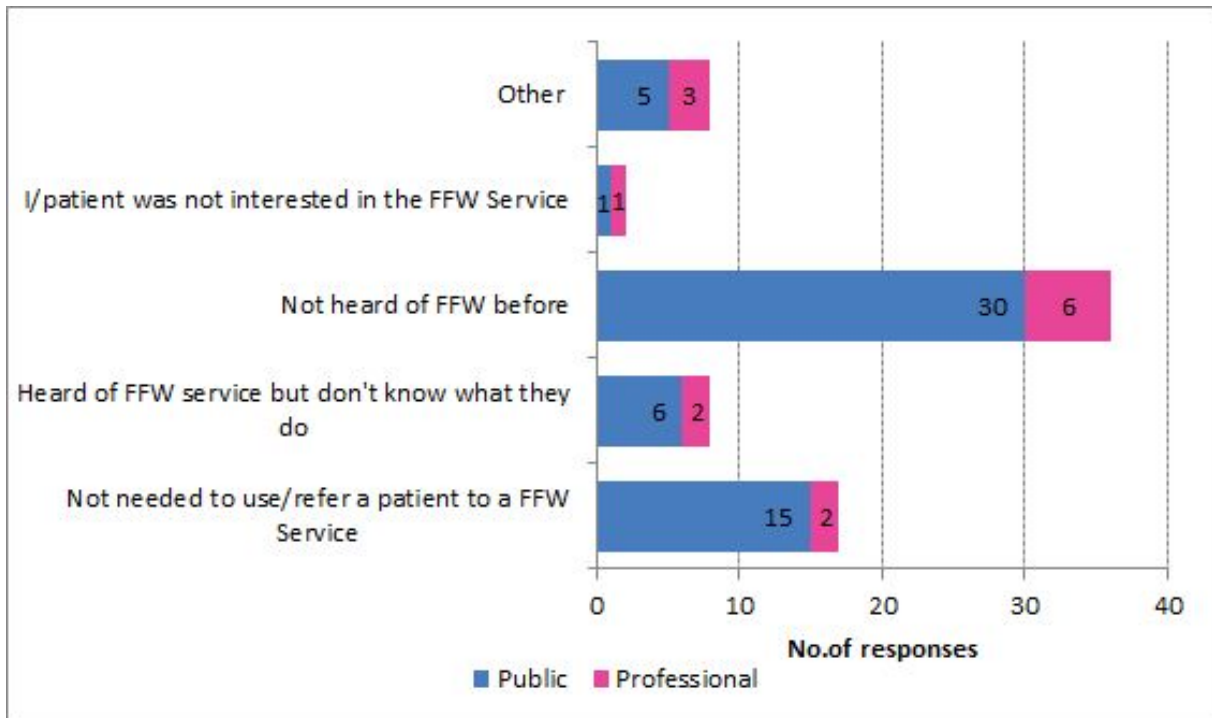
Figure 8



Q.9 For what reason/s have you not used the Fitter Futures Warwickshire service?

Of those respondents not having used the FFW service, the most common reason for both public and professional respondents was because they had not heard of the service, 53% and 43% respectively (Figure 9).

Figure 9



Other reasons given by public respondents were:

- Obviously you have failed to communicate its existence!
- Tried to get health / social professionals to listen when I felt it would potentially be able to play a part in my daughter's life - always fell on deaf ears or they weren't aware the service existed.
- I'd heard of it but didn't know I was eligible or how to access
- Medical condition restricting exercise levels
- Only just heard about it and hope to use soon

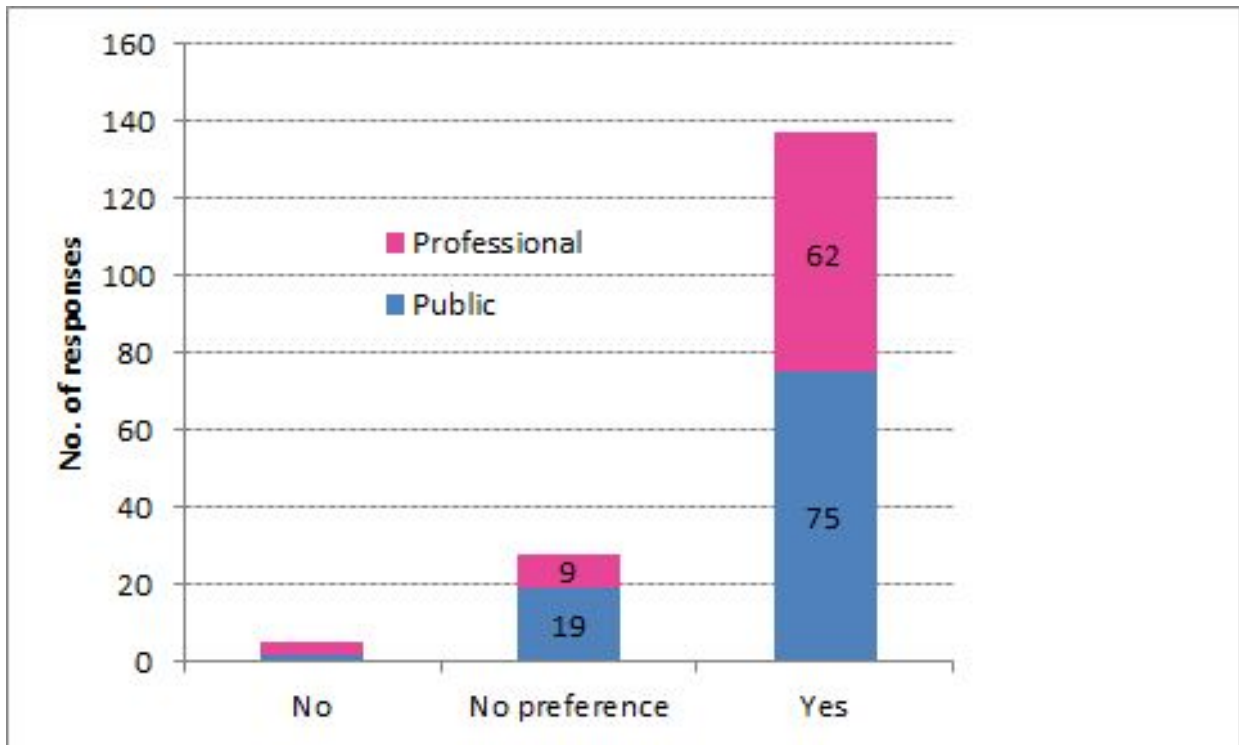
And by professionals:

- Not aware of the referral process
- Only just heard of at a conference

Q.10 Would you prefer to have one website and phone number to access all Fitter Futures Warwickshire services?

Of respondents answering this question (n= 170), 80% would prefer to have a single point of access to FFW services (Figure 10). Professionals were slightly more likely to answer 'Yes' to this question than public respondents (84% vs 78%). 16% answered 'no preference'.

Figure 10

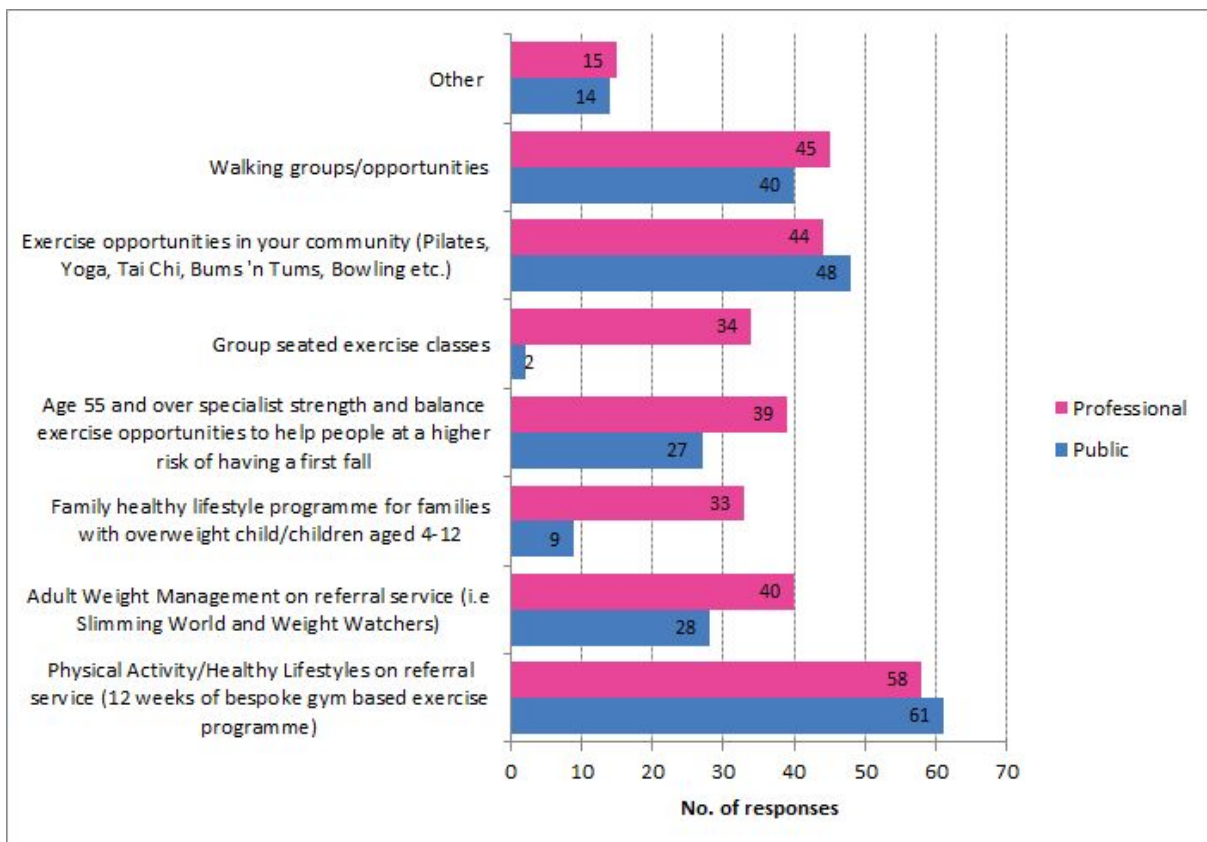


Q.11 If you wanted to use a FFW service/refer a customer to a FFW service, which service would this be?

Respondents could select more than one service when answering this question. Professionals (n=75) on average selected 4.1 services whilst public respondents (n=97) selected 2.3 services (Figure 11).

Professionals were more likely than the public to select group seated exercise classes, walking groups/opportunities, age 55 and over strength and balance opportunities, family healthy lifestyle programmes, and the adult weight management on referral service. However, this response is likely to reflect the demographics and situations of the public who are answering as individuals compared to the professionals who will have a wider population view. The most popular service selected was the 'Physical Activity/Healthy Lifestyles on referral service (12 weeks of bespoke gym based exercise programme)' with 119 (69%) respondents selecting this service.

Figure 11

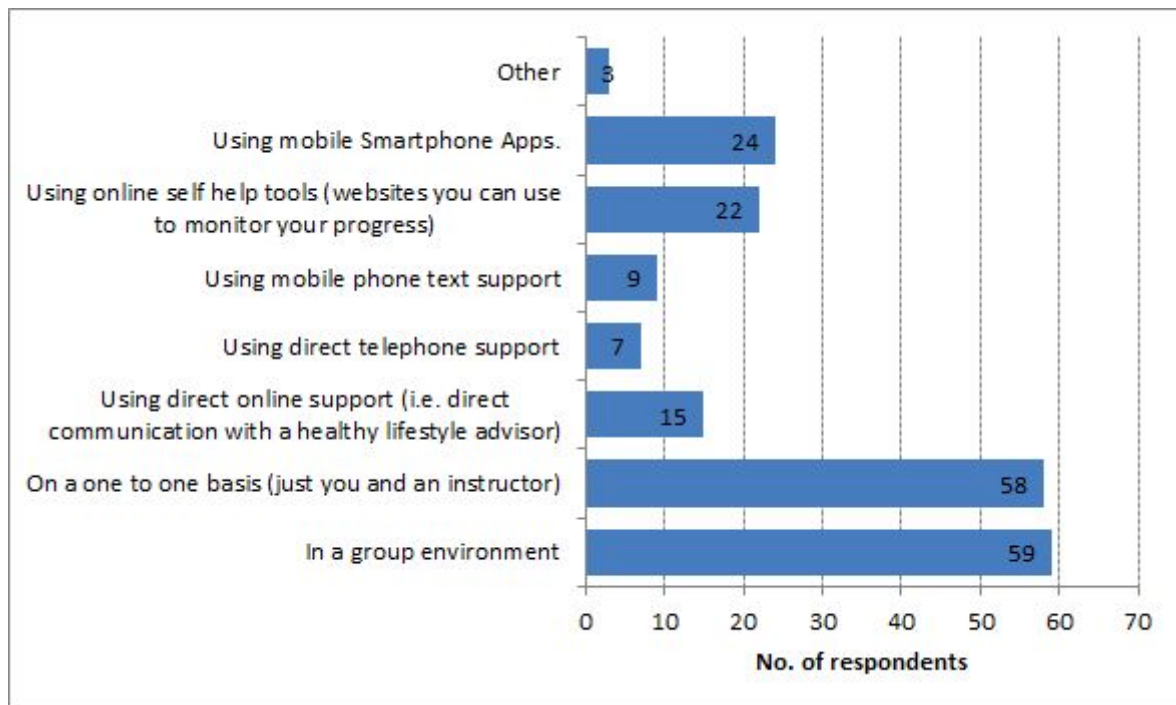


- For Other comments please see appendix 1.

Q.12 Public only - How would you like the above activities to be delivered?

This question was answered by public respondents (n=97). Respondents could answer more than one question. An almost equal proportion of respondents would prefer activities to be delivered in a group environment (61%) or on one-to-one basis (60%) - Figure 12.

Figure 12



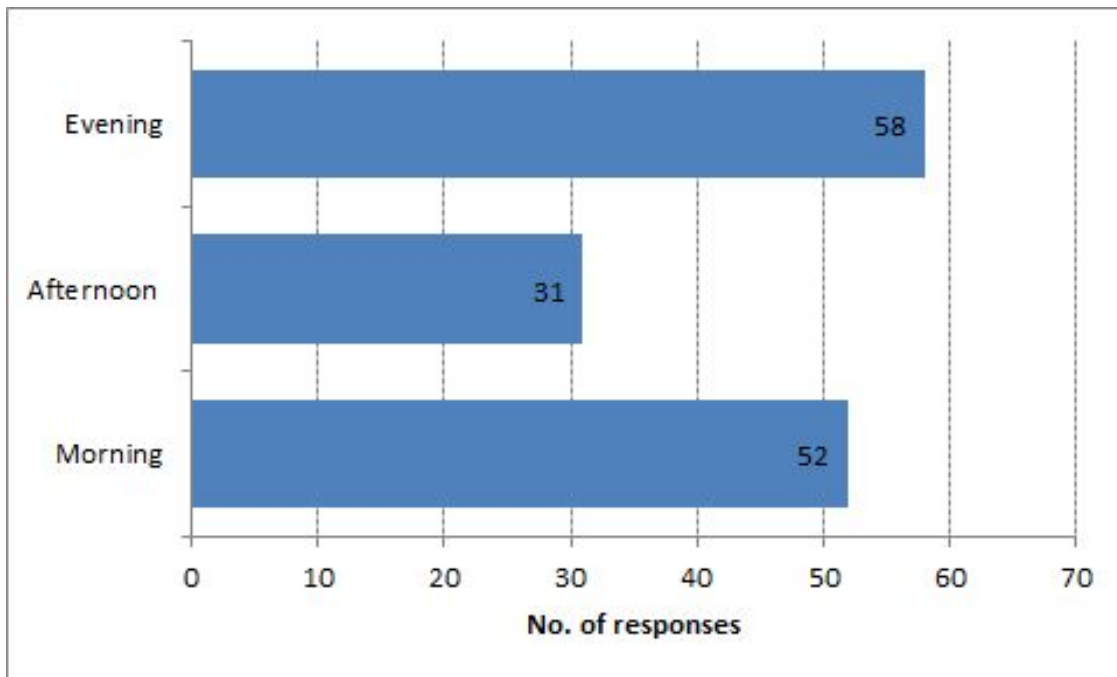
Respondents answering other suggested:

- (Thinking of my daughters needs) please consider the communication difficulties that those with ASD may have Social/personal/emotional communication difficulties mean that my daughter does not talk on the phone or assess self help tools/apps as she is suspicious of them. Talking to professionals and introducing new people takes time as trust needs to be built up and instill confidence - this can take weeks but once this is established then she can work well with professionals."
- Alone - left to exercise.
- By changes in the Council's transport policies.
- Just recommend relevant activities and provide an environment where they can be carried out
- One to one with a qualified healthcare professional
- Self directed - just to be able to access parks and green spaces.

Q.13 Public only - If you were to use a Fitter Future service, what time of day would be most convenient?

This question was answered by public respondents (n=97) and respondents could give more than one response. Figure 13 shows that the most popular time for delivery of FFW service would be during the evening with 60% of respondents giving this answer. The afternoon was the least popular time.

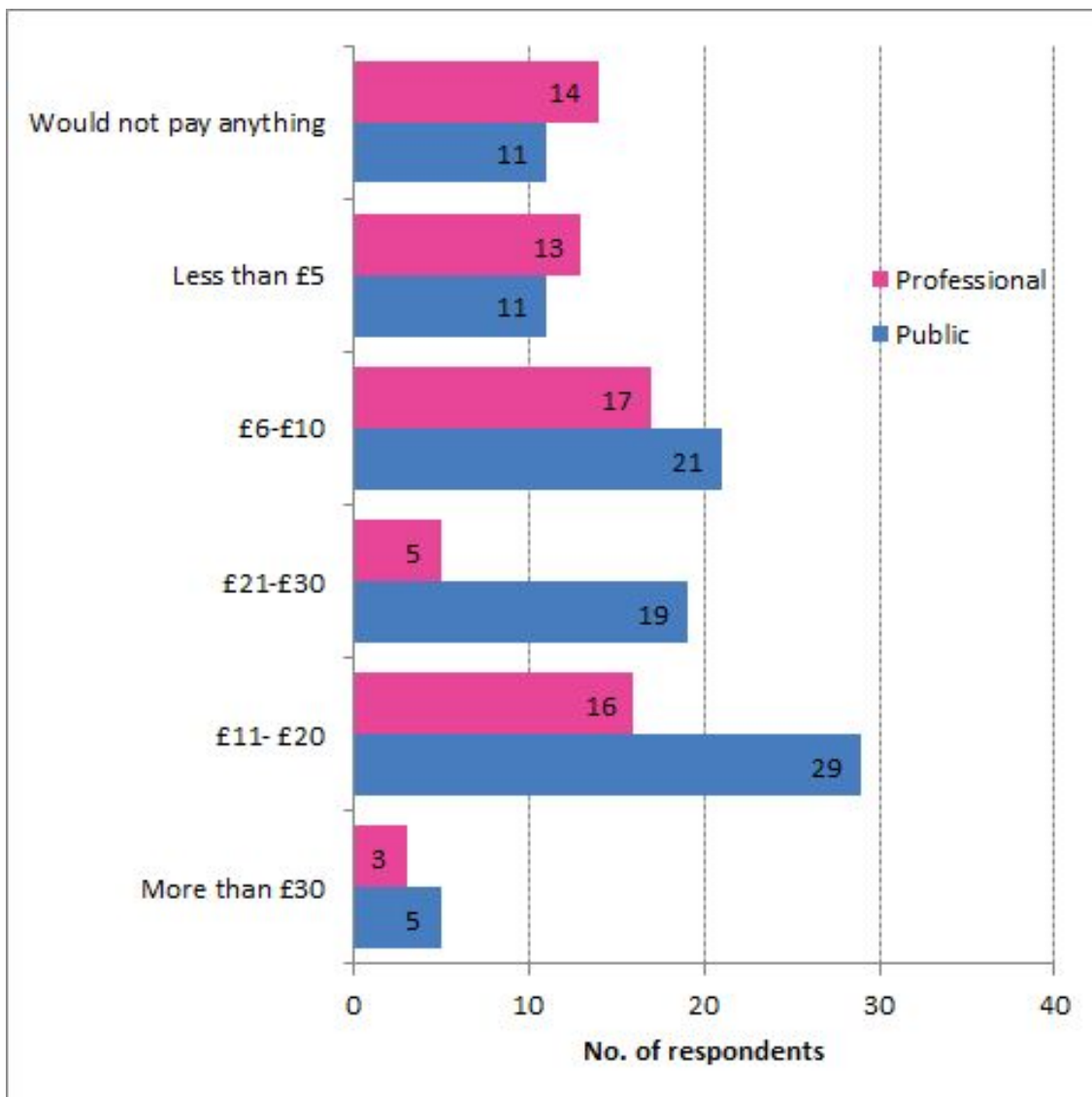
Figure 13



Q.14 How much would you be prepared to pay per month for a 12 week weight management or physical activity service?

This question was answered by both public respondents (n=96) and professionals on behalf of their clients (n=68). 30% of public respondents would be prepared to pay £11- £20 per month for a 12 week programme, 12% of public respondents would not want to pay for the service (Figure 14). Professionals were more likely to suggest a payment of £6-£10 per month (25%) and a higher proportion (21%) than public respondents answered “would not pay anything”.

Figure 14

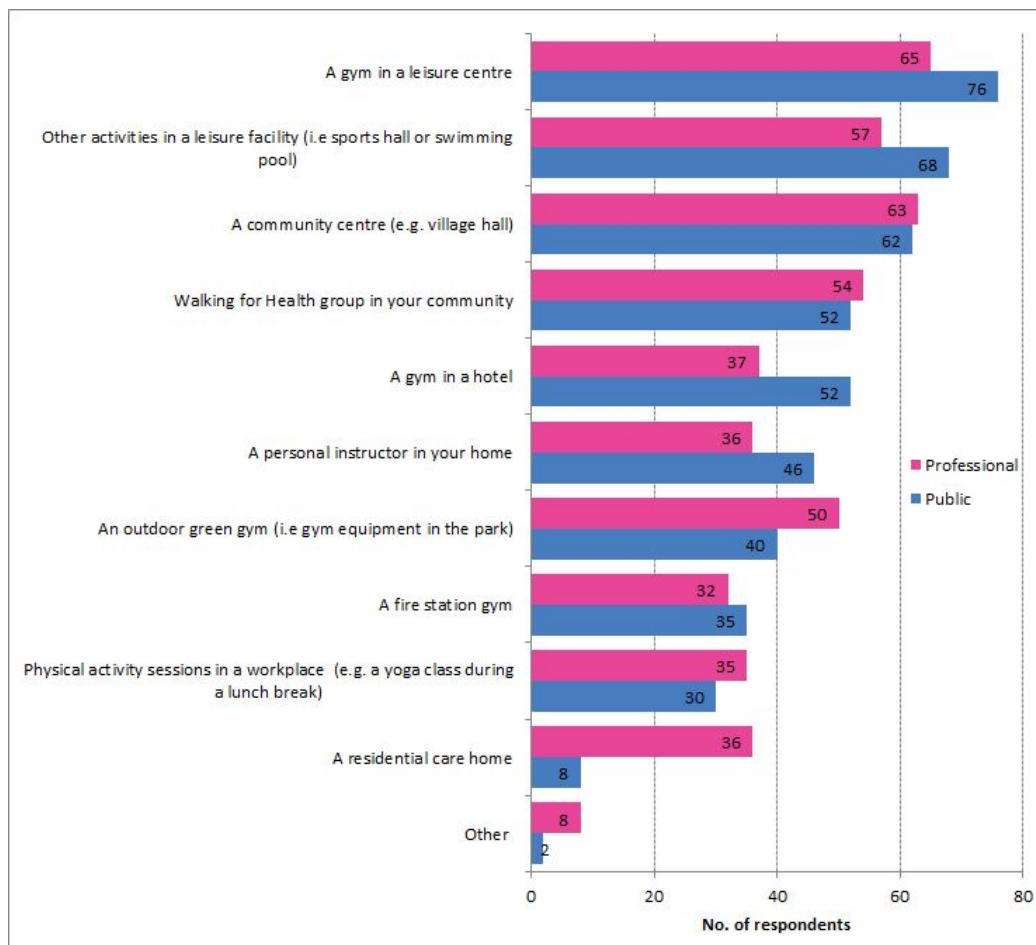


Q.15 If it was possible, would you use a Fitter Futures Warwickshire service in the following venues?

This question was answered by both professional and public respondents; respondents could give more than one response. Provision of the service in a gym in a leisure centre or other activities in a leisure centre were the most popular answers given by public respondents with 78% and 70% of respondents choosing these respectively (Figure 15). Other popular answers were community centres (64%), a walking for health group (54%) and a gym in a hotel (54%). The most popular answer given by professionals was also provision of the service in a gym in a leisure centre (87%) followed by community centres (84%).

Other suggestions were Children’s Centres, schools, 3rd sector health providers and GP surgeries. One respondent commented “CSW Sport have been involved in a number of projects which have highlighted people are most comfortable engaging in activity in their own community setting for example sports clubs, open space/park, multi use games area, tennis courts, golf course, riding stables, reservoir, swimming pools (private/hotel etc)”.

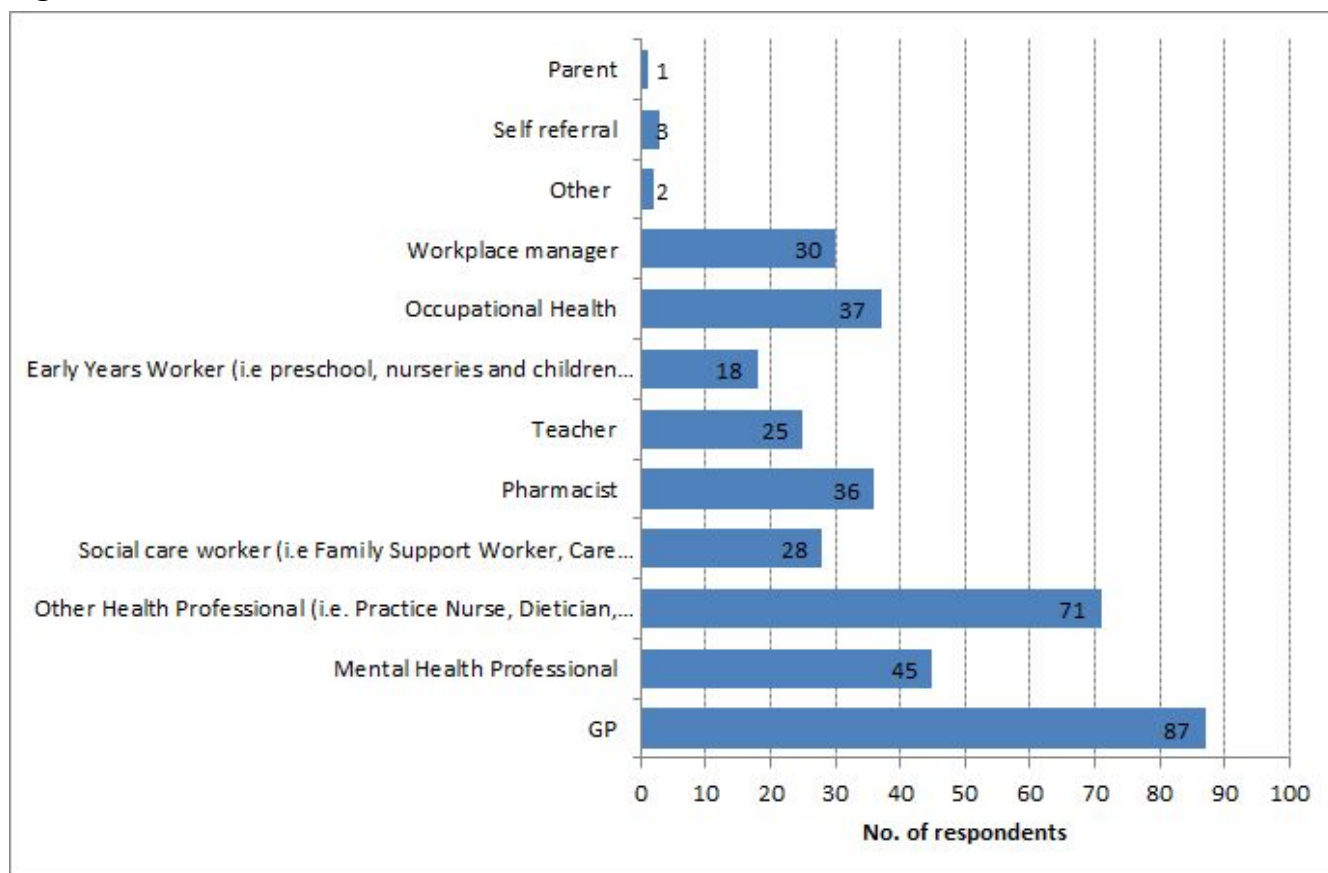
Figure 15



Q.16 Customers currently have to be referred by a Health Professional for Physical Activity/Healthy Lifestyles and Adult Weight Management. Would you be happy to be referred by any of the people below?

This question was answered by public respondents (n=97) and respondents could give more than one response. Figure 16 shows that the majority of respondents were happier to be referred by health professionals rather than non-health professionals; GPs -90%, Other health professionals - 73%, Mental health professionals - 46%, occupational health - 38%. One respondent commented “This is my main criticism of the service that currently only health workers can refer. If children's centre's could refer it would be great as we often have good relationships”.

Figure 16

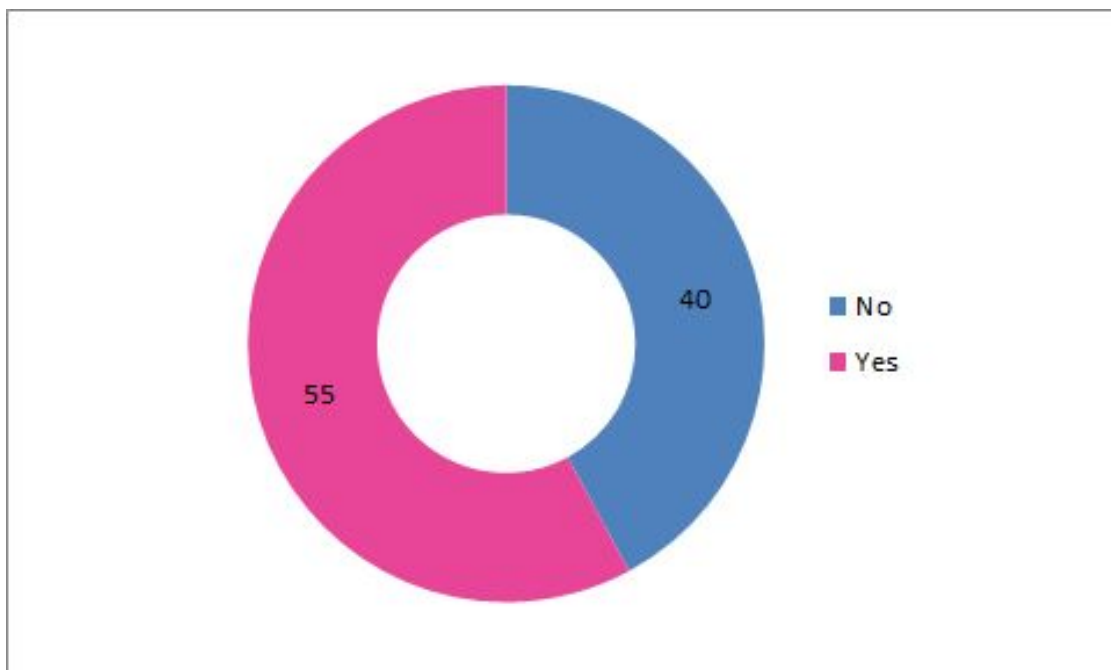


Q.17 Public only - If it was possible would you like to see a social element as an addition to the Fitter Futures services (e.g. informal meet ups, online chat forums, discussion with other customers)?

Of the 95 public responding to this question, 55 (58%) would like a social element to be included with their respective FFW service, whilst 40 (42%) said they wouldn't (Figure 17). For those that would like a social element, 56% would like to see 'informal meetups', 33% would like to see an 'online chat forum', 6% would like to have 'discussions with other customers' and one person (2%) who answered other said "all of the above". Other responses to this question were:

- Chatting with other users
- Group workshops
- I'd like to see some kind of 'gym-buddy' system to find someone with similar goals to work out with and keep each other on track.
- Online chat forums need to be monitored, appropriate, in line with data protection and closed groups. If used for those under 18 then safeguarding issues also taken into account. (In fact for any vulnerable age group)
- Recipe swaps
- Social activities for the over 55s
- Social element is key

Figure 17



Q.18 Public only - Would you want to hear about other services which can support you whilst attending a Fitter Futures service? (E.g. Debt counselling, Citizen’s Advice services, stop smoking services, drugs and alcohol services, mental health services, housing services etc.) ?

Of the 92 public respondents who answered this question 47% said ‘Yes’ whilst 53% said ‘No’.

Q. 19 Any other comments

The main themes which were commented upon are detailed in the following table: Comments were received from sixteen public respondents

Table 1

Top themes - Public	
Accessibility	<ul style="list-style-type: none"> ● Improved access to leisure centres with later evening classes ● Classes to be delivered within the community ● More activities/classes to be held at the weekend
Additional sports and activities	<ul style="list-style-type: none"> ● Wider variety of activities and sports to be included within the FFW services, such as nordic walking and exercise classes
Referral pathways	<ul style="list-style-type: none"> ● Self referral as an option for Physical Activity/Healthy Lifestyles on referral
Style of delivery	<ul style="list-style-type: none"> ● One to one support to be offered for all FFW services in addition to group programmes.

Comments were received from fifty five health professional respondents. Comments generally related to questions about the detail of the proposed service including issues relating to accessibility and links to other services.

Table 2

Top themes - Health Professionals	
Positive feedback from previous service users and referrers	<ul style="list-style-type: none"> ● Experienced positive benefits personally, know it is doing great work. ● The service is needed and very beneficial ● Transformed service user’s lives
Cost implications	<ul style="list-style-type: none"> ● Mixture of views in relation to the cost associated with FFW services. ● Discounted leisure centre memberships are well priced and affordable for those on low income.

	<ul style="list-style-type: none"> • Cost is a deterrent for individuals who could benefit from the service. • Services catered for families must continue to be free of charge
Referral Pathways	<ul style="list-style-type: none"> • Clearer referral pathways for those that do not meet the current FF criteria but still require support with their lifestyle eg exceeds BMI limit • Confirmed pathways for which health professionals can refer, eg practice nurse post NHS health checks. • Clear eligibility criteria for service users and health professionals with an option for self referral.
Service to include or improved to enhance the current FFW service	<ul style="list-style-type: none"> • Gap in provision with weight management services for children aged 12 -16 years. • Cancer rehabilitation service to be developed across Warwickshire but also aligned with Coventry. • Exit route for service users that have completed pulmonary rehab. • Enhancement of services in relation to frailty. • Specifically tailored services to support service users with mental health issues.
Community element to be incorporated in addition to the leisure centre	<ul style="list-style-type: none"> • Gyms can be intimidating, therefore community centres need to be considered. • Due to the cost implications and location, community classes are deemed more accessible and user friendly. • Home visits to be introduced extensively to encourage housebound individuals to lead an active lifestyle. • Physical activity sessions to be organised in care homes.

Appendix 1 - If you wanted to use a FFW service/refer a customer to a FFW service, which service would this be?

Other services suggested for this question were:

- Facilities that further support disabled people. I have had some people who are in a wheelchair and there is not staff support to help them in a gym. Instead they have been told that they need to bring their carer with them to help with exercises, this is not always viable/possible.
- Weight loss facilities that consider the person as an individual and tailor weight loss and exercise advice around an individual's lifestyle and medical condition. For example- personal weight loss dietary advice, rather than in a group.
- Weight loss advice for people who are housebound. This patient group are currently excluded.
- Once the 12 weeks of Slimming World is over, there is no further support available.
- Weight loss advice is limited to Slimming World / Weightwatchers and these do not suit all people.
- A family exercise session so children could aim to access 1 hour/day of physical activity.
- An opportunity for carers to attend a wellbeing service (mental and physical health needs) with the person they care for also being accommodated with an activity or similar. For example: the carer might want to attend an exercise class at a gym but can't leave the cared for alone whilst they do. A 'sitting service' at the gym would allow them to do so knowing the person they care for is safe.
- Age 50 Over if getting arthritis already
- Community based activities that add back as well as being good for wellbeing
- Cycling or Running Groups
- Fitness related services for less physically abled people i.e. Not overweight or disabled, in a younger age bracket (20-40 for example).
- Having some exercise equipment and free-weights closer to home, possibly in the local church hall, the school hall, or in a local authority owned building, would be really useful and more accessible.
- Gym sessions/group exercise that focus on improving mental health not just weight management.
- Health at every size. An opportunity to implement healthier choices but with the focus away from weight loss.
- I would like to be able to let families know when and where to access programmes on a regular basis rather than just finding out where they

are every now and then. This could be done by the Community development Workers.

- I would like to see cancer rehabilitation classes in place for all cancer types in the community setting. Relevant trained staff in place like cardiac and respiratory rehab.
- Racquet sport sessions - Tennis, badminton
- Reducing car use and building exercise into daily routine.
- Specialist exercise programmes for people with Chronic Fatigue
- I actually believe all should be available to access inclusion. I would also welcome the inclusion of those with additional needs - children such as mine with complex ASD, PTSD, PDA, being housebound etc. need specialist input to even begin to access such help - they are left to put on weight due to social isolation, being housebound, lack of awareness that their rigidity/theory of mind makes the usual pathways into healthy lifestyles more challenging.
- To use the Greenway, other Warwickshire country parks and the recreation ground in Stratford without having to pay car parking charges. I know that the ever escalating car parking charge has stopped households from using these facilities whether for walking or running around. WCC needs to sort out its priorities - people's long term mental health, physical health and well-being versus revenue from car parking charges. If people who do not earn a fortune could use these green spaces for free there would be less need to invest in formal exercise opportunities.
- A multitude of accessible services for people with learning disabilities of mental ill health "Any activity that is suitable for adults with learning disabilities Dancing"
- Children over 12 years old with a BMI of less than 30 but still overweight
- Group meetups alongside intervention
- Refer patients post cardiac event or surgery and also to slimming world.
- Sports catering for people with physical and/or learning disabilities
- "Support for people who have joined a gym or session but do not feel confident enough to attend. This could be someone to help them attend or 1:1 session in their home.
- Services for housebound people
- Gardening i.e allotment

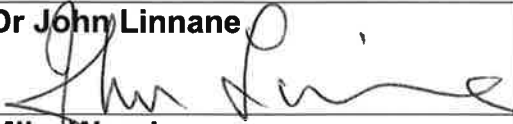

EQUALITY IMPACT ASSESSMENT/ ANALYSIS (EqIA)

Public Health Warwickshire Services Tender for Services for:

- Single Point of Access
- Weight Management on Referral Service
- Family Structured Weight Management Programmes
- Exercise on Referral

Equality Impact Assessment/ Analysis (EqIA)

Group	People Group
Business Units/Service Area	Public Health
Service being assessed	<ol style="list-style-type: none"> 1. The Retender of Fitter Futures Warwickshire Services which comprise the following 3 Warwickshire County wide services: <ul style="list-style-type: none"> • Weight Management on Referral • Family Structured Weight Management Programmes • Exercise on Referral 2. The recommissioning of the Fitter Futures Warwickshire services Single Point of Access to become a WCC internally provided service via the existing WCC Customer Contact Centre
<p>Is this is a new or existing service?</p> <p>If existing service please state date of last assessment</p>	<p>These are existing services. The contracts for each service end on 20 June 2019. The services have undergone a Strategic Commissioning Review and will be retendered. The procurement process will commence in September 2018.</p> <p>The last EqIA assessment was carried out on 07/07/14</p>

EqlA Review team – List of members	Fran Poole
Date of this assessment	04/04/18 18/07/18 Review following Consultation process
Signature of completing officer (to be signed after the EqlA has been completed)	
Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public? If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible.	NO
Name and signature of Head of Service (to be signed after the EqlA has been completed)	Dr John Linnane 
Signature of GLT Equalities Champion (to be signed after the EqlA is completed and signed by the completing officer)	Mike Wood 

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team



Working for Warwickshire

<p>communities? If yes please explain how. Child and adult obesity and risk of disease are statistically more prevalent in areas of deprivation. These services are commissioned to improve the health of people who are obese/risk of poorer health/already have poorer health</p>	
<p>Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes please explain how. Carers, as with any other resident living in Warwickshire, are welcome and encouraged to access these services with the person they care for. They can also access the services alone as long as they meet the eligibility criteria the services require for being referred.</p>	<p>YES</p>

Form A2 – Details of Plan/ Strategy/ Service/ Policy

Stage 1 – Scoping and Defining

<p>(1) What are the aims and objectives of Plan/Strategy/Service/Policy?</p>	<p>1. To tender the following 4 Fitter Futures Warwickshire services:</p> <ul style="list-style-type: none"> • A countywide evidence based structured family Weight management service for families with overweight/obese 4-12 year olds as identified through the National Child Measurement Programme • A county wide evidence based Physical Activity/Healthy Lifestyles on Referral programme for Young People aged 12-15 and adults aged 16 + who meet a specific set of health eligibility criteria • A countywide evidence based Weight Management on Referral service for Young People aged 11-15 and adults aged 16+ who meet a specific set of health eligibility criteria <p>2. The recommissioning of the Fitter Futures Warwickshire services Single Point of Access to become a WCC internally provided service via the existing WCC Customer Contact Centre</p>
<p>(2) How does it fit with Warwickshire County Council's wider objectives?</p>	<p>To reduce health inequalities, halt the rise in obesity, increase physical activity levels, improve diet, reduce cancers, reduce the risk of cardio vascular disease, reduce the risk of diabetes, improve mental health and well-being, prevent a first fall, reduce feelings of loneliness and isolation in the Warwickshire population including all protected priority groups</p> <p>As above</p>
<p>(3) What are the expected outcomes?</p>	<p>As above</p>
<p>(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)</p>	<p>All</p>

Stage 2 - Information Gathering

(1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy?

A wide range of evidence has been used including; The National Institute of Clinical Excellence, the Warwickshire Joint Strategic Needs Assessment, the Warwickshire Health and Well Being Board Strategy, The Director of Public Health's Annual General Report, Government policy, systematic reviews of research programmes, a strategic commissioning review of services commissioned currently

(2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?

Yes – this took place 29th May 2018 to 6th July 2018. All protected priority groups, organisations working with protected priority groups, partners, providers and stakeholders, voluntary sector, care and residential homes, home care services – a comprehensive list is available on request

(3) Which of the groups with protected characteristics have you consulted with?

All protected priority groups were included as part of this consultation process

Stage 3 – Analysis of impact

<p>(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?</p> <p>If yes, identify the groups and how they are affected.</p>	<p>RACE No</p>	<p>DISABILITY This is an all-inclusive service – however, it is not for people requiring intense specialist health professional support The re-designed services as part of the tender will be inclusive of all priority groups – there are barriers for priority groups with the current service and through engagement and market testing, the commissioner is exploring options to redesign services to minimise these barriers</p>	<p>GENDER No</p>
	<p>MARRIAGE/CIVIL PARTNERSHIP No</p>	<p>AGE No</p>	<p>GENDER REASSIGNMENT No</p>
	<p>RELIGION/BELIEF No</p>	<p>PREGNANCY MATERNITY No</p>	<p>SEXUAL ORIENTATION No</p>

<p>(2) If there is an adverse impact, can this be justified?</p>	<p>WCC does not directly commission the leisure centres that take referrals from the current Physical Activity on Referral service. They will not accept referrals for people that have Severe Mental Health issues. This due to the public liability insurance which leisure centres hold, not covering this protected priority group. The commissioner is currently exploring ways to get around this so that service redesign for the retender of the service is able to offer a service to people with severe mental health issues.</p>
<p>(3) What actions are going to be taken to reduce or eliminate negative or adverse impact? (This should form part of your action plan under Stage 4.)</p>	<p>The commissioner will ensure through service specification that providers are equipped to deliver an all-inclusive service and seek solutions where specialist health professional input is required.</p>
<p>(4) How does the service contribute to promotion of equality? If not what can be done?</p>	<p>The services are all inclusive and will take account of accessibility in terms of where they are delivered, times of delivery, appropriate venues to meet customer need.</p>
<p>(5) How does the service promote good relations between groups? If not what can be done?</p>	<p>Yes – the services are dependent on continued partnership collaboration and linking individuals with other services through using a MECC approach. These services cannot be delivered without good relationships between schools, service providers, the commissioner, pharmacies, health and social care services, communities and individuals.</p>
<p>(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?</p>	<p>Yes – as per 2) above</p>
<p>(7) What are the likely positive and negative consequences for health and wellbeing as a result of this service?</p>	<p>All services will have public health outcomes as their Performance measures to improve health through increasing physical activity levels, supporting people to sustain a healthy weight and healthy lifestyle choices.</p>
<p>(8) What actions are going to be taken to reduce or eliminate negative or adverse impact on population health? (This should form part of your action plan under Stage 4.)</p>	<p>No negative or adverse impacts on population health are foreseen. The strategic Commissioning Review of the current services shows that they have a positive impact on the Warwickshire population's health. It has been found that low numbers of young people have been engaging with the Weight management and Physical Activity on Referral services. The planned consultation aims to gain the views of young people to identify what may support them to take up the services in the future.</p>

(9) Will the service increase the number of people needing to access health services? If so, what steps can be put in place to mitigate this?

No – Health professionals are already referring many people (approx. 4000 during 17/18) to the Fitter Futures Warwickshire services. Health professionals are very well engaged with these services and this will be sustained with the retender of the services. This engagement decreases the number of people needing to access health services because the Fitter Futures Warwickshire services provide an alternative evidence based care pathways for health professionals to refer people to.

(10) Will the service reduce health inequalities? If so, how, what is the evidence?

Yes – services will be targeted, promoted and delivered in areas where health inequalities are greatest as a priority taking a place based approach. This is already being done and the impetus needs to be sustained.

Stage 4 – Action Planning, Review & Monitoring

If No Further Action is required then go to –
Review & Monitoring

(1) Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

EqIA Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Consultation Process	Fran Poole/Georgia Barrett	31 July 2018	Existing	Feedback from stakeholders, partners and service users will influence positive steps in terms of service design to assure that the service needs for protected priority groups are met as best they can be.

(2) Review and Monitoring
State how and when you will monitor policy and Action Plan

This EqIA will be reviewed following the consultation process and prior to Cabinet approval on 13th September 2018. From thereon, the services will be monitored on a quarterly basis and through WCC's procurement process

Please annotate your policy with the following statement:

'An Equality Impact Assessment/ Analysis on this policy was undertaken on (date of assessment) and will be reviewed on (date three years from the date it was assessed).'