

# Update on Good Mental Wellbeing

9<sup>th</sup> June 2025

# Health & Wellbeing Board Update on Good Mental Wellbeing through a Lifetime

## Recommendation

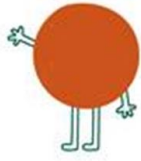
That the Board considers the report and appendices and notes the progress to date on the Good Mental Wellbeing (GMW) priority.



# Latest progress

- GMW Plan reviewed and updated
- Outcomes dashboard updated to include the latest children and young people survey data
- A review of GMW undertaken by scrutiny committee in March
- Adult better mental health partnership board regularly meeting

# Case studies

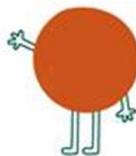


# Assertive Outreach Team (AOT) Community Healthy Lifestyle Group

Charlotte Brant  
Talk Community H&W Team Lead  
Healthy Lifestyle Service



Kate Ford  
Occupational Therapist  
Assertive Outreach Team



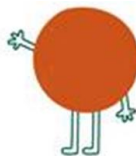
## Rationale

Patients on the Assertive Outreach Team (AOT) caseload find it difficult to engage in community activities. They require more intensive support to engage in any meaningful activity.

Patients on our caseloads' fitness levels, social skills and confidence mean that they face barriers when attempting to access mainstream community and physical activities.

A large majority of patients on AOT caseload have poor physical health. Factors influencing this include lifestyles choices, substance misuse, symptoms of mental illness and anti-psychotic medications.

This programme was initiated as a stepping stone, for patients to access education and mainstream community activities, in Hereford.

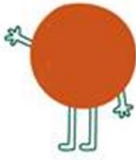


# Aims

- For a safe, non-threatening environment to engage in their local community
- To learn about healthy lifestyles in an enjoyable and meaningful way
- To maintain and improve physical health, fitness and a range of other community living skills
- To build self esteem – through improved physical health and confidence
- For structure, routine and meaningful activity for their week
- To develop positive, prosocial relationships with staff, peers and the public
- To develop an awareness of amenities available to them in Hereford and for signposting to activities they can continue with support/independently







# The Programme

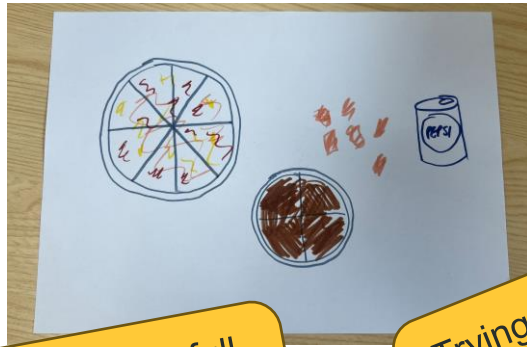
- Programme of 12 weekly sessions based at a community venue
- Combination of education and introduction to community groups and services delivered to a cohort of 6-7 clients
- Education elements included activities, games and discussion
- Existing links with community groups and services were utilised



Choosing to  
cycle to the  
session instead  
of getting a lift



Using a vape to  
reduce tobacco  
usage



Swapping a cup of  
coffee to a 1 litre  
bottle of water

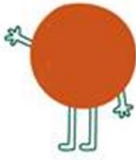
Making different  
choices based on  
the food labels

Swapping full  
sugar coca cola  
to sugar free

Trying new  
physical  
activities

- Health trainer model was utilised but adapted
- Goal setting was focused on small steps, attending being one of those
- Regular check ins and high levels of support through collaborative team working

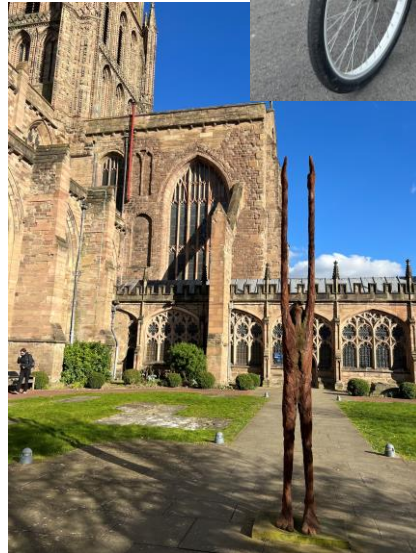




"Tai Chi may also be a springboard to get me back into Judo. I've got the same endorphin buzz and I feel really good for coming along today"

"I really enjoyed that"  
[pickleball]

"I have been very happy with the experience overall"



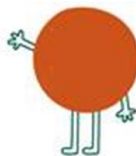
"I have been very happy with the experience overall"

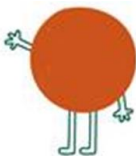
"Group has helped with being conscious of health and making positive choices"

"Absolutely loved this group!"

"This group is the one thing I come out of the flat for each week"

## Feedback





Building on connections formed with the Living Room, to consider this space as a venue for the group and to provide introductions to the community larder/other services

Strengthening partnership working. AOT team is now trained to deliver Healthy Lifestyle's S2S programme and this could be extended to other community mental health teams

Continuing conversations with Halo regarding these patients accessing the GP referral to exercise scheme, for ongoing support

To explore a community cooking group focused on healthy eating and meal planning on a budget, as we feel this is missing from Hereford community services

Considering expansion of the group offer beyond the AOT team, to other community mental health teams

To develop our links with Growing Local and the volunteering opportunities for clients there

Ongoing support for those attending the programme through the AOT support workers, to continue the momentum and progress made. Already a 27a badminton group as a result of cohort 1





# @the Hub

*A place where community thrives*



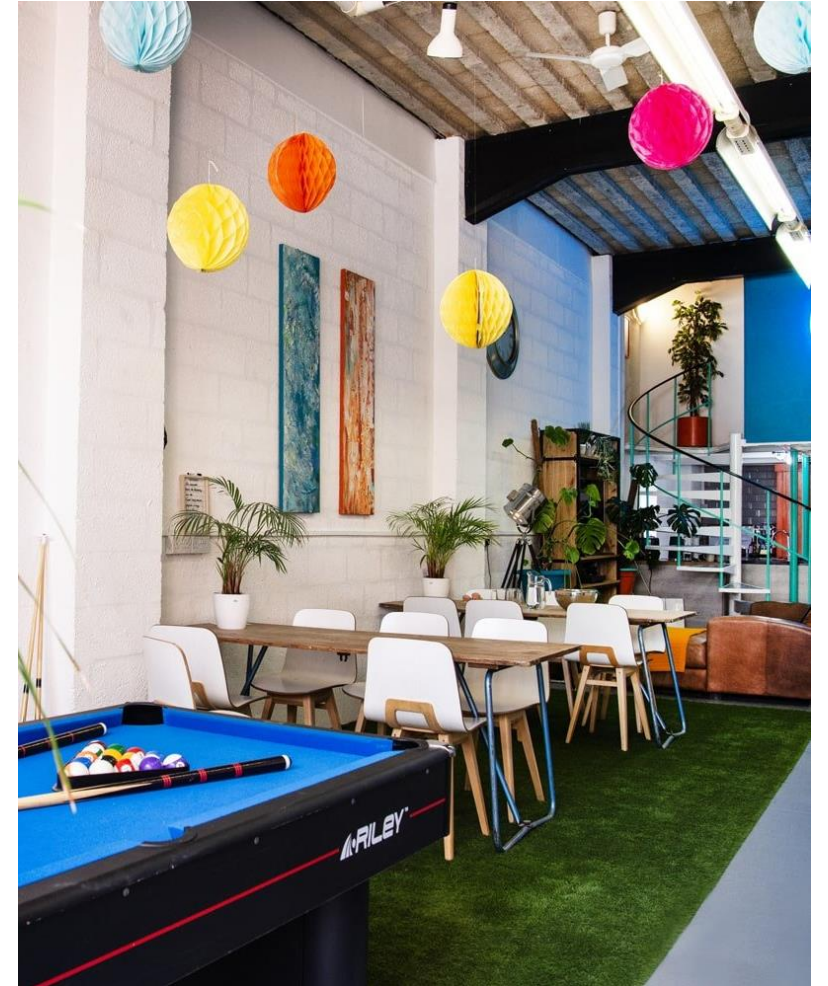


# Contents of this Slide Deck

## Breakdown

---

Introduction	3
How we Operate	5
Personal Stories and Feedback	6
Features in the News	10
Progress to Date	11
Looking Forwards	16
Support Required	18



# Introduction

## Overview

@the Hub is a place where community thrives, support is always at hand, and opportunities for personal growth are abundant. We seek to help those who do not have the resources to provide for themselves the necessities of life which most of us take for granted.

We aim to be:

- A non-threatening and non-judgemental space to meet with support workers or other agency staff; a place to access help and advice for issues such as benefits, debt, housing, health and addiction.
- A signposting service for those with nowhere else to turn, and no-one else to ask. The Hub is “an address” for those with no other.
- A place where skills can be explored, boardgames played, films watched, and pots of tea shared over conversation.
- A facility for disadvantaged people in Ross to use during the day, to shower, to wash their clothes, to have a hot meal, or a quiet cup of tea or coffee. There is internet access, workspaces, laundry facilities and bathroom facilities.

## OPENING TIMES



<b>Monday</b>	Breakfast Club Drop-In	8.30 - 9.30 9.30 - 12.30	<b>Breakfast Club</b> Join us to start your day right. Warm up, get a shower, have a hot drink and something to eat.
<b>Tuesday</b>	<b>CLOSED</b>		<b>Drop-In</b> Call in for a chat, a hot drink, to ask for advice or get support with an issue. We will make an appointment for a one-to-one chat if it's not a quick fix.
<b>Wednesday</b>	Breakfast Club WARM WELCOME	8.30 - 9.30 10 - 2.00	<b>Warm Welcome</b> The original and the best! Food, drinks, chat, pool, company, support, laughs and cake!
<b>Thursday</b>	Breakfast Club Drop-In	8.30 - 9.30 9.30 - 12.30	<b>Film Club</b> A quiet session to watch films.
<b>Friday</b>	Breakfast Club Film Club	8.30 - 9.30 9.30 - 12.30	<b>DO NOT DISTURB</b> Please take note if this sign is displayed on the door. We are with clients, please come back later.
<b>Saturday</b>	Breakfast Club Drop-In	8.30 - 9.30 9.30 - 12.30	
<b>Sunday</b>	<b>CLOSED</b>		

FOR AN APPOINTMENT OUTSIDE THESE HOURS  
PLEASE CONTACT MILLY ON 07827 668971

# Introduction

## The Services we Provide

---

- Housing advice
  - Addiction support
  - Benefits application assistance
  - Debt advice
  - Social isolation support
  - Provision of basic facilities (shower, washing machine etc.)
  - Provision of adult changing facilities (only facility available in Herefordshire outside of Hereford)
  - Employment support
  - Education support / advice
  - Health advice (mental and physical, including the offer of reiki healing)
  - Space to meet professionals (e.g. social workers)
  - Provision of internet access
  - Provision of an address for those without one
  - Hot meals and drinks for all visitors
  - Location for teenagers to meet safely to chat / play pool etc
- Plus more – people come to us when they have nowhere else to turn to.**

**We currently have 239  
Clients**

**52% struggle with their mental  
health**

**30% need housing assistance**

**28% suffer from social isolation**

**25% suffer with addiction issues**



# How we Operate

## Staff and Funding

@the Hub is run by paid members of staff and volunteers.

Our volunteers come from all walks of life; some come once a month, others 3 times a week. We receive a wide variety of help from cooking lessons and professional services, to cake bakers, washer uppers and listening ears. We also get meals provided by local businesses.

We employ 3 paid staff members:

- Director and Support Worker
- Director and Centre Manager
- Health and Wellbeing worker

We have a board of 5 directors including a local GP and a highly experienced freelance management consultant.

Currently, our funding comes predominantly from grants. We also get money from donations and sponsorship from local businesses.



The Iron Fund



# Personal Stories and Feedback

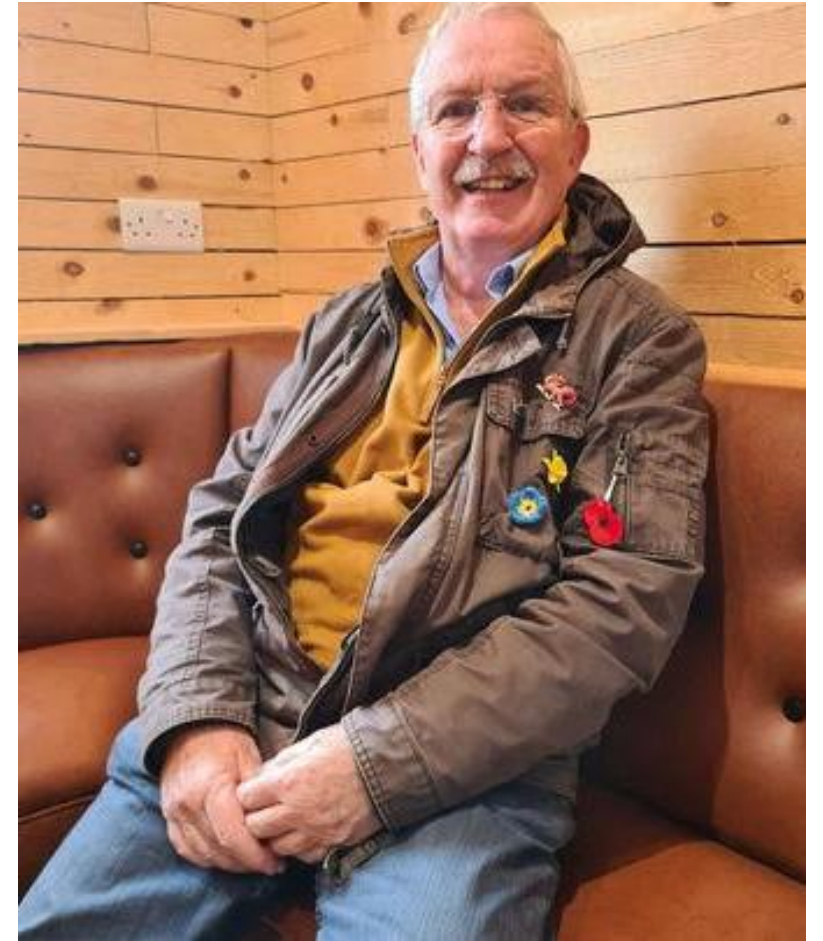
## Roy

---

“My struggles began in childhood. I was openly told I was not wanted and was brutally beaten daily; I was in and out of hospital regularly from a young age. When I was finally able to leave home, I struggled to hold down a job for any real length of time and was never able to see any positives as to my future and the path ahead.

I have struggled for years with what happened to me. I’ve made several attempts in the past to take my own life. Little help was available at that time, so I was left to face the demons on my own, suffering with anxiety and depression whilst trying to keep a job and a roof over my head.

When I met Susie and Milly, they helped me with making a CV which led to me securing a job I love. They offered me friendship which made me feel more accepted; I felt comfortable just being Roy for the first time in a long time. My confidence began to grow and continues to grow to this day”.





# Personal Stories and Feedback

## Terry and Floyd

---

### Terry

“When I first came back to the UK a few years ago, the Hub was running one day a week. Now it’s fantastic, I’ve got somewhere to go 5 days a week so I’m not sitting stewing over my problems. I started coming to the hub because I was homeless, lonely, miserable and had no friends at all. Now I have mega friends that have all come from the hub, and my own flat. Everyone is warm and inviting and I get all the help in the world. Its really beautiful. Without the help they have given me, I wouldn’t be here today and that’s a fact”.

### Floyd

“I was made homeless by a family member and ended up sleeping in a park in Hereford. I met Steve from Housing, and he found me to a place to live in Ross. The first place they took me was to The Hub. I met The Hub angels - they are absolutely lovely and help so many people. I come to The Hub nearly every day, because you meet people here that care about everyone. It’s like a family. It must come from The Hub angels... it breeds!”.



# Personal Stories and Feedback

## Shaun and Liz

---

### Shawn

"It's made a very big difference to me. I can come here to avoid people I know and sit down in a safe place with a hot drink and talk or play pool. I also got a haircut here. The Hub is so worth it."

### Liz

"The Hub has made a lot of difference. When I first went, I was down in the face and since then, I've come out of my shell - I like helping out and I get on with people. It's got me out of my flat. It's the most spectacular place you can come to, and you get the warmest welcome. If Milly can't do something, she will help you find someone who can."



# Personal Stories and Feedback

## Quotes from our Clients

---

I had a stroke, so I went to @The Hub and the people were lovely. I had a coffee, and they made me feel welcome, a great place to come whether you're poor or rich - the people were great.

The Hub was fundamental in helping me avoid being deemed intentionally homeless by the Council. They offered great support when I was in dire straits and continue to support me while I secure social housing. A vital service, much needed in our community.

The Hub has been an incredible help to me and my son. I have received advice on things like bills, finances, my rights as a tenant and so much more. It has provided me with support for my young son to have time to do simple things like shower or have a meal.

I am sincerely thankful to @The Hub for assisting, out of hours, a family member suffering domestic abuse.

I needed to go through a process of appeals regarding my son's school. I spoke with Annie who was phenomenal, even taking time out of her day to attend the appeals meeting with me. She helped get my son into school within days of the appeal - thank you so much!!

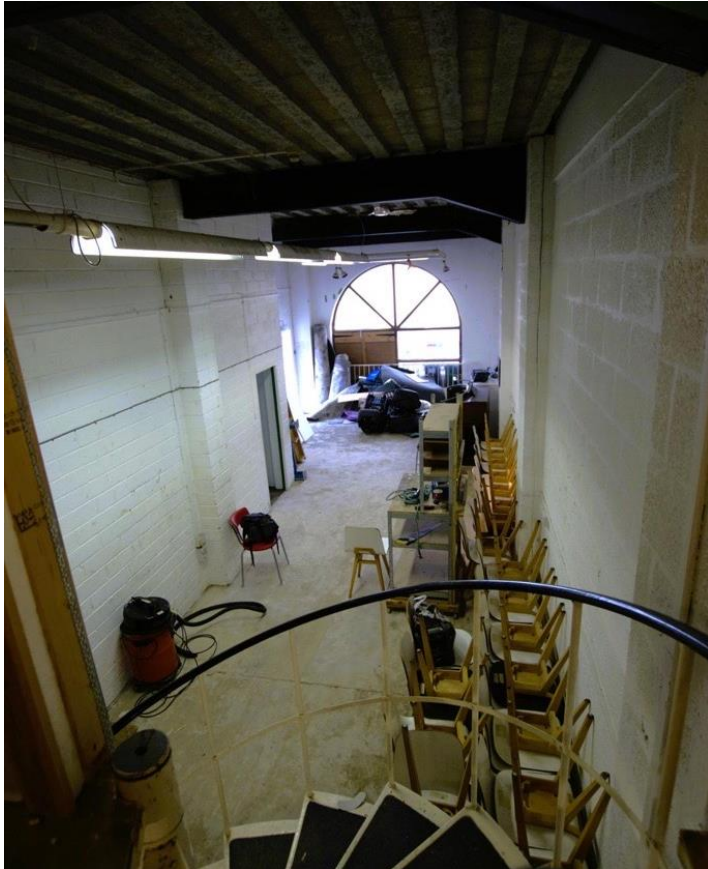


# Progress to Date

## Building the Community Centre

---

Since acquiring the space in December 2023, we have transformed it into a welcoming, multi-purpose space.



Before



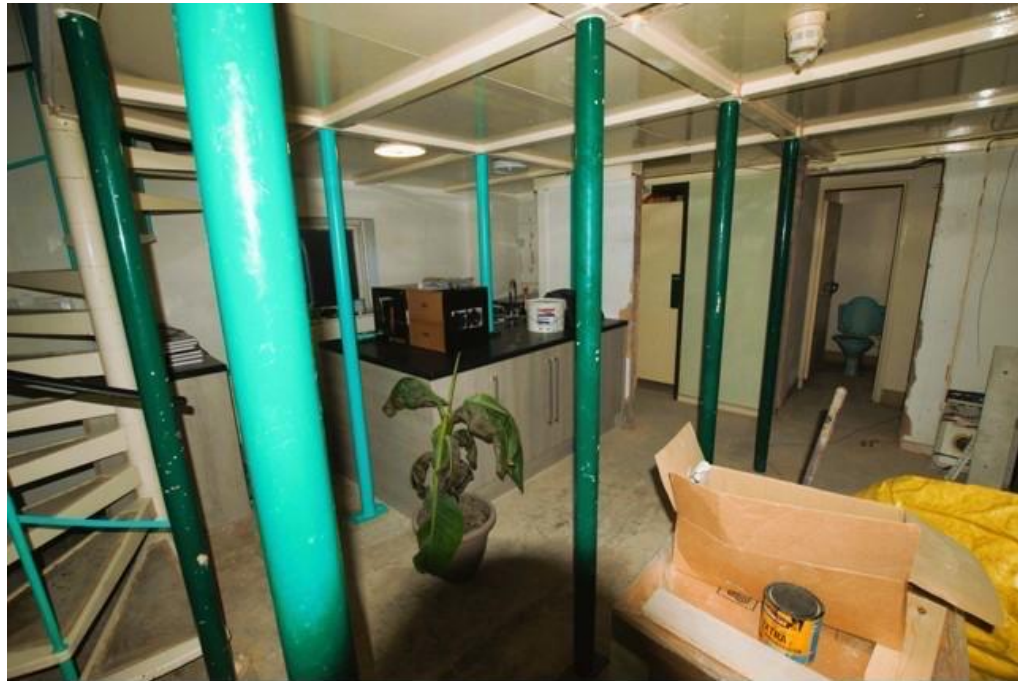
After

# Progress to Date

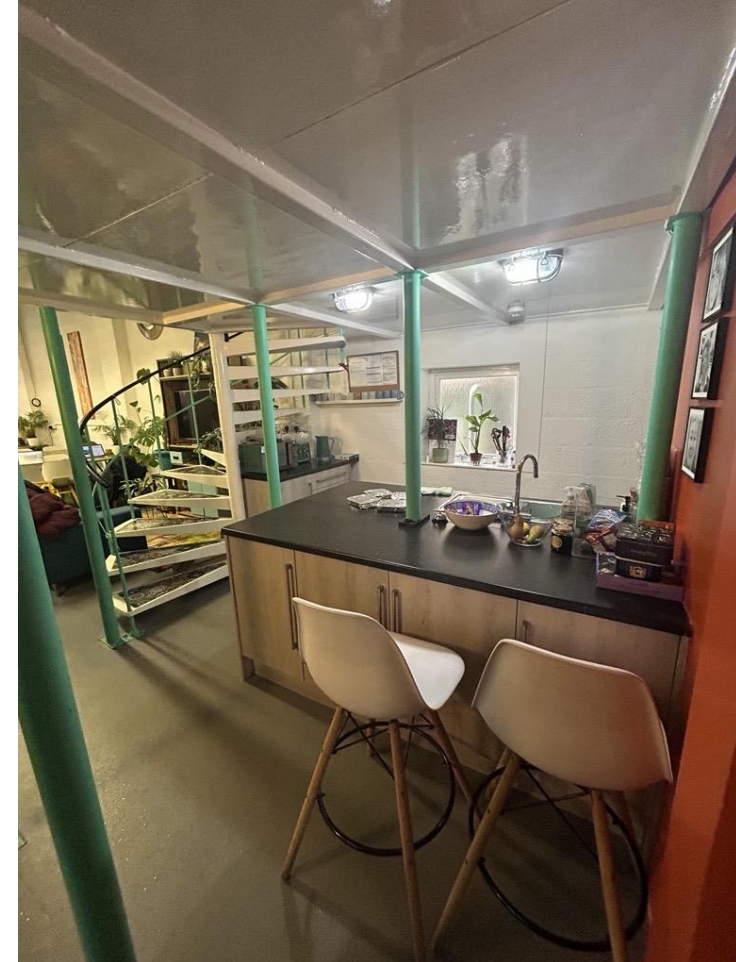
## Building the Community Centre

---

The kitchen is used to prepare endless cups of tea and many hot meals for everyone that comes through the door.



Before



After



# Progress to Date

## Building the Community Centre

---

Our bathroom provides a place for people to shower and an adult changing facility – the only facility available in Herefordshire outside of Hereford.



Before

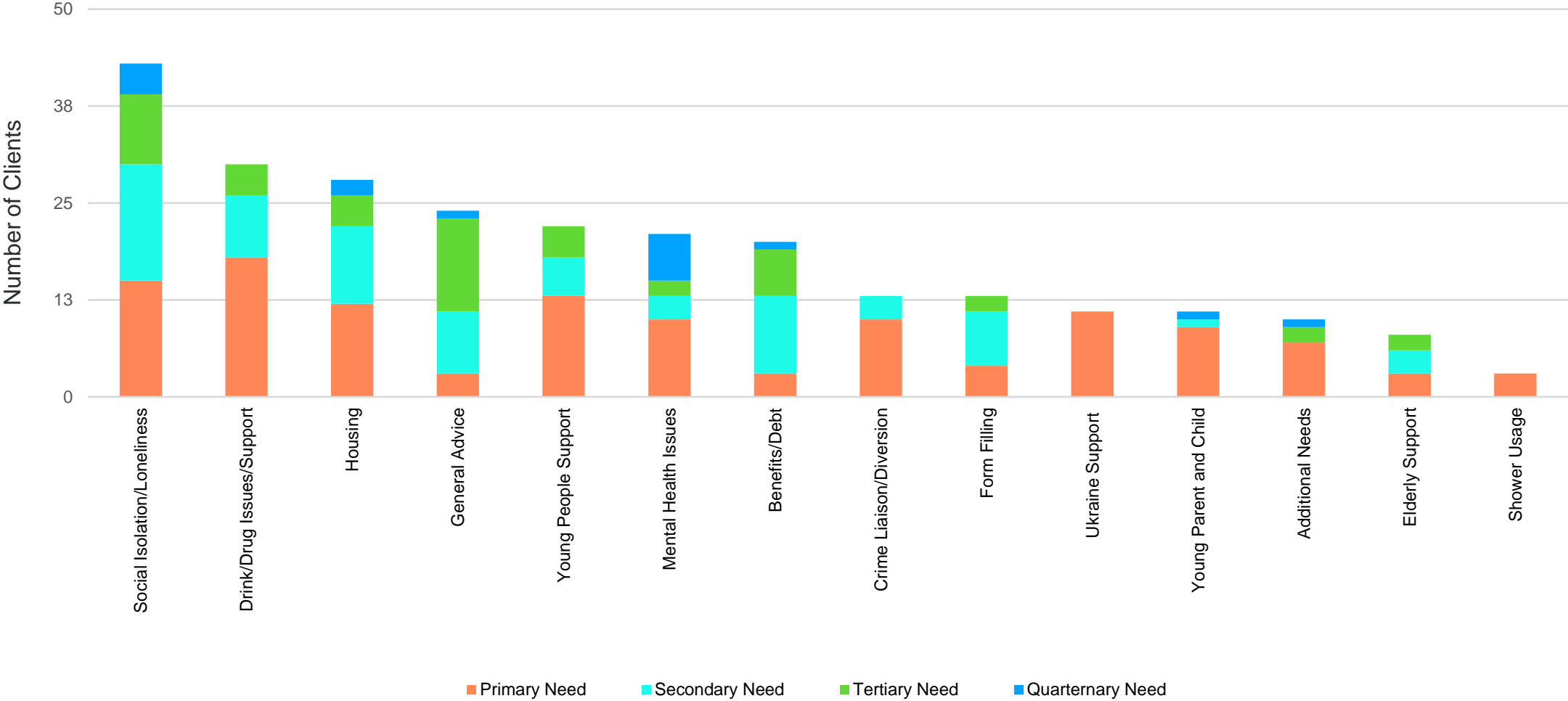


After

# Progress to Date

## Current View

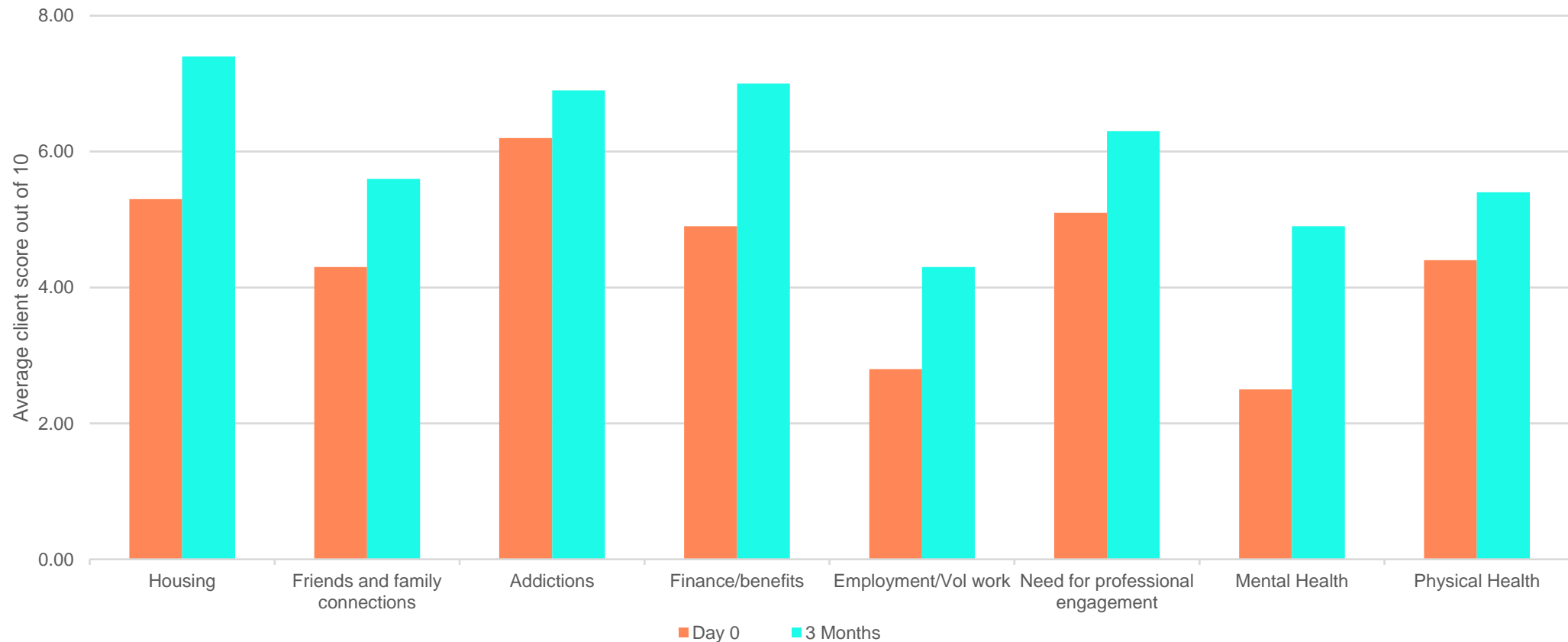
When we first meet a client, we asses their needs. This graph details the top 4 needs of 120 of our clients.



# Progress to Date

## Measuring success

We monitor how each client improves over their time spent with us. The graph shows that the biggest improvements are in mental health, followed by housing situation and financial situation.



# Looking Forwards

## Plans for the Hub – Use of the space we have

---

Thanks to an extension of our permitted opening hours, we are now able to offer our premises (when we are not open for business) to private groups who need a space to meet. So far, Herefordshire Mind and the Men's Walk and Talk Mental Health Group have used our space – we hope to offer it to more groups in the future.



We have developed a partnership with The City of Hereford Boxing Academy and will operate as a satellite club to them. The City of Hereford coaches are already supporting some of our clients and together we are planning to develop the back room into a boxing training room. Fundraising will soon begin for repurposing the room, supplies and equipment.

# Looking Forwards

## Plans for the Hub – Improving Support for the Young People of Ross

---



We are planning to enable a Youth Voice group in Ross – currently, there is no platform for the young to have their voices heard on the facilities and events planned for the town. The group will meet regularly and be supported by staff from the Hub and their suggestions and feedback will be fed to the Council and other groups that would like to engage with the future of our town.

Alongside the Youth Voice group, we are planning a series of workshops for young people, based around social cohesion, communication and problem solving. There will be elements of community integration and networking, and these sessions will be led by professionals from the Youth Employment Hub in Hereford.





# Support Required

## What Funding and Other Support do we Require?

---

As local and national government policy changes and the cost-of-living increases, we will inevitably find ourselves supporting more clients with more complex needs. Therefore, we are constantly on the merry-go-round of grant applications.

Funding will be needed to support our future plans – the renovations and equipment needed for the boxing club are estimated to cost £5000 alone. We are also always looking for help from local builders who can lend a hand!

We are excited for the future and believe that with the right support, we will be able to achieve our goals and continue to provide much needed support to those that need it in Ross-on-Wye!









# Next steps

- Stakeholder workshop planned for early July to review and develop the latest iteration of an action plan
- MHNA data will inform focus areas
- ABMHPB continue to meet

