

Resident workshops

- 35 groups contacted to participate
- Between November 2019 – January 2020, the following workshops were delivered:
 - Carer's Centre
 - Create Day Centre (service users with learning disabilities)
 - Local voices (service users with physical disabilities)
 - Swan Housing Tenants and Residents Association
 - Older People's Reference Group
 - Macmillan Cancer Support
 - Deafplus
 - Look Ahead (service users with learning disabilities)
- *Upcoming workshops: Positive East, Youth SEND forum*

Initial findings – service user workshops

QUALITY OF LIFE

1. Local support services

- **POSITIVE:** Valued local support services:
 - *Carers:* Carer Centre, Osmani Centre, the Buddhist Centre and the ELFT carers hub
 - *Local Voices:* Real
 - *Cancer Support group:* Bromley-By-Bow Centre, Oxford House and Macmillan
 - *LD service users:* Antil Road, Bell Lane, Tower Project and Apasen
- **SUGGESTION:** Deaf service users felt that there was a need for **more tailored support for deaf people** as deafPLUS is the only service for deaf people in Tower Hamlets and this service user group struggle more than most to access mainstream services

2. Community participation

- **POSITIVE:** Participants across the workshops mentioned that having **a place to meet with people and connect** over shared experiences was something that supported their health and wellbeing. These provided purpose and a reason to get out of the house. Other examples were faith, volunteering and local activities (cinemas, pubs, museums, libraries etc)
- **SUGGESTION:** **Better consultation** by the council, e.g. hearing back on impact (Carer's Centre) and **better listening** by professionals working in health and social care

3. Activities for young people

- **SUGGESTION:** Participants mentioned a need for **more affordable activities for children and young people** - "There should be more for kids to do – youth clubs etc." (Macmillan Cancer Support Group)

QUALITY OF CARE AND SUPPORT

1. Accessibility

Digitalisation

- **BARRIER:** A number of service users reported that they felt excluded by the digitalisation of information (Carer's Centre, Older People's Reference Group, deafPLUS)
 - For most people this was because they were either unconfident or didn't like accessing information digitally or because they lacked internet access where they lived
- **SUGGESTION:** an alternative to online access should always be offered, especially for doctors' appointments (Carer's Centre, deafPLUS and Swan Housing)

Interpreters

- **BARRIER:** Deaf service users raised concerns about the lack of sign language interpreters at GP and hospitals, which they identified as a significant barrier to their ability to access health services

2. Personalised care

- **POSTIVE:** feeling that care was personal and staff were kind
 - This was particularly important for the service users with cancer who talked about positive experiences with staff that were generous with their time answered their questions with patience
- **BARRIER:** Carer's talked about a lack of personalisation and expressed a desire for health and care services to "see the whole picture"
 - They described being told by health staff that they can't discuss matters about the person they care for and feeling that the system did not have a way of recognising their role as carers
- **SUGGESTION:** It was suggested that there be a way of linking carers with the people that they care for

HEALTHY LIVES

1. Diet

- **POSITIVES:** People felt they could access healthy and fresh food locally from markets and cheaper supermarkets
- **BARRIER:** Challenge to stick to a healthy diet, particularly where the cost, speed and ease of unhealthy food made it a more appealing option (Create Day Centre). The advertising around fast food and proliferation of chicken shops in Tower Hamlets were also mentioned as barriers to choosing healthy options
- **SUGGESTIONS:** incentives for buying healthy food and better education about healthy eating and portion sizes (Look Ahead)

2. Exercise

Facilities

- **POSITIVE:** A wide range of local exercise facilities were listed by workshop participants as places that supported their health and wellbeing:
 - Poplar Baths (Create Day Centre, Macmillan, Look Ahead)
 - York Hall (Carer's Centre and Look Ahead)
 - Mile End Leisure Centre (Carer's Centre, Create Day Centre and Swan Housing)
 - Ability Bow (Create Day Centre, Look Ahead, Local Voices)
- **BARRIER:** Ability Bow, a specialist gym for people with disabilities was highly valued and it was felt that this service user group would greatly benefit from more accessible gyms.
- **SUGGESTION:** the council could negotiate with private gyms to have 1 hour a week or so that is dedicated for people with disabilities.

Cost

- **BARRIER:** The cost of gym's was mentioned as something that got in the way of being healthy (Carers, Local Voices and Swan Housing)
- **SUGGESTION:** Discounts and free gym passes for certain groups such as carers

WIDER DETERMINANTS OF HEALTH

1. Feelings of safety

- **POSITIVES:** Participants at Swan Housing reported feeling safe and having good community cohesion. Interestingly, this group also mentioned having good neighbours and knowing people in the community, which is perhaps related
- **BARRIERS:**
 - Drug dealing and ASB (Carer's Centre, Create Day Centre, Local Voices, Macmillan Cancer Support Group)
 - Specific locations of concern: *Aldgate, Whitechapel, Watney Market, Shadwell and Stepney as well as near public transport hubs and estates*
 - Poor lighting (Macmillan and Swan Housing)
 - Poorly maintained CCCTV (Swan Housing)
 - Traffic and fast cars when crossing the road (Look Ahead) and cycling (Swan Housing)
- **SUGGESTIONS:**
 - Greater police presence, improved lighting and cleaner streets, more speed bumps and greater enforcement of traffic offences

2. Physical environment

- **POSITIVES:** Workshop participants frequently mentioned local parks and green spaces as features of their local area that supported their health and wellbeing. In particular, people mentioned Mudchute Farm, Regents Canal and Victoria Park.
- **BARRIERS:**
 - People with disabilities mentioned that poorly maintained pavements and potholes made it difficult to walk around (Create Day Centre and Local Voices).
 - 'A boards' outside of shops were a tripping hazard for people with visual impairments (deafPLUS)
 - A lack of public seating and public toilets (Local Voices and Older People's Reference Group)
 - Litter, dog fouling, fly tipping and graffiti (Local Voices and Older People's Reference Group)
 - Overcrowding and excessive noise
- **SUGGESTIONS:** Ensuring adequate green and public spaces in new developments and for new developments to benefit the community

3. Air quality

- **BARRIERS:** Pollution and poor air quality were mentioned by a number of the workshop groups as a barrier to health and wellbeing (Local Voices, Swan Housing, Macmillan, deafPLUS)
- **SUGGESTIONS:** More green spaces and making it easier to cycle (Swan Housing)

Professional workshops

- Designed to capture the experience of both the professionals working directly with service users and those making higher level strategic decisions in relation to particular service user groups
- 19 groups were contacted and the following workshops were delivered:
 - Safeguarding Adults Board
 - North East HWB Locality
 - South West HWB Locality
 - South East HWB Locality
 - ASC provider forum
 - Learning Disability Partnership Board
 - THH Housing Management subgroup
 - Born Well Growing Well
 - Living Well
 - Tackling Poverty Reference Group
 - Children and Families Partnership Board

*Results are still to be analysed