

Quarter Narrative Report – Adult Healthy Lifestyle - One You Kent Service Programme Update and Analysis

Provider Name: Sevenoaks District Council

Date of Submission and Quarter: 29/10/2021; Quarter 2

Overall Summary Analysis of the Adult Healthy Lifestyle Service - One You Kent.

You don't need to provide data that is provided in your quarterly performance spreadsheet, but you can refer to it.

Please Do Not

PDF your completed narrative report
Or Insert photos

Inserted tables kept to a minimum

(Photos can be inserted into case studies or sent separately in the email submission)

Please Insert Case Studies into this report using Microsoft Object, or send separately in your email submission.
(you are not expected provide a case study in each section quarterly, but it would be useful to have a selection of areas covered by case studies over the year)

Please tell us:

You can use the suggested bullet points in this document as headings for your narrative

- *Only include services funded through PH adult healthy lifestyle service grant (you can set out other offers you deliver in the Links to other services section of the document)*
- *Any highlights from the last quarter.*
- *Analysis of trends*
- *Target Groups worked with in the period*
- *Progress against targets and any reason for variance*
- *Key points relating to sub-contractor activity. (if applicable)*
- *Opportunities*
- *Challenges*
- *How you have overcome difficulties*

Weight Management

- All our group weight management services continue to be delivered through Zoom, our 1:1 weight management clients have the option of seeing their advisor at Sevenoaks District Council in our COVID secure meeting room.
- We started two weight management groups in this quarter on the 21st September (10 participants) and 23rd September (nine participants). As this cohort started late within the quarter, KPI's; 54-67 will not be available for submission until the groups conclude on the 7th & 9th December. As such, these KPI's will be updated within the Q3 submission.
- Within our September groups, one of our attendees are male, our capture of equalities monitoring data collection has improved to the point where we know the ethnicity of 58% of service users. 26% of attendees were referred to One You by their GP Practice, 26% of attendees were Self-Referrals to One You.
- In our September term of Why Weight, we are making use of our newly designed resources for our Weight Management Interventions. These are an “educational resource”, “workbook” and an A4 “food and activity diary”. This has been a fantastic addition to the service and has saved a considerable amount of time in compiling resources for our group weight management service. In addition, we have seen a positive response from our service users who have acknowledged the quality of the new resources.

Looking at previous Weight Management Groups

Groups which commenced in October 2020

- Of our 9 “Completers” from these groups (47% of those enrolled) we have managed to contact 6 of them for their 26-week follow-up and all 6 have provided their current weight, the weight loss of these 6 individuals is listed below;

<3%	3-4.9%	5%
2	2	0

- Two attendees had noted weight gain at their 26 week follow-up
- Of our nine “Completers” from these groups (47% of those enrolled) we have managed to contact six of them for their 39 week follow-up and all six have provided their current weight, the weight loss of these six individuals is listed below;

<3%	3-4.9%	5%
1	2	1 (11.7% weight loss)

- Two attendees had noted weight gain at their 39 week follow-up when compared to their baseline weight.
- We have also managed to collect one clients 52 week follow-up and I can confirm that they have demonstrated a greater than 5% weight loss when compared to baseline data collection.

Groups which commenced in February 2021

- Of our 13 “Completers” from these groups (65% of those enrolled) we have managed to contact seven of them for their 26-week follow-up and four have provided their current weight, the weight loss of these 6 individuals is listed below;

<3%	3-4.9%	5%
1	2	1

- Of our 13 “Completers” from these groups (65% of those enrolled) we have managed to contact three of them for their 39 week follow-up and all three have provided their current weight, the weight loss of these three individuals is listed below;

<3%	3-4.9%	5%
1	1	1 (10.8% weight loss)

Looking at our 1:1 Weight Management participants

- Of those clients that have concluded our 1:1 Weight Management service, four have “Left the service” earlier than intended. The remaining 16 have concluded the service as intended, with 44% of those able to achieve a “completer” status. It’s important to note here that we find less need to deliver a minimum of eight sessions with all 1:1 weight management attendees. This is because service users are generally of lower risk and may be more knowledgeable around weight management. In addition, our delivery of content is easier with individuals than groups, so we can be more efficient in 1:1 delivery and cover multiple topics in single sessions easier.
- Four clients have been contacted for their 26-week follow-up with three providing a weight. One of these participants has gained weight; however, the other two have demonstrated weight loss greater than 5%.

Your One You Advisors

Looking at previous Lifestyle Advisor Attendees; work is needed to improve our ongoing adherence to our intervention pathway. This is particularly evident in the setting of Exit Goals and their reassessment at the 26-week follow-up. We remain optimistic that our new database ReferAll will assist us with this by providing task reminders to advisors to collect follow-up data from clients.

Lifestyle Advisor Intervention commenced in Q1 (2021/22); 21 clients started our lifestyle advisor service during this quarter, three have had a 26-week follow-up appointment and as none of them set an exit goal, this was not reappraised.

Lifestyle Advisor Intervention commenced in Q4 (2020/21); 30 clients started our lifestyle advisor service during this quarter, six have had a 26-week follow-up appointment and one of those has confirmed that they achieved their exit goal (continue with weight loss plan and continue to maintain new exercise regime).

Lifestyle Advisor Intervention commenced in Q3 (2020/21); 30 clients started our lifestyle advisor service during this quarter, four have had a 26-week follow-up appointment but as none of them set an exit goal, this was not reappraised.

Lifestyle Advisor Intervention commenced in Q2 (2020/21); 15 clients started our lifestyle advisor service during this quarter, two have had a 26-week follow-up appointment and one of those has confirmed that they achieved their exit goal (improve diet and contribute towards the loss of 1-2lbs).

Lifestyle Advisor Intervention commenced in Q1 (2020/21) ; we only started 4 clients with our lifestyle advisor service during this quarter, one of which has had a 26 week follow-up appointment but as the exit goal was not set this has not been reappraised. No 39 or 52-week follow-ups have been collected for these individuals yet.

When comparing the outcomes of our lifestyle advisor service at the end of their intervention with the numbers of clients who provide a (improvable) score to the respective behaviour at baseline, we see the following percentage improvement respective of each behaviour:

- 29% improvement in physical activity score.
- 43% reduction in alcohol score.
- 17% improvement in mental wellbeing score.
- 48% improvement in fruit and vegetable consumption.
- 44% reduction in high fat food consumption.
- 74% reduction in weight.
- 18% reduction in waist circumference.

A proportion of the low scores seen above can be explained by the metric not being reassessed at the end of intervention point. However, in the case of GPPAQ, it can also be the result of it being very difficult to progress from one GPPAQ category to another to be able to demonstrate improvement in Physical Activity.

When we look at the weight improvement for Lifestyle Advisor clients we can see the following improvement;

<3%	3-4.9%	5%
17	9	9

Physical Exercise sessions

Unfortunately, at this stage we have not been able to progress the reinstatement of any of our exercise services that we ran pre-COVID.

Digital Interventions (please provide relevant data that is not included in your quarterly spreadsheet)

- The Sevenoaks One You service remains predominantly in digital delivery for the time being. We have made use of Zoom to provide a video conferencing facility to our clients, however advisors are also using WhatsApp video calls and telephone calls with clients in order to maintain contact and collect data. This applies to our delivery of our Initial Consultation, Lifestyle Advisor & Tier 2 Weight Management Services.
- One You service participants are still offered the opportunity to meet with clients face-to-face and we are able to achieve this at Sevenoaks District Council through a bookable meeting room that has been made COVID safe. It has separate entrance/exit for staff and visitors and the room is partitioned through the centre. However, the vast majority of clients still prefer remote engagement due to the convenience of being able to see an advisor without needing to travel for an appointment.

Digital Accessibility

Digital accessibility is the process of making digital products (websites, mobile apps and other digital tools and technologies) accessible to everyone. It is about providing all users access to the same information, regardless of the impairments they may have

- In our September term of Why Weight, we are making use of our newly designed resources for our Weight Management Interventions. These are an “educational resource”, “workbook” and an A4 “food and activity diary”. These resources will replace the digital platform we have been making use of “StoryMaps”. The new resources are accompanied by a new teaching plan; this

encourages our service users to complete pre-session “homework” which are accompanied by in session teaching and activities. We feel this is a more accessible approach than our previous use of “StoryMaps” and has streamlined the sending of physical resources to One You clients.

- Our Group Weight management service continues to be delivered using Zoom. If this is inaccessible to service users then we provide an alternate service offer of them accessing our 1:1 weight management service instead which can be delivered more flexibly to meet the needs of the individual.
- Based on the current financial position of the service, it is unlikely that the Sevenoaks District Council service will be able to resume delivery of services “in-person” where there are venue hire costs at community venues.

Health MOT

We have not performed any “Health MOT” work this quarter. However it should be noted that our “Initial Assessment” with a client, asks questions of every health behaviour (Smoking Status, GPPAQ, AUDIT-C, Height/Weight/Waist/BMI, SWEMWBS, healthy eating) in addition to all wider determinants of health (loneliness, finances, housing). From the 1st April 2021, this became standard practice for every client to receive when enrolled into our service.

We see the “Health MOT” as more of a community engagement tool pre-enrolment in One You Kent. We have plans to implement a Health MOT into our database system, “ReferAll” at a later stage once community engagement activity once again becomes more commonplace.

MECC/brief advice and interventions

Brief interventions are those practices that aim to identify a real or potential problem and motivate an individual to do something about it. It seeks to motivate and support the individual to consider a change in their behaviour to reduce their risk of harm.

Alcohol Identification & Brief Advice

This is the only intervention which is offered during our “Initial Consultation” and is also offered during our “Lifestyle Advisor Service”.

49 clients received our “Initial Consultation” during Q2. 10 of whom received Brief Advice on Alcohol, however, only 8 of our 49 actually had an AUDIT score of increasing risk of higher.

This is corrected somewhat in our Lifestyle Advisor service where again clients can receive the “Brief Advice on Alcohol” intervention, in addition to the “Extended Brief Intervention”. 4 clients received “Brief Advice on Alcohol” during our Lifestyle Advisor service and all 4 Increasing risk AUDIT score.

This is an improvement from Q1 but there is still opportunity to further improve our data collection to ensure that only those who receive intervention(s) on alcohol are eligible to receive these services on the basis of their AUDIT score.

However, when reassessing our lifestyle advisor clients AUDIT score at the start of the Lifestyle Advisor service to the “end of intervention session” we can see a 43% reduction in AUDIT score within those we have been able to reassess.

Physical Activity

As highlighted in the data report, 64.3% of attendees of our Lifestyle Advisor service set a goal(s) to improve their physical activity. Looking at our lifestyle advisor clients, we can see that 29% of clients reassessed have managed to improve their GPPAQ score (moving by at least one category) of those that we have been able to reassess at our “end of intervention session”.

Diet

Traditionally we have used an assessment of Fruit and Vegetable consumption as our understanding of dietary behaviour and improvement. Looking at our lifestyle advisor clients, we can see that 48% of clients reassessed have managed to increase their fruit and vegetable consumption (of those that we have been able to reassess at our “end of intervention session”).

We have recently introduced two additional questions in the assessment of diet;

1. High Fat/Sugar foods (e.g. sugary drinks, fried foods, chocolate, biscuits or cake)
How many days last week did you eat this kind of food?
2. Starchy foods (e.g. wholegrain, whole-wheat or wholemeal varieties; rice, pasta, bread, potatoes)
How many days last week did you eat this kind of food?

With these additional questions, we feel we are giving our advisors a great understanding of diet and this enables us to reassess further behaviours. Since introducing the question on High Fat/Sugar foods we can see that 44% of clients reassessed at our “end of intervention session” have reduced their consumption of these types of foods.

Emotional Wellbeing

Our performance on wellbeing is below the 90% target this quarter. I believe this is due to there being a difference in our process of delivery. At the start of our “Lifestyle Advisor” service, all questionnaires might be routinely assessed as an alternate intervention may have a “knock-on” effect on mental wellbeing (even if we are not directly intervening on mental wellbeing during our lifestyle advisor service). It would be beneficial if we had access to a metric that could effectively screen for “good” and “poor” levels of mental wellbeing (similar to AUDIT) as then we would be able to focus the application of this intervention on those that were “eligible” to receive it. However as you can see it was not appropriate to intervene on all our clients even though SWEMWBS was completed as part of our Lifestyle Advisor service.

Looking at our lifestyle advisor clients, we can see that only 17% of clients reassessed have managed to improve their SWEMWBS score of those that we have been able to reassess at our “end of intervention session”. This is solely due to the inconsistencies we have on collecting this particular metric with advisors reporting it being quite challenging to go through some of these very personal questions with clients.

With this feedback coupled with the lack of evidence surrounding what a “good” or “poor” SWEMWBS score is, I would ask that we reconsider the use of this metric in favour of the WHO-5 Well-Being Index.

Weight & Waist Circumference

We have incorporated these assessments into our Lifestyle Advisor service as well to ascertain whether our interventions on physical activity and diet can have an impact on the weight and waist circumference of our participants.

We can see that 74% of clients reassessed have managed to improve their weight, and this has ranged from a weight reduction of <1%-18% of their original baseline weight. We have only seen that 18% of clients reassessed at their “end of intervention session” have managed to reduce their waistline, however we feel this is mainly due to the inaccessibility of this particular metric to our Lifestyle Advisor clients who would not be issued one of our One You tape measures.

Sevenoaks District Council Health Walk activity has not yet resumed, we are working on getting our Health Walks back up and running as soon as possible but have had significant challenges with the motivation of volunteers to resume volunteering post COVID, in addition to finding the time and capacity to enable new volunteers to get involved.

We have promoted this volunteering opportunity in our InShape magazine and this has resulted in some positive responses from local residents.

Walking for health!

Walking is a great form of exercise and we're incredibly lucky to have some beautiful spots to visit.

'Walking for health' is a national initiative, created by The Ramblers, to give people the confidence to get out walking and enjoy the outdoors in a safe way with the support of a team of trained volunteers.

The walks are completely free and a great way to meet new people whilst getting fitter. The walks usually last about an hour and are always at the pace of the slowest walker, so no one gets left behind.

If you're interested in taking part in a health walk, visit www.sevenoaks.gov.uk/walking to find your nearest one.

Could you be a volunteer?

These walks couldn't happen without the support of volunteers and we're looking to recruit personable people to get involved. If you love walking and meeting new people, you've already got the qualities we're looking for.

Cllr Lesley Dyball, our Cabinet Member for People and Places, says: "Being a volunteer means you'll get to support others to become more active whilst meeting lots of new and interesting people and gaining the benefit of being outside in some beautiful green spaces.

"In addition, you'll contribute towards your own health by participating too. There are lots of different roles available and you can give as much or as little time as you'd like. Training is also provided to ensure you feel confident leading or supporting the walks."

If you're interested in becoming a volunteer, email healthy.living@sevenoaks.gov.uk or call **01732 227000** to find out more.



www.sevenoaks.gov.uk

 [sdc_newsdesk](#)

Current Campaigns, Comms and Events linked to healthy lifestyles

One You Social Media Posts

Date	Purpose	Type	Likes	Shares	Views (video only)
09/7	Promote Every Mind Matters	Post with gif video	3	1	157
20/7	Promoting KCC's post of free bus travel and leisure centre discounts for children and young people	Post	1	2	
21/7	Promoting importance of vaccination (NHS image)	Post	10		
22/7	Promoting the Smoking Cessation service	Post	2	1	
24/7	Promoting Samaritans Awareness Day	Post	3	1	
4/8	Promoting Cycle to work day	Post	3		
10/8	Promoting the opportunity to become a volunteer walk leader	Post	5	2	
25/8	Promotion of weight management service	Post			
26/8	Promoting the opportunity to become a volunteer walk leader	Post	5		
28/8	Parkrun Swanley promotion post	Post	1	3	
2/9	Parkrun Swanley promotional post	Post	4	6	
6/9	High blood pressure promotional post	Post	1		
7/9	Promote Every Mind Matters	Post with gif video	3	2	170
9/9	Promoting world suicide prevention day	Post	5	2	
10/9	Promoting world suicide prevention day	Post	3	1	

Appendix C

14/9	Better Health Quit Smoking	Post	2		
22/9	Promoting our support of national fitness day	Video	3	3	183
29/9	Promoting World Heart Day	Video	3	1	156
30/9	Better Health Quit Smoking	Post with gif video	1		121

On the 5th, 11th and 16th August we joined the Health Engagement events in Swanley and Edenbridge in support of the families with young children.

On the 9th August our One You advisors supported a Young Carer's event to promote One You service support. delivered two community engagement events and performed Diabetes Risk Score testing with local residents of Sevenoaks Town and Edenbridge.

One You Kent - User voice - you can refer to the satisfaction figures in your quarterly data report

Our performance of KPI 95 sits consistently at 100%. Please see below case study feedback provided by our clients in this quarter;

Feedback from a client supported in our Group Weight Management service;

"I have tried on several occasions to lose weight but have never been very successful. I might have lost a few kilos but then they go back on again. Now, at the age of 66, knowing that things get harder as you grow older, I felt it necessary to make a change. I do a lot of tenpin bowling at County and Country level as a senior and know that I still have the chance of playing in more international events as a senior bowler both for Kent and for England. Losing weight will help me to continue in my chosen sport and hopefully more competitive.

Seeing the notice in the IN-Shape magazine gave me an opportunity for this.

Over the 12 weeks of the course, I have learnt that I need to more take care over what I eat and also how much. My choices previously may not have been that healthy and there was probably too much on my plate that I thought I had to finish.

Now I look at my portion sizes, work out in advance what I am going to eat and also study the labels when I go to the supermarket. They can be very informative but also very alarming when you look at the sugar and fats that some things contain, very eye opening! I have now introduced more fruit and fresh vegetables into my diet and cut down on the amount of meat I was eating. I still haven't yet managed to try pulses but I'm working on it. The addition of the 30-minute exercise class each week has also been helpful and having the video to use this at other times between classes has been very useful.

I haven't been perfect but have managed to lose over 7kgs in weight and am still following all the useful information given during the course.

The fact that I know I can still contact Jenny or Natalia and that the story maps are available for the next year gives me an even bigger boost to keep the weight off.

Thanks to One You and Sevenoaks Council for this course."

A 44 year old female supported through our group weight management service;

"Thank you for Natalia and Jenny for their wonderful support while I made lifestyle changes to help with weight loss. Natalia has supported me in 1 to 1 sessions and later included me in group sessions with the support of Jenny. Both ladies were so supportive and non judgemental, helping in a kind and generous way with time and information to help me make the changes I needed.

In particular Natalia realised that there was more going on for me in my life and with my Mental Health and she arranged and suggested support for me through an online mental health service (Ieso). This has been

enormously helpful and without it, I don't think I was in a mental health space to have made the changes I managed to make.

The most important things I have learned with Why Weight is that Exercise is important but that is also a valuable tool for my mental well-being more than my physical health. I now include exercise in my daily routine. Portion sizes and planning will be the most important advice I take forward as I am now finding planning my meals interesting and fun while taking note of my daily portion sizes.

I have also learnt not to restrict certain foods. The restrictive diets I now realised were adding to my weight gain and mental health stresses while I obsessed about the wrong things and what foods I needed to exclude. The Why Weight program has shown me that all foods are important but to plan ahead and to control daily portions to create a balanced lifestyle.

I am now on track to losing weight in a healthy way and I am so grateful for what I have learnt. Thank you ladies!"

Risks /Issues - Have you identified any problems which may affect future performance or experienced any unresolved issues that we should be made aware of:

Issues in the KPI spreadsheet calculation (identified in the previous quarter) have not been corrected within the spreadsheet yet as we expected an updated spreadsheet to be shared with us that corrected the errors.

There is continued concerns that the funding we receive from KCC may no longer be sufficient to cover the services fixed costs due to the annual rise of these fixed costs. A letter is being drafted to present this situation to KCC.

Details of wider determinates of health work in your District area. E.g. Health In all Policies work - (e.g. planning, licensing, Smoke free projects, policy reviews etc).

Mental Health Strategy

We have drafted three Kent & Medway Better Mental Health Pledges that support our Mental Health Strategy and drive our support of improving mental health in 2021/22.

Results of One You Kent Service Reviews and Audits

I do not believe this is applicable at this stage as we haven't been selected for Audit.

Other work not funded through the Adult Healthy Lifestyle Grant

One You Plus

We were given additional funding from Kent County Council to fund a One You Plus officer post until the end of the financial year. The remit of this post is to support SDC residents recovery from the Coronavirus pandemic, this is not about the residents physical recovery having contracted Coronavirus, it's about the changes in life circumstances that may have resulted from the Coronavirus pandemic. This could be increased anxiety in resuming independent life, poor mental wellbeing as a result of increased social isolation, physical fitness and frailty impacted by prolonged sedentary lifestyle in lockdown, future outcomes impacted by a loss of employment opportunities.

Progress to date in this role; all residents in the Extremely Clinically Vulnerable list in Sevenoaks were contacted to offer them this service (398 persons) we have to date received reply from 2 of these who confirmed they were looking for support.

We are looking at alternate ways to promote the support associated to this role, we anticipate a promotion in the next edition of In Shape and we are looking at the possibility of web content to promote the service to residents with supported social media promotion.

This role also has a small amount of project budget associated to it, which can be used to establish new projects that directly tackle the challenges residents are experiencing in resuming independence post COVID-19 lockdown.

Helping Hands; Our Parks

We were successful in our "Helping Hands" funding bid to bring the organisation "Our Parks" to Sevenoaks District. We have been awarded just under £10k which will allow us to pilot 6 "Our Park" group exercise sessions across the Sevenoaks District. This will give Sevenoaks District residents 6 classes that will each provide 30 weeks of free exercise based in Parks and Green spaces around the Sevenoaks District. Once the funding is concluded these sessions will move into a paid-by-user model to become sustainable.