

# One You Kent - Service Review 2022-23

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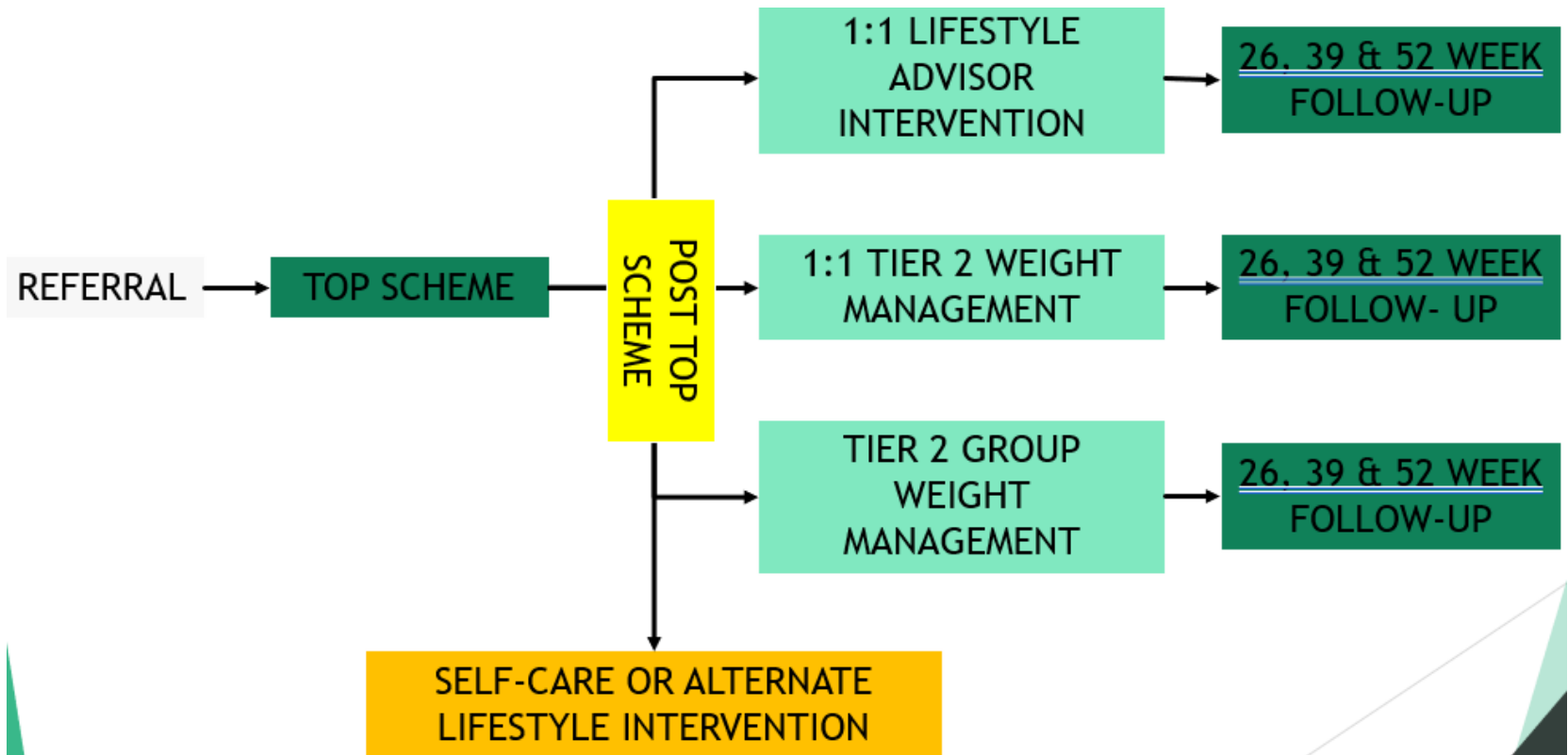
Health Team Leader

- One you Lifestyle Service provides clients with support to address unhealthy lifestyle choices such as poor food choices, sedentary lifestyle, alcohol levels, as well as work to promote and improve mental wellbeing.
- Behaviour change skills and techniques are utilized to support people to adopt small changes that can have a big impact on their overall health and wellbeing.
- One You lifestyle Advisers work with clients across the district but put in particular effort to reach residents living in more deprived areas.
- In addition to the One You Interventions, they can signpost and refer to other agencies that can address wider social issues that might be affecting their health and wellbeing. These include referral's/signposting to housing, benefits teams, debt support organizations and Adult Education.



- The ONE YOU Weight Loss service is a free programme that can support you to lose weight and maintain a healthy weight for life.
- This scheme is aimed at overweight adults with a Body Mass index (BMI) of 30+ (27.5+ for residents from BAME communities).
- This is a 12-week programme to support clients to make long-term lifestyle changes.
- The scheme uses NICE guidelines to help clients to lose weight safely and keep it off for life. It covers information on portion control, food labelling, physical activity, behavior change and nutritional advice.
- The scheme offers ongoing weight checks after 12 weeks for up to 12 months, for continued weight loss and weight maintenance.





There were 544 referrals made from partners and residents themselves, of which 348 clients (64%) joined the service and were seen by OYK advisors delivering the service in 2022/23.

This is a marked and welcome increase from the previous year which, primarily due to the pandemic, saw number of referrals reduced to 264 in 2020/21.

Of the 544 referrals, 342 clients, (62%) have completed their intervention and 6 have left their intervention early.

The 196 remaining clients did not participate in the programmes, due to reasons such as:

- Being referred to the incorrect program:
- Client circumstances changed or has changed their mind about joining
- A significant number of 114 clients were unresponsive to all communication attempts.

This is a reflection of the approach by some GPs and healthcare professionals referring clients without their knowledge, often based on biometric information such as BMI, rather than a client-initiated reason.

# Interventions Uptake

Of the 348 clients who completed their intervention:  
86 clients accessed the lifestyle scheme,  
124 chose the group weight management programs,  
4 clients accessed the Alcohol Brief Advice Intervention,  
23 clients accessed the diet intervention,  
1 client accessed the mental wellbeing intervention,  
6 client participated in the physical activity intervention and  
29 clients completed the 1:1 weight management intervention.

- There were 9 weight management “Why Weight” delivered during the year, 6 of those delivered online in the daytime and 3 were delivered online during the evening. Of the clients who started their weight management program:
- 81.3% attended at least 9 sessions (defined as “completer”)
- 88% of completers lose weight
- 59% of completers lose at least 3-5% of their original body weight.
- 90% of clients who completed our programme satisfaction survey have responded that they are satisfied or very satisfied with the service they have received.



- During 2022/23 there were two staff changes, the Health Team Leader left in September 2022 and was replaced in October 2022 and one of the OYK advisors left in February 2023 and was replaced in April 2023. Despite this period, service delivery continued successfully with minimal impact on client waiting times and quality of service provided. This is a testament to the dedication of Natalia Abdelaziz, our long-standing member of staff as well as the management team who supported her and the service during this time.
- We have drafted our new Health & Wellbeing Action Plan and have reinstated the Health Action Team meetings working with Community and Healthcare partners to achieve the objectives outlined in the plan. The plan adopts a population health approach to tackle wider determinants of health, health behaviours and lifestyle as well as looking at the impact of Places and Communities have on the health and wellbeing outcomes for residents. The Plan has been very well received by partners and stakeholders and membership is growing gradually.

- SDC achieved Gold standard in the Kent & Medway Healthy Workplace Programme. Although unfortunately the scheme provision has been discontinued for Kent, we are committed to maintaining and building upon the pledges we embedded.
- We have delivered two staff wellbeing workshops in January 2023 with great interest and very good attendance from members of staff.
- We are currently exploring opportunities for delivering “Making Every Contact Count & Motivational Interviewing” training for the Sevenoaks District. This training has been positively received by other local authorities in Kent both within and outside of their organisations. The training gives people the skills to have health conversations with all their clients.

- We have merged our in-house Walks programme with Every Step Counts programme under the banner of "Steps to Wellbeing Walks "and has brought the whole scheme in house, therefore lapsing our Ramblers Membership for the time being. Since launching the scheme, we have set up 6 new moderate-intensity walk routes across the district. We hope this provision will support Sevenoaks Residents to access outdoor green spaces in a fun, safe and enjoyable setting.
- We are in process of setting up a piece of work in collaboration with the Local Government Association, exploring the Health in All Policies approach. This approach considers the impact of policies by relevant departments such as planning, housing, environmental and other teams, of health improvement or detrimental health outcomes for residents.

- Timothy: “Things started when I began to realise...that I was as heavy as I had been in my entire life. The first thing that I did was to sign up with One You and it proved to be a very good move. ..the support, advice and encouragement that I received kept me going. I now feel a lot more mobile and consequently more content with my life.”
- Andrea: “I’m glad I joined the Why Weight Sevenoaks 12-week programme. Natalie and Natalia were both so professional and knowledgeable and made every week informative. They were very supportive and gave great advice; I highly recommend this course.”

- Michael: “I really appreciate the help, the food education and support given to me by One You Kent, I couldn’t have got there without you - THANK YOU”
- Kevin: “I found Natalia’s support invaluable. Not only has she taught me so much about dietary needs she has listened to me, been encouraging about my plans for the future, been supportive, reassuring and played an absolute key part in me getting through one of the toughest periods I have faced. I honestly cannot thank her enough. I am now making plans for my future, am eating correctly for the first time in my life and feel confident about things.”

**Thank you**

**Any questions?**