

# Adults' Emotional Health and Wellbeing Services

## Analysis of stakeholder consultation

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AND CHELSEA

# Introduction

## Background

Since the Grenfell tragedy, the Royal Borough of Kensington and Chelsea has commissioned a range of community based emotional health and wellbeing support services in North Kensington from the voluntary sector for adults. These have included those under the **'Together for Grenfell'** umbrella of providers offering 1:1 and group counselling and wellbeing support for adults.

The aims of the Together for Grenfell project is to support isolated community members whose emotional health and wellbeing had been affected by the Grenfell tragedy, targeting community members who did not feel comfortable or able to access mainstream services. The offer is personalised and built around the assessed needs of the local population and individuals. As a result, the key elements of the offer include:

- culturally appropriate services delivered in languages spoken by the community
- collaboration and partnership with local partners to integrate culturally appropriate services into the mainstream health offer
- support delivered in community settings familiar to local residents, at flexible times that suit them

We are now two years into the Council's five-year Grenfell Recovery Strategy and we are interested in understanding people's views on these services, broader services accessed and planning additional services. This consultation sought insight from those who live, work and learn in the borough on how we can:

- Best deliver the new arrangements under the Together for Grenfell umbrella
- Deliver new initiatives for adults in the community until 2024, which create opportunities for local people to lead their own support, developing and enhancing existing models of support that help people build resilience through social support networks.



# Introduction

## Consultation methodology

The Council launched a survey on 1 February 2021, running to 26 March 2021, to gather stakeholders' views on the services provided and future direction of the service. In addition, three focus groups were held with service users. All three of the focus groups were supported and joint facilitated by local organisations (Midaye and Al Manaar). One focus group was mainly conducted in Arabic and another in Somali, to ensure those using services whose first language is not English could fully participate.

To ensure those without access to the internet were able to participate; paper copies of the survey were available on request and for those with other support needs a telephone number was available to request support. Surveys were also translated into Somali and Arabic, the two most common languages spoken by service users.

The consultation was promoted via a variety of channels, including social media, the Council's website, newsletters and via community organisations. This included the production of videos in Somali and Arabic to promote the consultation to those whose first language was not English.

## Report

A total of 97 surveys were returned by the deadline and a total of 36 stakeholders attended across the three focus group sessions. This report contains an analysis of survey responses and a summary of feedback from focus groups. Where graphs are shown, percentage figures are used. A separate appendix report is also available on request, containing data tables, all comments made by respondents to the survey and more detailed feedback from the focus groups.

## Acknowledgements

The Council would like to thank:

- All residents and stakeholders that took the time to feedback their views
- Al Manaar, Midaye, Making Communities Work and Grow and Al Hasaniya for promoting the consultation
- Al Manaar and Midaye for organising, facilitating and interpreting focus groups with service users.



# Results at a glance

## Feedback from the survey

### Use of local support services

- Over three-quarters (77 per cent) of respondents indicated that they were currently using local services to support their emotional health and wellbeing needs. The most commonly used services were Midaye (20) and Our Power Hub (16).
- The most common reasons for not using local services was **'do not have any need for these services'** (41 per cent) and **'not aware of any such services'** (27 per cent).

### Areas of need in the community

- Nearly seven in ten (69 per cent) respondents felt **'emotional health and wellbeing support for young adults'** was an area of need in the community.
- Nearly two-thirds (66 per cent) felt **'support groups'** was an area of need.

### Service awareness

- A total of 39 per cent were aware of the **'Al Manaar Counselling Service'** and a similar percentage (37 per cent) indicated they were aware of **'Midaye Counselling and Support Project'**.

### Confidence in accessing services

- A total of 39 per cent indicated they were **'very confident'** of accessing Together for Grenfell services should they need support. However, 29 per cent were **'not at all confident'** in accessing these services should they need them.

### Support preferences

- Respondents were asked how they would like to receive support. Seven in ten (70 per cent) would prefer to receive **'face to face'** support and nearly half (49 per cent) would prefer to receive **'online'** support.



# Results at a glance

## Feedback from the survey (continued)

### Publicity

- A total of 30 per cent felt that emotional health and wellbeing services were **'well publicised'**. However, 40 per cent of respondents felt that services were **'not very well publicised'**.

### Experience of using Together for Grenfell services

- A total of 92 per cent of respondents using Together for Grenfell services indicated that the services they had received were **'very good'** or **'good'**.
- Just two per cent (one respondent) rated the services they had received as **'very poor'**.

### Impact on health and wellbeing

- The majority (89 per cent) of respondents using Together for Grenfell Services indicated that their emotional health and wellbeing had **'significantly improved'** or **'slightly improved'**.
- Two per cent (one respondent) indicated the services had made their emotional health and wellbeing **'slightly worse'**.

### Meeting the diverse and cultural needs of the community

- Half (50 per cent) of respondents indicated that services meet the diverse and cultural needs of the community **'very well'** or **'well'**. Almost a third (32 per cent) felt that services **'slightly meet the needs'**.
- However, 13 per cent of respondents felt that **'services do not meet the needs at all'**.

### Linking with other voluntary sector groups

- A total of 41 per cent of respondents indicated that there were other voluntary sector organisations that the Council should link with. The most mentioned organisation was 'Our Power Hub' (mentioned 16 times)



# Results at a glance

## Feedback from focus groups

### Use of emotional health and wellbeing services

Participants were overwhelmingly users of Midaye and Al Manaar's therapeutic services commissioned since 2018 under the umbrella 'Together for Grenfell'. The length of time users had accessed services varied from a few months to a few years.

### The need for emotional health and wellbeing services has changed...but not gone away

Those accessing the service since the immediate aftermath of Grenfell highlighted how the services had helped them to cope, become aware of their trauma and develop resilience. Newer users talked about how services had helped them survive lockdown, negotiate job losses and benefits, family mental health issues and lockdown isolation. The continuing need for these services, over the Grenfell and Covid crises, was raised in all of the focus groups. These services were seen as engendering self-care, meaning service-user's families were healthier and stronger as a result.

### Supportive and dependable community links were key to the healing process

Participants told us they valued the therapeutic benefits of counselling but also the wider wellbeing offer run by providers like cooking, coffee mornings, zumba, yoga and walking groups. These created community ties that didn't exist before: *"After Grenfell Tower fire I was placed in a hotel I had nothing to do. I was very isolated. I joined Midaye cooking and health and wellbeing workshop. All the women in the group were supporting each other. It was very nice place to be."* Peer support, both in terms of commissioned groups, and informal networks were popular amongst attendees and linked to "empowerment" and having something to give back.

### The importance of culturally relevant services

Participants identified one of the primary benefits of the services they accessed was cultural and religious relevance: *"I find it comfortable attending Midaye's activities - they provide the kind of support we need. They also provide different community language support Arabic, Somali Tigre etc. It's so helpful and they understand people's needs and I hope they continue to deliver what they're so good at delivering."* Others talked about the significant trust and community networks that commissioned providers held with Somali and Arabic communities "as a bridge" to the Council, providing a "safe space".

### Services participants would like to see the council partner with, in the future

- *"We would like to see more support for elderly members of our community"* with digital exclusion a concern.
- *"Language support, skills development and more job opportunities for us."*
- *"Self-care support for us and continuation of the current service if it's possible."*
- Family residentials *"to get away from the tower"* and more activities for children e.g. *"creches so we can use classes."*



# **Section 1:**

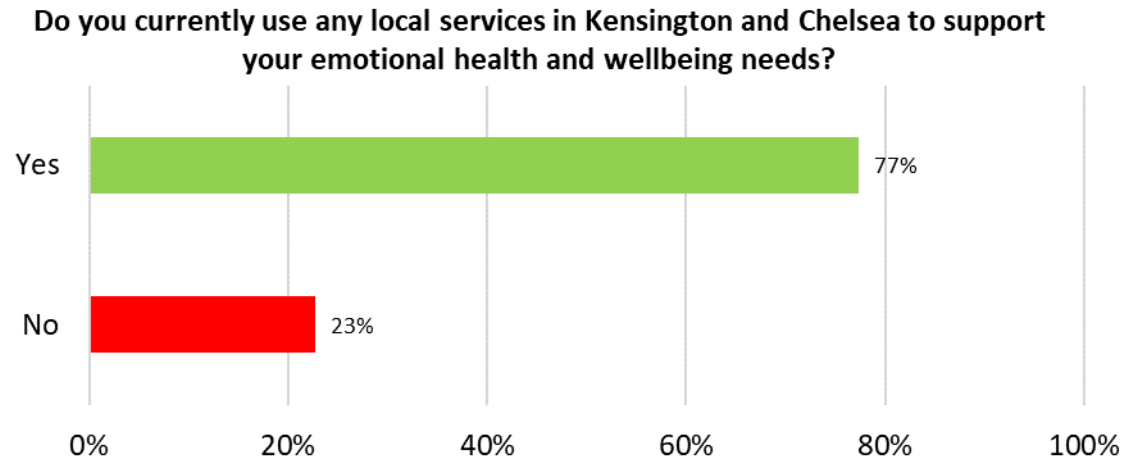
# **Stakeholder survey**



# Survey findings: Local support services

Respondents were asked if they currently use any local services in Kensington and Chelsea to support their emotional health and wellbeing needs.

- Over three-quarters (77 per cent) indicated that they were currently using local services to support their emotional health and wellbeing needs.
- Over a fifth (23 per cent) indicated that they were not.



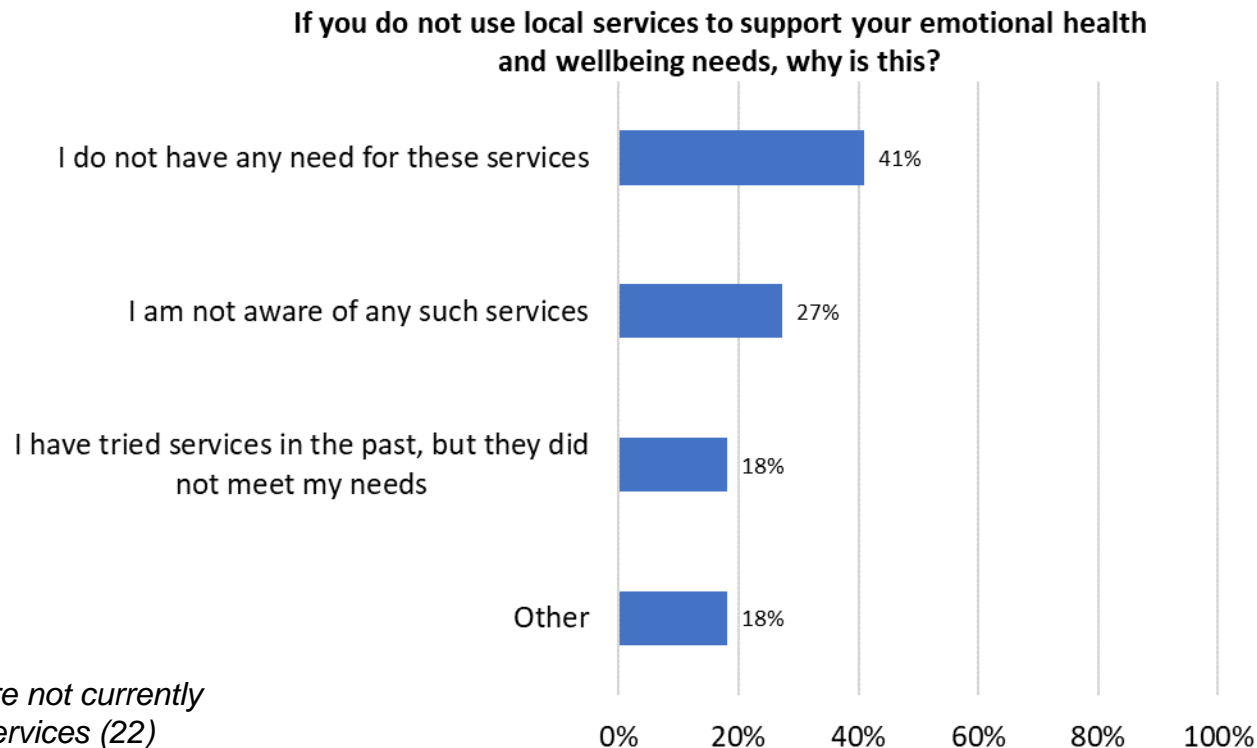
*Base: All responses (97)*



# Survey findings: Reasons for not using local services

Respondents that are not currently using local services to support their emotional health and wellbeing needs were asked why this was. Respondents were able to select more than one option. Please note this applies to 22 respondents, so percentages should be treated with caution.

- A total of 41 per cent indicated that they **'do not have any need for these services'**.
- Over a quarter (27 per cent) were **'not aware of any such services'**.
- Whereas 18 per cent had **'tried services in the past, but they did not meet their needs'**.
- Nearly one fifth (18 per cent) indicated an **'other'** reason for not using these services. These are explored in more detail overleaf, but primarily focus on having used these services in the past.



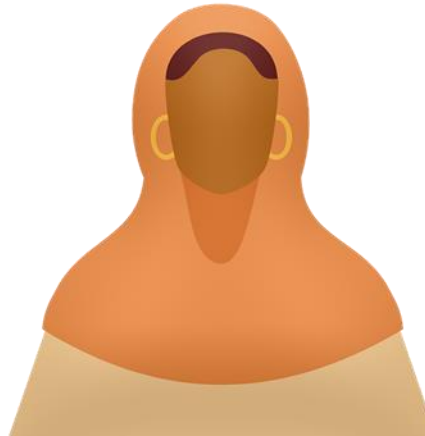
# Survey findings: Other reasons for not using services

*“I used the counselling services in December 2019. It was extremely beneficial and sorted out the issues I was going through.”*

*Have used in the past*

*“I sought support after Grenfell Tower fire and it helped me to find techniques to deal with my anxiety and the trauma. In the current situation I feel sometimes I could benefit from the services again.”*

*Have used in the past*



*“I have used them successfully and currently do not have need for them.”*

*Have used in the past*

*“I attended counsellor services at Al-Manaar in 2019-2020, as I needed emotional health support. It was very helpful to me.”*

*Have used in the past*



# Survey findings: Services currently used

Respondents that were currently using local services to support their emotional health and wellbeing needs were asked to detail the services they were using. Comments made have been themed and the themes with two or more comments are summarised in the table below. A full list of themes and comments made can be found in appendix two.

The most commented on organisations were **Midaye** (20 comments) and **Our Power Hub** (16 comments).

Theme*	Comments
Midaye	20
Our Power Hub	16
Counselling/emotional health and wellbeing services (non-specific venue)	7
Grenfell Health and wellbeing service/therapy	6
Making Communities Work and Grow (MCWG)	6
Al Manaar	5
Al Hasaniya	3
The Space	3
GP/NHS	2
Minds Utd FC	2

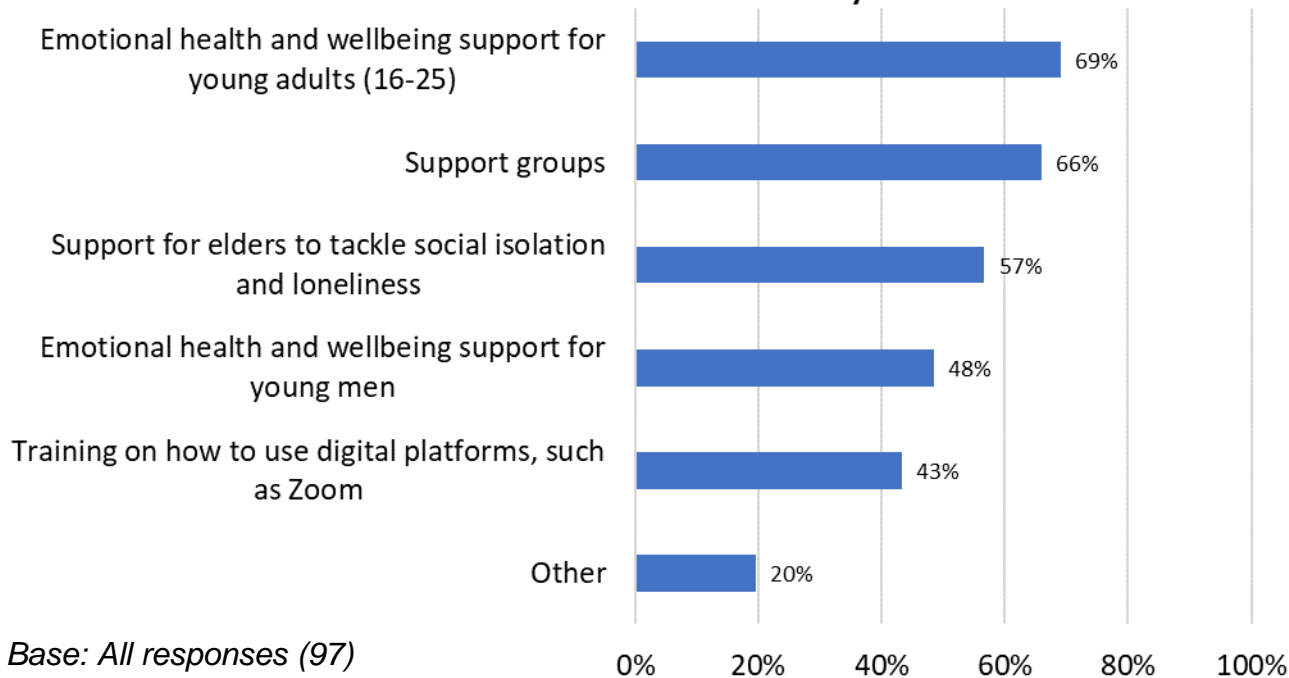


# Survey findings: Areas of need in the community

Respondents were asked about the areas of need in the community, respondents were able to select more than one option.

- Nearly seven in ten (69 per cent) felt ***'emotional health and wellbeing support for young adults'*** was an area of need in the community.
- Two-thirds (66 per cent) felt ***'support groups'*** was an area of need.
- Over half (57 per cent) felt ***'support for elders to tackle social isolation and loneliness'***.
- A fifth (20 per cent) indicated an ***'other'*** area of need, this is explored in more detail overleaf.

Please indicate which of the following you feel are areas of need in the community.



# Survey findings: Other areas of need in the community

Respondents that indicated that there was an 'other' area of need in their community were asked to indicate what this was. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **emotional health and wellbeing services/counselling** (14 comments), **culturally appropriate support** (four comments) and **peer support** (four comments).

Theme*	Comments
Emotional health and wellbeing services/counselling	14
Culturally appropriate support	4
Peer support	4
Training, Employment support	3
Acupuncture/massage	2
Advocacy/advice	2
Housing services	2
Services for children/young people	2
Sports/physical activities	2



# Survey findings: Other areas of need in the community

*“Emotional health and wellbeing support for victims of domestic abuse and violence; more funding for supporting mental health for all ages.”*

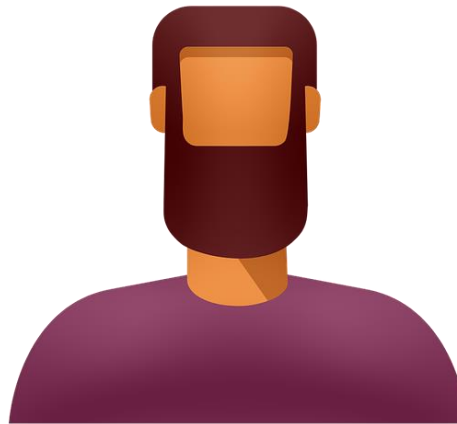
*Emotional health and wellbeing services/counselling*

*“The emotional health and wellbeing support provided should be aimed at improving an individual to the point they can regain control of their lives and carry on - be it studying, attaining employment, training, caring for family members etc.”*

*Emotional health and wellbeing services/counselling*

*“I feel some groups give this support but aren’t supported enough by the Council.”*

*Emotional health and wellbeing services/counselling*



*“Peer support really important, I think family support is really important and especially for new parents at this weird time.”*

*Peer support*

*“Training, advice, massage.”*

*Training, Employment support*

*“Counselling and support for BAME groups, a permanent, state of the art trauma centre. The Curve should not be the main place for recovery, it is too chaotic, poorly run, inadequately funded and located in the wrong place, too far away from the wider community.”*

*Culturally appropriate support*

*“Emotional health and wellbeing support for children.”*

*Services for children/young people*

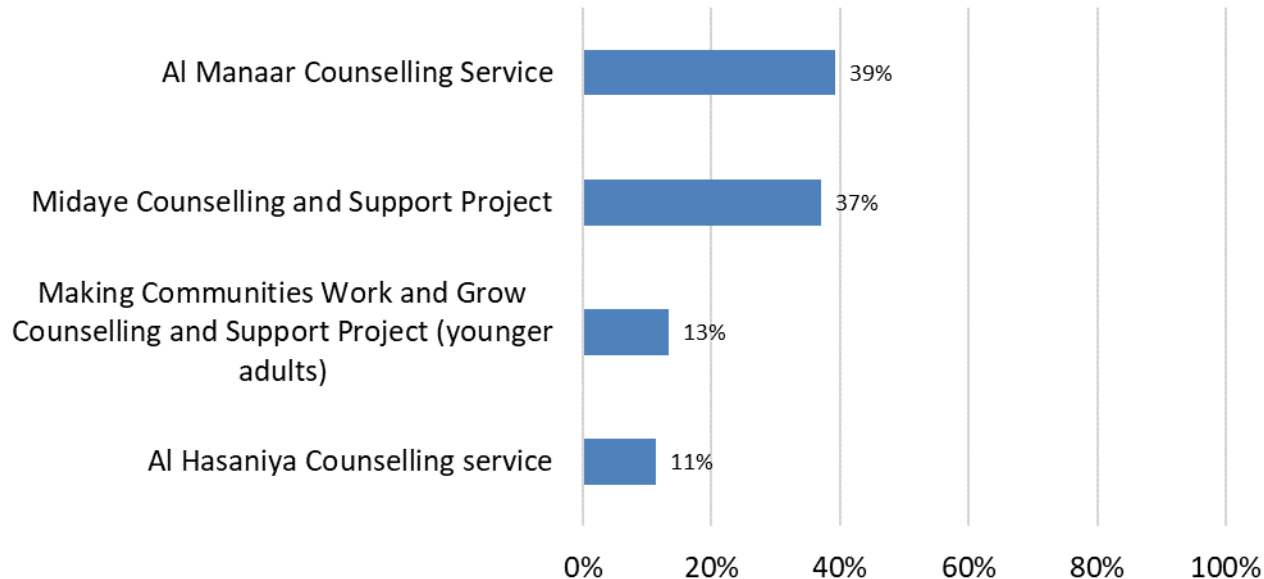


# Survey findings: Service awareness

Respondents were asked which of the counselling and support services offered by providers under the Together for Grenfell collaboration they were aware of.

- A total of 39 per cent were aware of the **'Al Manaar Counselling Service'**.
- A similar percentage (37 per cent) indicated they were aware of **'Midaye Counselling and Support Project'**.
- Less were aware of **'Making Communities Work and Grow Counselling and Support Project'** (13 per cent) and **'Al Hasaniya Counselling Service'** (11 per cent).

Which of the following counselling and support services offered by providers under the Together for Grenfell collaboration are you aware of?

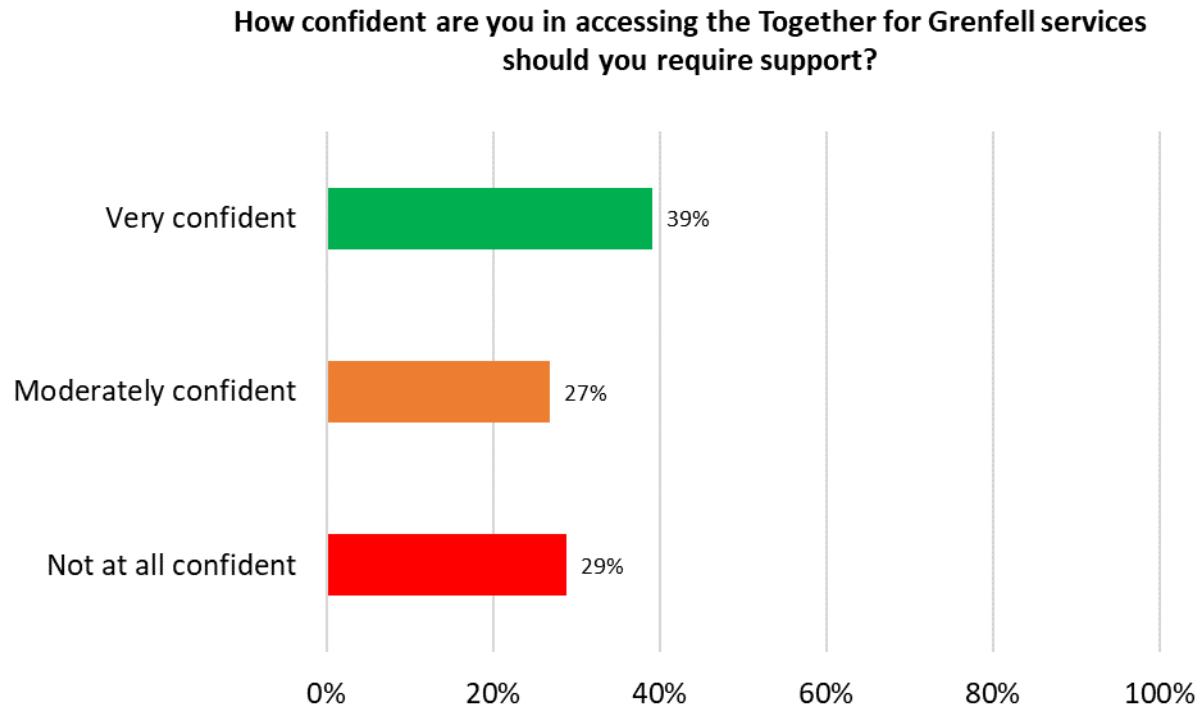


Base: All responses (97)

# Survey findings: Confidence in accessing services

Respondents were asked how confident they were in accessing the Together for Grenfell services should they require support.

- A total of 39 per cent indicated they were **'very confident'** of accessing Together for Grenfell services should they need support.
- Over a quarter (27 per cent) were **'moderately confident'**.
- However, 29 per cent were **'not at all confident'** in accessing these services should they need them.



Base: All responses (97)



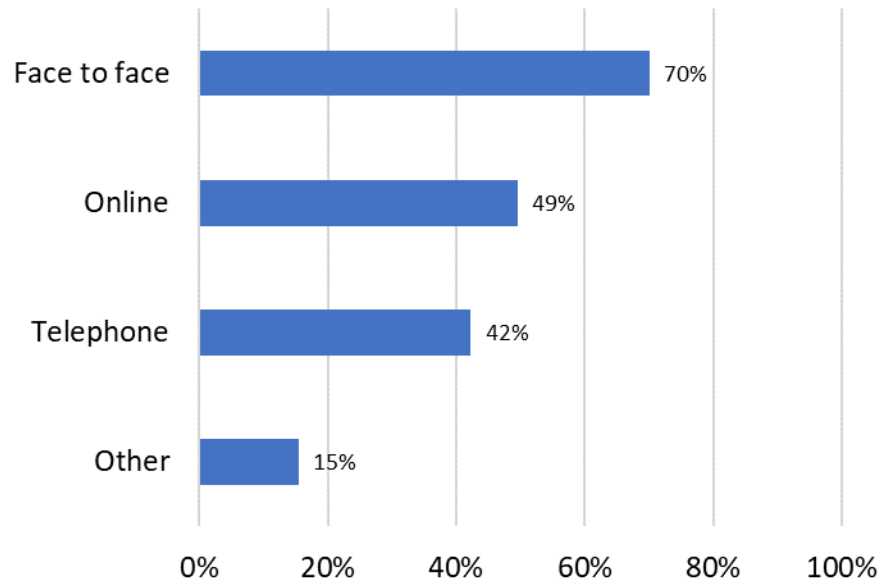


# Survey findings: Support preferences

Respondents were asked how they would like to receive services to support their emotional health and wellbeing. Respondents were able to select more than one answer option.

- Seven in ten (70 per cent) would prefer to receive **'face to face'** support.
- Nearly half (49 per cent) would prefer to receive **'online'** support
- A total of 42 per cent of respondents would prefer to receive **'telephone'** support.
- In addition, 15 per cent indicated they would prefer **'other'** ways to receive services, this is explored further overleaf.

How would you prefer to receive services to support your emotional health and wellbeing?



Base: All responses (97)

# Survey findings: Other support preferences

Respondents that would like to see services provided in an other way were asked to explain how. Comments made have been themed and are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on topics were **online (e.g. Zoom)** (five comments), **face to face** (four comments) and via **Our Power Hub** (four comments).

Theme	Comments
Online (e.g. Zoom)	5
Face to face	4
Our Power Hub	4
Telephone	2
Home visit	1
Peer led	1
Service from NHS	1
Unaware of these services	1
Unsure	1
Video/film	1



# Survey findings: Other support preferences

***“But would like face to face once the lockdown finishes.”***

*Face to face*

***“Our Power Hub.”***

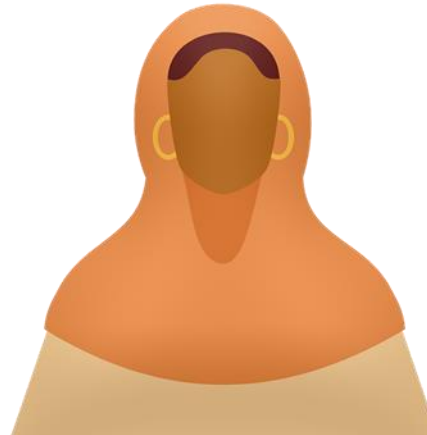
*Our Power Hub*

***“Before the pandemic face to face now on Zoom.”***

*Online (e.g. Zoom)*

***“Through Our Power Hub due to their reach in the community and their approachability.”***

*Our Power Hub*



***“Face to face ideally, then via telephone if not possible.”***

*Telephone*

***“I think face to face is the better option for emotional and well-being support. However, as it was not possible to do it this way because of lockdown, online and telephone still good options to consider.”***

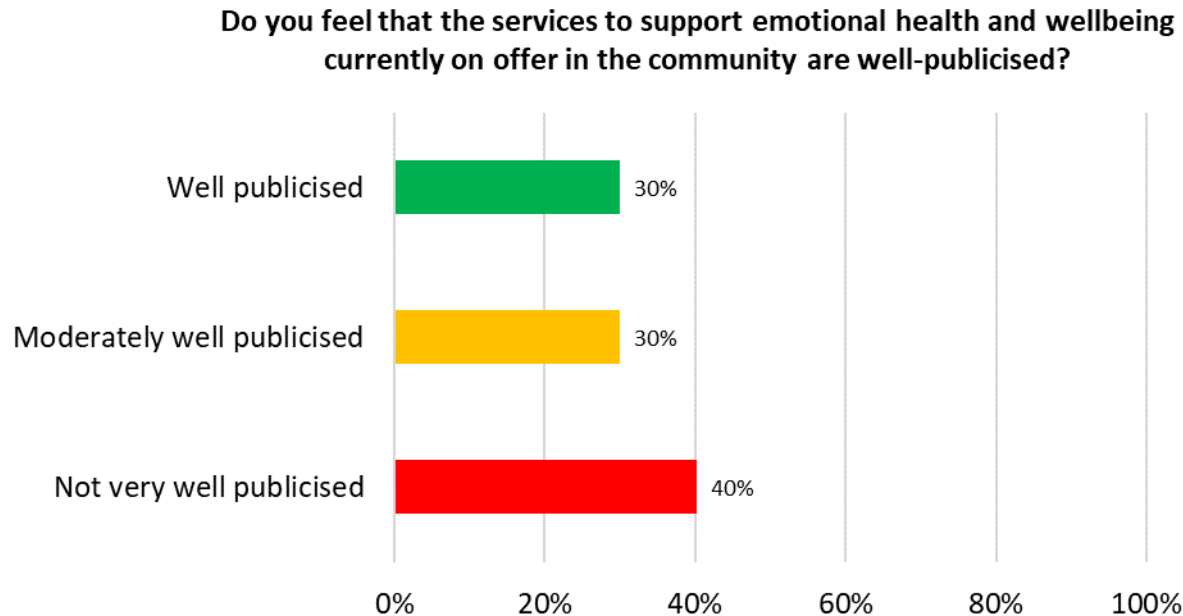
*Online (e.g. Zoom)*



# Survey findings: Publicity

Respondents were asked how well they felt emotional health and wellbeing services are publicised. Results were fairly evenly split with:

- A total of 30 per cent feeling they were **'well publicised'**.
- The same percentage (30 per cent) feeling services were **'moderately well publicised'**.
- Whilst 40 per cent of respondents felt that services were **'not very well publicised'**



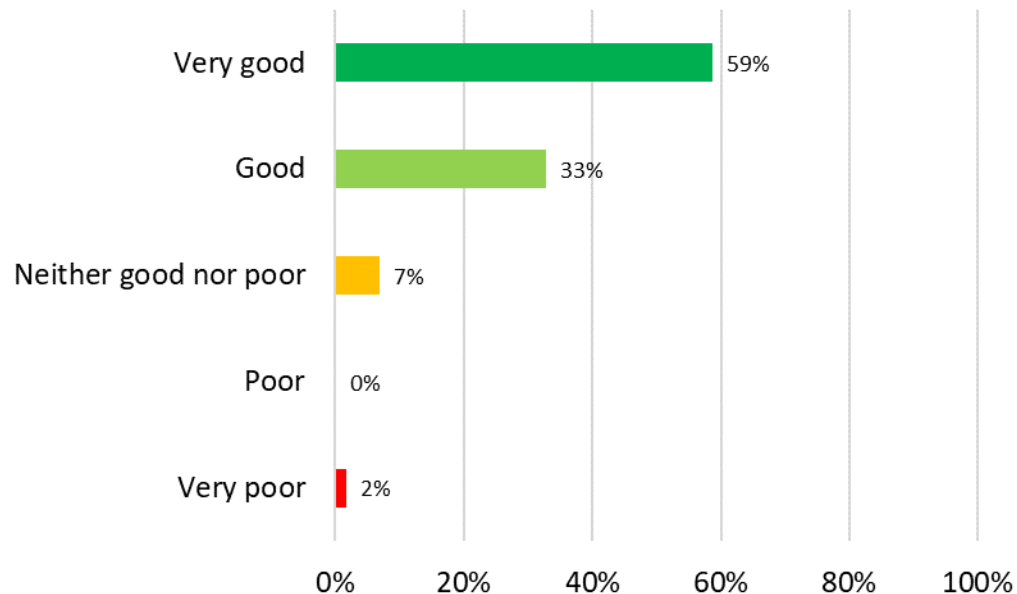
Base: All responses (97)

# Survey findings: Experience of using the services

Respondents were asked to rate their experience of using any of the Together for Grenfell services.

- Of those that have accessed Together for Grenfell Services, 92 per cent of respondents indicated their experience was **'very good'** or **'good'**. This included 59 per cent of respondents who rated the service as **'very good'**.
- Seven per cent of respondents responded neutrally.
- Just two per cent (one respondent) rated the services they had received as **'very poor'**.

**If you have accessed any of the Together for Grenfell emotional health and wellbeing services, how would you rate your experience?**



*Base: All respondents, except those that they had not accessed Together for Grenfell Services in this question (58)*



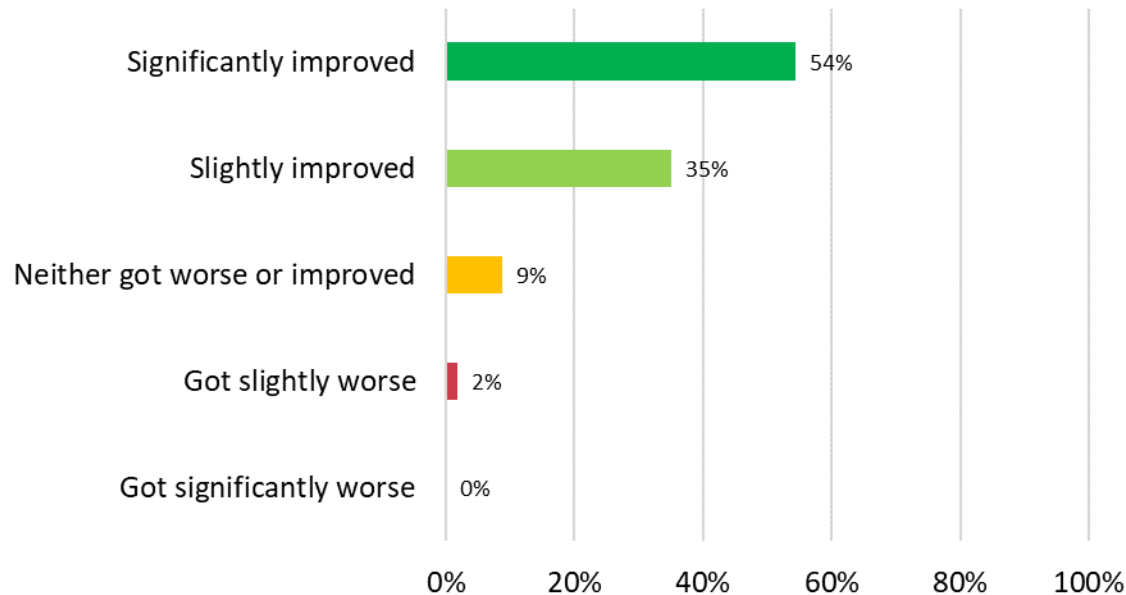
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# Survey findings: Impact on health and wellbeing

Respondents were asked what impact the Together for Grenfell Services has had on their emotional health and wellbeing.

- Of those that have accessed Together for Grenfell Services, a total of 89 per cent of respondents indicated that their emotional health and wellbeing had **'significantly improved'** or **'slightly improved'**. This included 54 per cent who indicated their emotional health and wellbeing had **'significantly improved'**.
- Nine per cent of respondents responded neutrally.
- Two per cent (one respondent) indicated the services had made their emotional health and wellbeing **'slightly worse'**.

If you have accessed any of the Together for Grenfell Services, please indicate what impact it has had on your emotional health and wellbeing



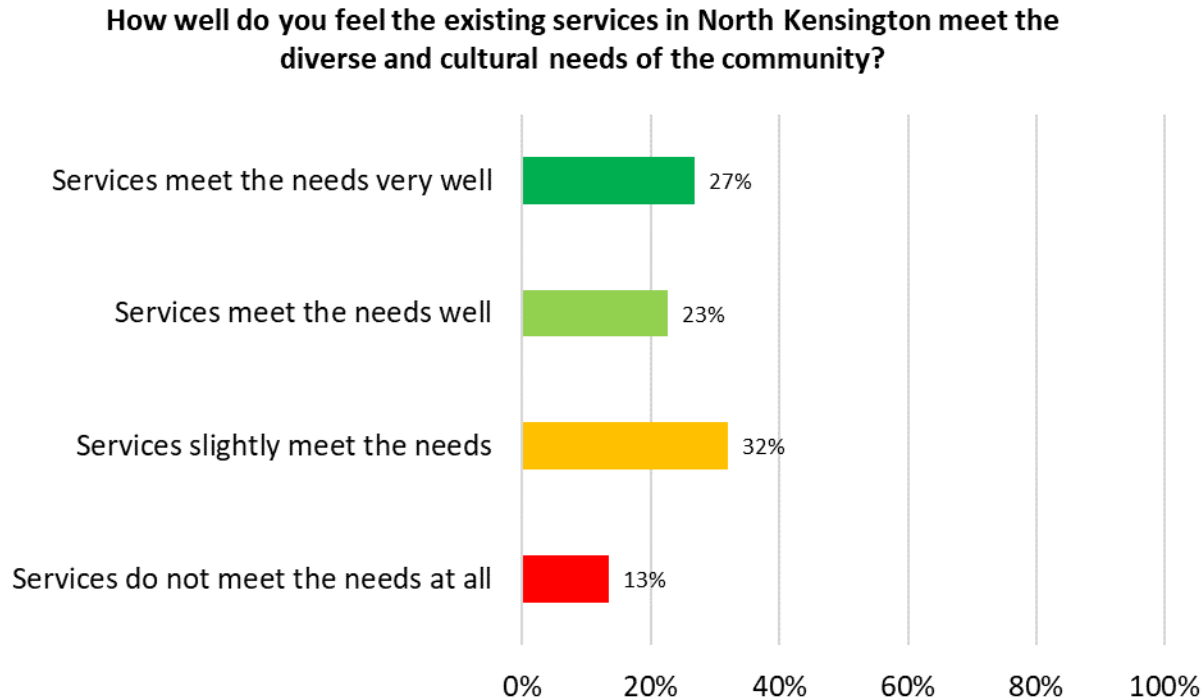
*Base: All respondents, except those that they had not accessed Together for Grenfell Services in this question (57)*



# Survey findings: Diverse and cultural needs

Respondents were asked how well the existing services in North Kensington meet the diverse and cultural needs of the community.

- Half (50 per cent) of respondents indicated that services meet the diverse and cultural needs of the community **'very well'** or **'well'**.
- Almost a third (32 per cent) felt that services **'slightly meet the needs'**.
- However, 13 per cent of respondents felt that **'services do not meet the needs at all'**.



Base: All responses (97)

# Survey findings: Meeting diverse cultural needs

Respondents were asked if they had suggestions on how the Council can further improve on meeting the diverse cultural needs of the community. Comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on topics were **more choice of services/service providers** (eight comments) and **services/activities in a range of languages** (four comments).

Theme*	Comments
More choice of services/service providers	8
Services/activities in a range of languages	4
Engage with community members	3





# Survey findings: Meeting diverse cultural needs

***“The people at The Space know how to do it. RBKC should work with them and in partnership.”***

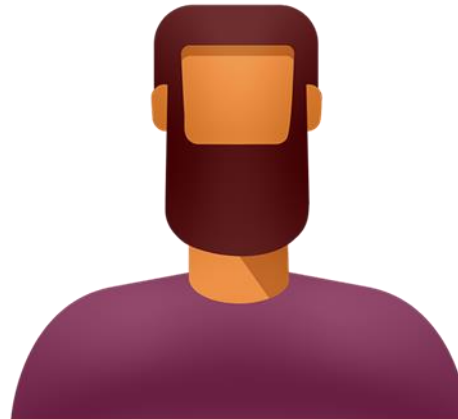
*More choice of services/service providers*

***“Currently, the only organisation which I found to be beneficial to meet the community’s needs is Our Power Hub.”***

*More choice of services/service providers*

***“I feel that Our Power Hub is meeting my needs and is delivering courses I enjoy attending.”***

*More choice of services/service providers*



***“Support available in other languages and translating that support so residents can access other services which only operate in English.”***

*Services/activities in a range of languages*

***“More support is needed for non-English speakers. Counsellors from their own community and background can reach out to them better.”***

*Services/activities in a range of languages*

***“Connect with community members and engage often.”***

*Engage with community members*



# Survey findings: Other voluntary sector groups

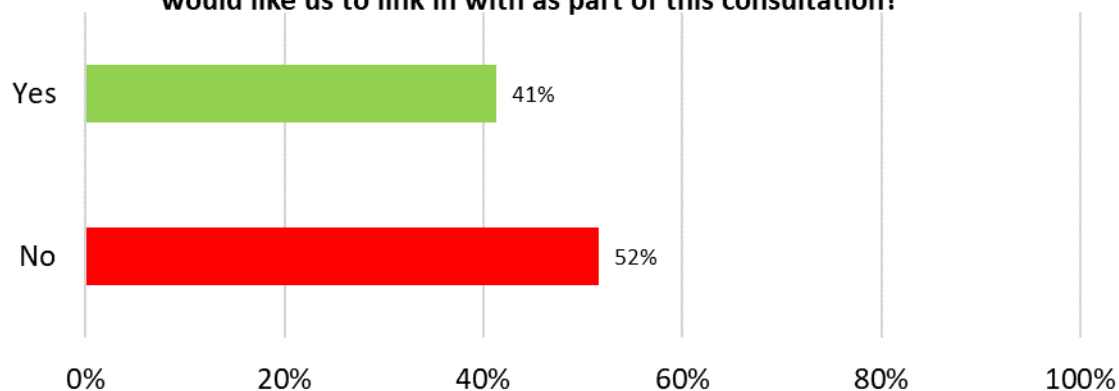
Respondents were asked if there were any other voluntary sector groups delivering emotional health and wellbeing support that they would like the Council to link in with.

- A total of 41 per cent indicated there were organisations they would like the Council to link up with.

Respondents that said there were organisations they would like the Council to link up with, were asked to indicate the names of these organisations. All responses can be seen in appendix 2, but organisations with the most mentions were:

- Our Power Hub (16)
- The Space (four)
- Midaye (three)

**Aside from the Together for Grenfell Services, are there any other voluntary sector groups delivering emotional health and wellbeing support, that you would like us to link in with as part of this consultation?**

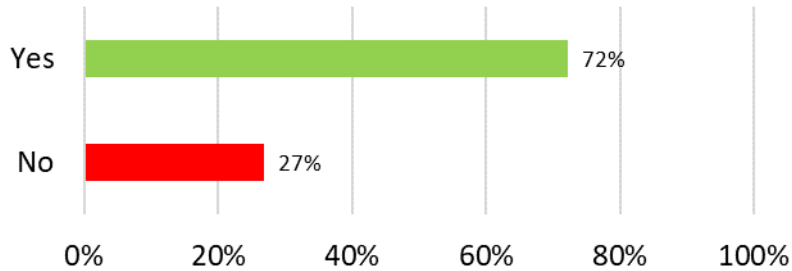


*Base: All responses (97)*



# Survey findings: Getting involved

**Would you be interested in hearing about the outcomes and impacts of upcoming health and wellbeing projects in Kensington and Chelsea?**

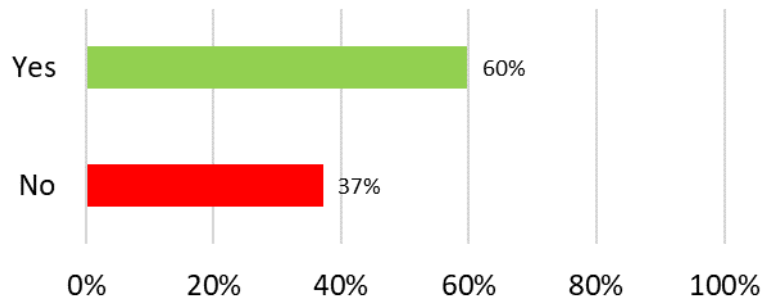


*Base: All responses (97)*

Respondents were asked whether they would like to get involved in various aspects of the services.

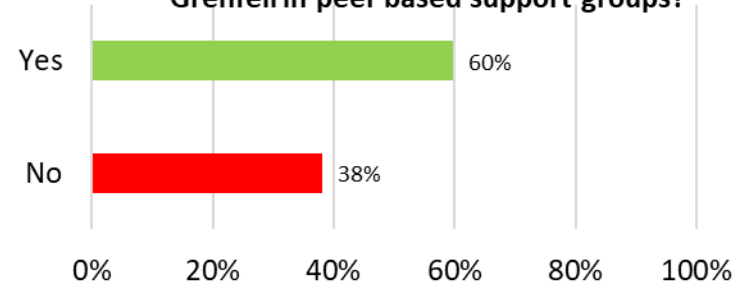
- Nearly three-quarters (72 per cent) indicated that they would be interested in hearing about the outcomes of upcoming health and wellbeing projects.
- Six in ten (60 per cent) indicated that they would be interested in supporting the ongoing review and monitoring of services
- The same percentage (60 per cent) would be interested in coming together in peer based support groups.

**Would you be interested in supporting the ongoing review and monitoring of services?**



*Base: All responses (97)*

**Would you be interested in coming together to talk, or do activities, with others affected by Grenfell in peer based support groups?**



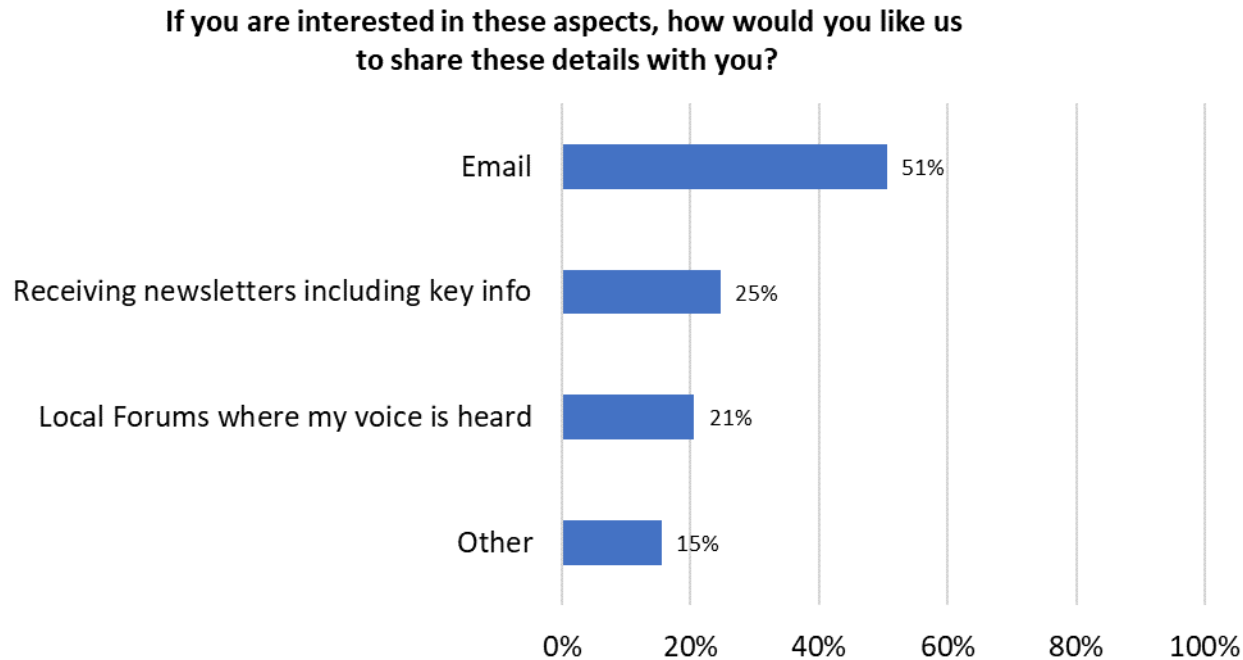
*Base: All responses (97)*



# Survey findings: Sharing details

Respondents were asked how they would like information shared with them. Respondents were able to select more than one answer.

- Over half (51 per cent) indicated that they would like aspects shared by **'email'** .
- A quarter (25 per cent) would like aspects shared by **'receiving newsletters including key info'**.
- Over a fifth (21 per cent) would like to see aspects shared via **'local forums where their voice is heard'**.
- A total of 15 per cent indicated that they would like details shared in an **'other'**. These are explored overleaf.



*Base: All responses (97)*

# Survey findings: Sharing details, other ways

Respondents that indicated there was another way they would like to see details shared were asked to explain how.

Comments made have been themed and the themes are detailed in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on theme was ***through other organisations*** (eight comments).

Theme	Comments
Through other organisations	8
Do not trust the Council	1
Post	1
Sessions with experts	1



# Survey findings: Sharing details, other ways

*“If it is possible can you pass on any details to Our Power Hub please as I’m in regular contact thanks.”*

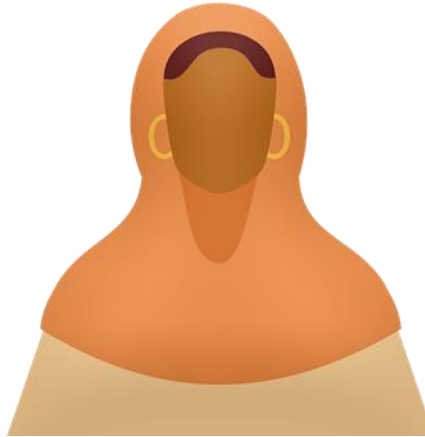
*Through other organisations*

*“The staff at Our Power Hub have my details.”*

*Through other organisations*

*“I wouldn’t mind finding out information through Our Power Hub.”*

*Through other organisations*



*“By post.”*

*Post*

*“If the plans were led by experts, I would be interested. But until that happens, it is not wise for me to attend meetings on recovery with Council officers who do not understand trauma.”*

*Sessions with experts*

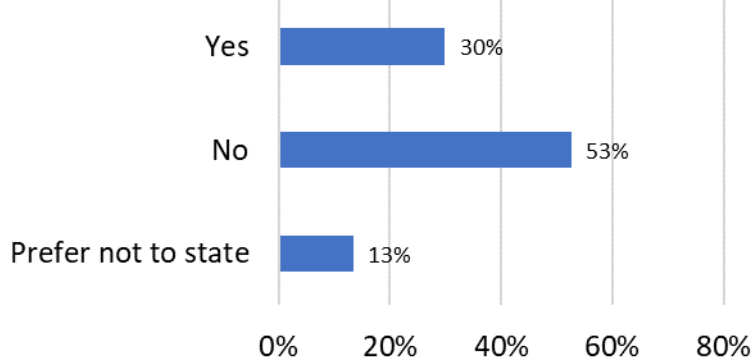
*“No how can we trust you, you never ask us. You give money to groups who do nothing for us so tell us how much you gave them. Learn from this mistake then I can start to engage and trust you.”*

*Do not trust the Council*



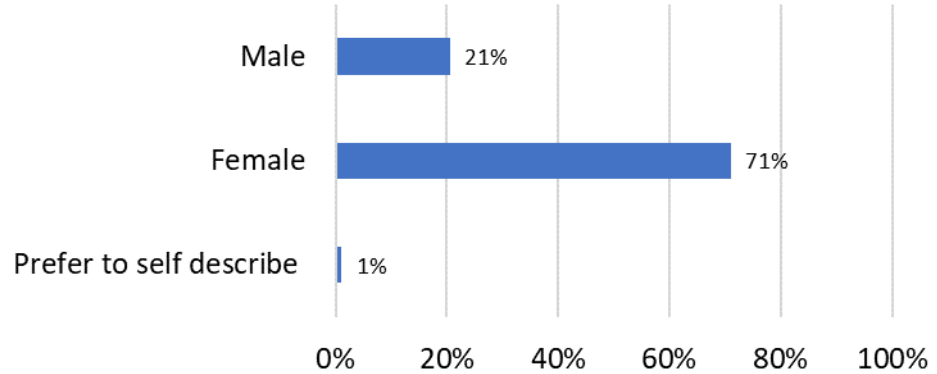
# Survey findings: Profile of respondents

Do you have a long-term illness, health problem or disability which limits your daily activities?



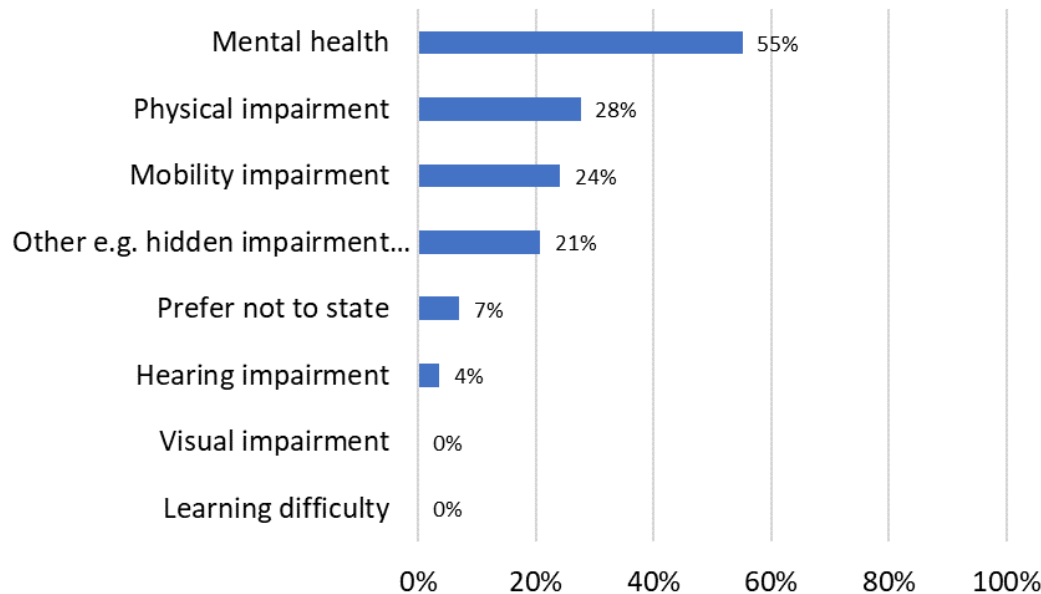
Base: All responses (97)

What is your sex?



Base: All responses (97)

If yes, what is the nature of your impairment?

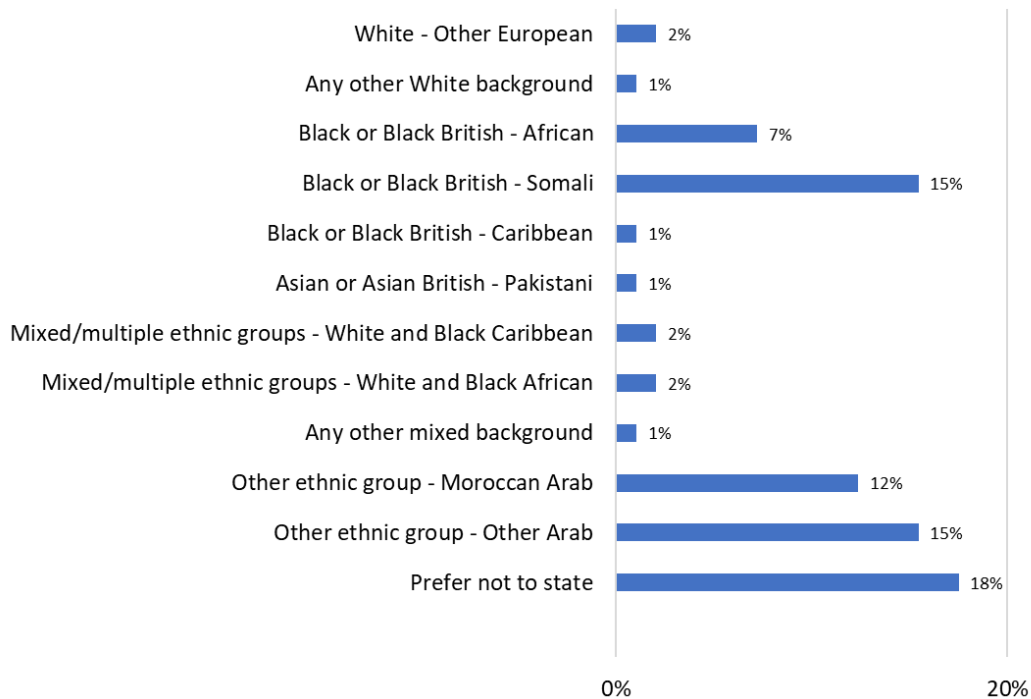


Base: Those with a disability (28)



# Survey findings: Profile of respondents

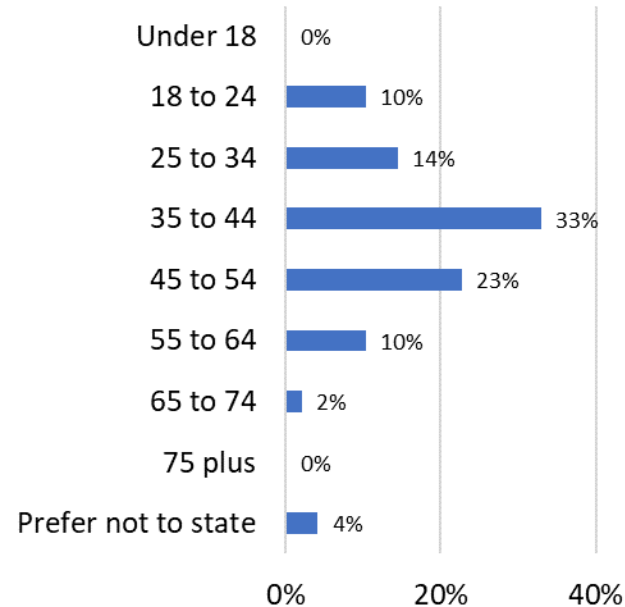
How do you describe your ethnic origin?



Base: All responses (97)

Graph only shows ethnicities where a response has been received

Which age group do you belong to?

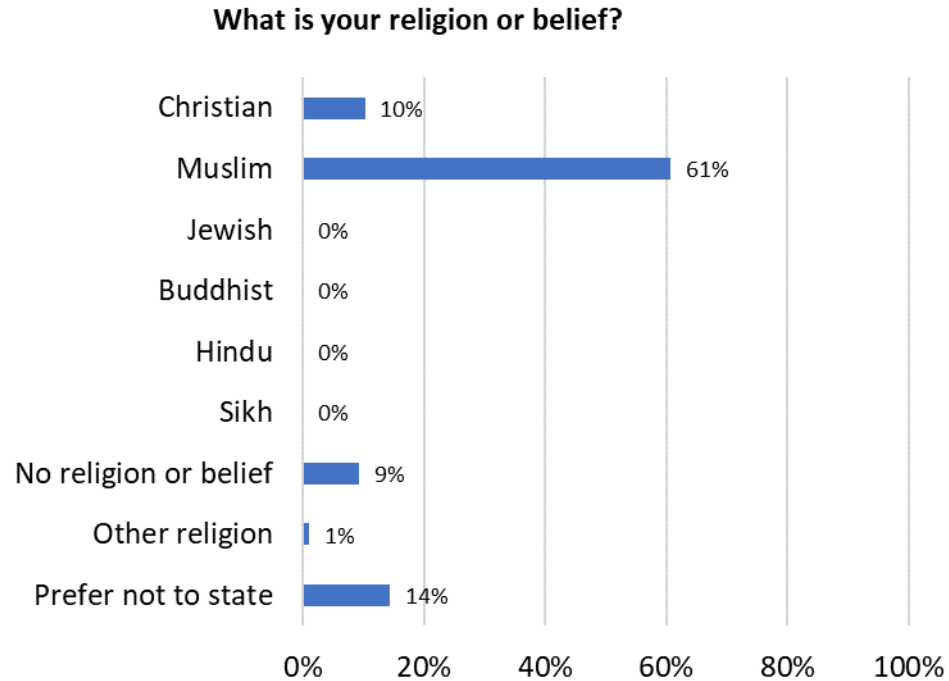


Base: All responses (97)





# Survey findings: Profile of respondents



*Base: All responses (97)*



# Section 2: Focus Groups



# Focus Groups

In addition to the survey three focus groups were held with service users. All three of the focus groups were supported and jointly facilitated by local organisations (Midaye and Al Manaar). One focus group was mainly conducted in Arabic and another in Somali, this was to ensure those using services whose first language is not English could participate.

Due to the ongoing COVID-19 pandemic, all sessions were held virtually via Zoom and attracted a total of 36 members of the public. The below summarises the feedback from each of these sessions, with more detail in appendix three.

## **Use of emotional health and wellbeing services**

Participants were overwhelmingly users of Midaye and Al Manaar's therapeutic services commissioned since 2018 under the umbrella 'Together for Grenfell'. The length of time users had accessed services varied from a few months to a few years. Several participants also had family who attended Art Therapy classes at the Henry Dickens Centre, and job support at the Nova Centre. One participant also regularly accessed the Ethiopian Women's Centre which she was full of praise for.

## **The need for these services has changed...but not gone away**

Those accessing emotional health and wellbeing services since the immediate aftermath of Grenfell highlighted how it had helped them to cope, become aware of their trauma and develop resilience. Newer users talked about how services had helped them survive lockdown, negotiate job losses and benefits, family mental health issues and lockdown isolation.

The continuing need for these services, over the Grenfell and Covid crises, was raised in all of the focus groups. Participants felt strongly the number of sessions should not be limited because "*even if the tower goes away, the pain never will*". However, services were seen by participants who had used them as engendering over time greater self-care, meaning their families were healthier and stronger as a result.

## **Supportive and dependable community links were key to the healing process**

Participants told us they valued the therapeutic benefits of counselling but also the wider wellbeing offer run by providers like cooking, coffee mornings, zumba, yoga, healthy eating workshops and walking groups. These created community ties that didn't exist before: "*After Grenfell Tower fire I was placed in a hotel I had nothing to do. I was very isolated. I joined Midaye cooking and health and wellbeing workshop. All the women in the group were supporting each other. It was very nice place to be.*"



# Focus Groups

## **The importance of culturally relevant services**

Participants identified one of the primary benefits of the services they accessed was cultural and religious relevance: *"I find it comfortable attending Midaye's activities - they provide the kind of support we need. They also provide different community language support Arabic, Somali Tigre etc. It's so helpful and they understand people's needs and I hope they continue to deliver what they're so good at delivering."* Others talked about the significant trust and community networks that commissioned providers held with Somali and Arabic communities "as a bridge" to the Council, providing a "safe space".

## **Peer support**

Peer support, both in terms of groups the council already commissioned, and informal networks were popular amongst attendees and linked to feelings of "empowerment", self-efficacy and having something to give back. *"I think this is very important counselling service especially when you know that it is true help...I mean to be present in the life of our victims brothers and sisters not just help them when they come to the mosque : if they need many things or have a problem... we have a deep need to be in contact with them."*

## **Widening the reach of these services in the future**

There were mixed views about how to widen access to this service for others. Some felt *"Our community prefers to communicate through word of mouth"* and that this will always be the preferred means of sharing details about activities, support, and the like. However, one participant felt that the service would benefit from wider advertising (such as in GP Surgeries) and discussions with other local organisations to explain this service is for everyone, as it might be "off putting" to access services from a Mosque.

## **Services participants would like to see the council partner with, in the future**

- *"We would like to see more support for elderly members of our community"* with digital exclusion a key barrier.
- *"Language support, skills development and more job opportunities for us"*.
- *"Self-care support for us and continuation of the current service if it's possible"*.
- Family residentials *"to get away from the tower"* and more activities for children e.g. *"creches so we can use wellbeing classes"*
- The Ethiopian Women's Centre was referenced by one participant as a credible local provider of culturally sensitive emotional health and wellbeing support.

