



Well London: Mental Well Being Impact Assessment Project Report

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Introduction

The Big Lottery Well London programme aims to improve health and well-being in some of the most disadvantaged areas of the capital. The programme is taking place across London in 20 London boroughs between 2007 - 2011. Projects run in small areas (Super Output Areas – SOAs) each with between 1500 and 2000 people. All the areas are in the most deprived 11% in London. The Well London programme is investing in local community – led projects aiming to:

- Promoting mental health and well-being
- Improving healthy eating choices
- Promoting access to open spaces and increasing physical activity

See www.london.gov.uk/welllondon for more details on Well London.

As part of the Well London programme the Mental Well-being Impact Assessment (MWIA) project objectives to be delivered by South London and Maudsley NHS Foundation Trust (SLaM) were to:

- Deliver a portfolio better tuned to deliver mental well-being across all activities
- Deliver a set of well-being indicators developed by local stakeholders
- Engage communities and increase understanding around mental well-being
- Develop local capacity to undertake MWIA's

Mental Well-being Impact Assessment (MWIA) uses a combination of methods, procedures and tools to assess the potential for a policy, service, programme or project to impact on the mental well-being of a population. MWIA makes evidence based recommendations to strengthen the positive and mitigate against the negative impacts, and encourages a process to develop indicators to measure impacts.

MWIA theory and practice has been developed by a partnership in England, including South London and Maudsley NHS Foundation Trust (SLaM), the Care Services Improvement Partnership, IMPACT and Inukshuk, who have been developing MWIA as a practice, and have produced a toolkit to support the process (see www.hiagateway.org.uk for further details).

MWIA is similar to Health Impact Assessment (HIA) except that it has a specific focus on mental health and well-being. Like HIA, MWIA focuses on population groups who may experience health inequalities and social injustice with a particular emphasis on those most at risk of poorer mental well-being. MWIA also involves developing indicators to measure the actual impacts over time.

The MWIA framework is based on four factors that the evidence base suggests promote and protect mental well-being:

- Enhancing control
- Increasing resilience and community assets
- Facilitating participation
- Promoting social inclusion

The specific delivery targets of the Well London MWIA project were:

- To train between 60 and 100 local people in MWIA across 20 target areas in London
- To involve 400 project stakeholders in 40 MWIAs (20 on Well London projects and 20 on other local priorities)
- To have an indirect impact on Well London project users through the implementation of action plans coming out of the MWIA s

This report aims to offer a review and initial evaluation of the project and to share the learning that is relevant for both the remaining period of Well London programme delivery and for future MWIA programmes. In terms of the examining the impact of the MWIAs carried out it will focus on those MWIAs carried out on Well London projects in SOAs and MWIAs carried out on other projects and issues in or near SOAs. A future report will cover the evaluation of the learning networks (ongoing capacity building) aspect of the MWIA project and the longer term legacy of the project once the Well London programme comes to an end in 2011.

Structure of the report:

1. Training and Capacity Building
2. The delivery of MWIAs across 19 target areas
3. Learning about Well London projects and areas
4. Impact of the MWIA project
5. Learning networks
6. Recommendations

MWIA Training and Capacity Building

Key objectives of the MWIA Training and Capacity Building programme were:

- To train between 60 and 100 local people in MWIA across 20 target areas in London
- For the training participants to work in area based teams to carry out two MWIAs, one on a Well London project and a second on another local priority
- To provide ongoing “learning networks” to sustain learning and further develop local capacity to undertake MWIAs

The training programme for the MWIA project was based on the action learning model that had been developed for MWIA capacity building programmes commissioned by the Care Services Improvement Partnership in the North West and West Midlands Regions over the past 3 years by Inukshuk. This in turn has been built on earlier MWIA training delivered in Lambeth and Lewisham. The training course is held over 3 days and is structured around the MWIA process. Participants work in teams to carry out a “real life” MWIA as part of the training, with the support and guidance of the trainers. A new feature of the Well London training programme was the added support of mentors to support participants both in the training course and out in the field with the planning and delivery of stakeholder MWIA workshops. Each team also received a personal copy of the MWIA toolkit, a budget to cover the costs of holding the workshops (e.g. venue, catering, crèche, and travel), specially designed MWIA workshop materials, and a range of templates including an evaluation form and report template.

Training for Phase One Boroughs was held in April- June 2008, training for Phase Two Boroughs was held in September - November 2008. As the MWIA project was one of the first projects to begin in each Borough there were significant challenges in recruiting participants to the training due to low awareness of Well London and the fact that the engagement of local stakeholder groups and relationships with Well London across the 20 Boroughs was at an early stage of development. On a positive note, as the MWIA project was one of the first to be implemented in the portfolio we were able to engage a wide range of stakeholders with the Well London programme for the first time, to promote the programme and to engage people and agencies that had not been part of the Well London community engagement programme. A further challenge to recruitment was that The MWIA project required a significant level of commitment from participants to attend three days of training and complete two MWIAs. Short timescales and recruiting people over the summer holiday period for Phase Two were also challenges. Nevertheless, in total 93 people were recruited to participate in the MWIA project. Table 1 in Appendix A provides details of participants by Borough and agency.

Evaluation and feedback on the MWIA training programme

The training was evaluated using an evaluation form on Days 1 and 3 of the course. The evaluation form covered both the quality of the training delivery, specific areas of learning, as well as changes in understanding of mental well-being and how people envisaged they would use MWIA in the future.

Feedback from participants on the quality of MWIA training

Figures 1 and 2 in Appendix A contain the feedback on the overall perception of the quality of the training including the organisation, quality of facilitators and the learning value. The results across participants in both Phases One and Two of the training suggest a high level of satisfaction with the quality of the MWIA training with almost all rating is as either good or very good on all domains.

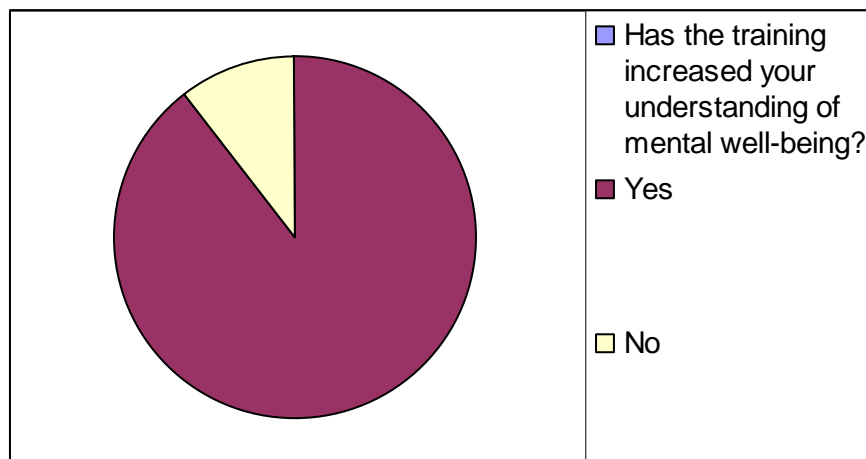
Comments from participants on the quality of the training

- *“A thoroughly detailed well researched and presented training. Well done and thanks”*
- *“A very well organised course with excellent support materials”.*
- *“Thank you for all your effort for making the training fun, challenging and empowering”*
- *“Excellent training very positive”*
- *“Very good and clearly presented training with enough variety of teaching to engage us!”*
- *“Well facilitated and clear workshop”*
- *“Facilitators were very supportive and approachable which made it easier to ask questions and being comfortable during the learning process”*

The Impact of the MWIA training on understanding of mental well-being

On the final day of the training all participants were asked: **Has the training increased your understanding of mental well-being?**

Results: 89% of participants said that the MWIA training had increased their understanding of mental well-being. (n=67)



Other comments on this theme from participants:

- *I am more aware of the factors that affect mental well-being/mental health*
- *The relationship between all aspects of life with mental health on many levels and in wider perspective*
- *That mental well-being is pertinent to all projects no matter what the topic*
- *I thought I knew something before - learned a lot from this*
- *I never thought about well being and its definition before this training, I think things are bit clearer now*
- *Now have a much better understanding of the evidence base and concepts underpinning mental Wellbeing*

Key areas of learning

- *“How useful the toolkit design is in measuring mental wellbeing. I have learnt how to value and be reflective about mental health”.*
- *“Confidence to use MWIA and get useful results”*
- *“How important the MWIA toolkit is in order to achieve meaningful and productive delivery of projects”*
- *“Mental Well-being has many impacts and many factors that contribute to it in peoples' lives”*
- *“How to use the indicators in useful way”*
- *“Challenges conducting an MWIA can bring and how to work with these”*

Future use of MWIA

All participants were asked if and how they planned to use the MWIA in the future. A total of 100 statements were given – a summary of these is below:

- Will use MWIA tool on **other local projects** (n= 68, 68%)
 - *“Will look into fundraising to create a post to apply MWIA on all our projects”*
 - *“On any project/programme around regeneration”*
 - *“To assess new projects for the organisation in their preparation stage”*
 - *“Supporting other people who would like help in preparation to apply for funding”*

- Will use learning and toolkit to **influence colleagues and local agenda on mental well-being** (n= 14, 14%)
 - *“To feed into our own thinking locally re: creating outcomes in relation to wellbeing”*
 - *“In looking at planning regeneration and housing and responding to strategies”*
 - *“As evidence when challenging commissioners”*
 - *“To highlight importance of ‘mental wellbeing’ in political agenda”*

- Will use learning from MWIA in **community engagement** (n = 5, 5%)
 - *“learnt more about thinking through process of consultation which will be able to apply very broadly”*
 - *“As part of my personal toolkit of engaging people”*
 - *“We may use the toolkit in some form in our work with the local involvement network”*

- Not sure (n=6, 6%)

Challenges

The major challenge for the MWIA training was that it had dependencies on all areas of the Well London programme which led to difficulties in delivery. In Phase One of the training most of the Well London projects that were to be the subject of the MWIAs were not sufficiently planned or developed to make an MWIA viable. There were too many areas of uncertainty e.g. target group, activities, commissioning process, partner engagement. In order for the teams trained to carry out MWIA assessments they needed projects which are well planned and about to start. Due to delays across the whole portfolio, many of the Well London projects were not defined enough and planning was not complete to a sufficient degree for the project to be tangible enough to assess. There were also vast variations in the level of engagement of local stakeholders in Well London across the SOAs, with some areas still lacking agreement or information about basic details of project plans. The timing of Well London projects starting was highly unpredictable and varied which made correctly timing the engagement of the MWIA process across the portfolio a challenge.

This meant that many Well London projects were assessed by the MWIA screening process on Day One of the training as not appropriate for MWIA. As a result a number of teams have carried out their first MWIA on non Well London projects

However, the intervention of MWIA, even for projects that only reached the screening stage (first stage of MWIA), added an extra dimension to and strengthened project planning in a number of cases. It also provided a trigger for stakeholder re-engagement with Well London in some areas.

In the context of the MWIA training, this issue significantly delayed and disrupted the learning process for teams on Phase One and subsequently, it was decided that for Phase Two of the training all teams would undertake a MWIA on a non Well London project first to ensure that their first MWIA practice experience could be readily integrated into the three day training course.

The MWIA training programme was challenging as participants were learning not only the theory and evidence base underlying the determinants of mental well-being, but also the process of health impact assessment usually for the first time. Added to this was the practical aspect of actually carrying out an MWIA on a real life project and working as a team to achieve this with a new group of people. The language used in the MWIA toolkit was a challenge for some participants, with some feeling it was too “academic” and there were challenges for some groups in terms of working together, negotiating and agreeing the sharing of tasks.

Feedback on these issues from Phase One of the training course influenced how the Phase 2 programme was delivered. For example, a clearer overview of the MWIA process and training was given on Day One and new exercises were built into the course to familiarise participants with the “protective factors” for mental well-being and the MWIA workshop format in Day One. In addition, the input from mentors was reviewed and clarified following feedback from both participants and mentors at the end of Phase One. Further, the learning from the Well London MWIA training has helped inform the current revisions and updating of the MWIA toolkit which will be published in early 2010.

“You've taken on board some of our initial feedback from the first MWIA intake which is very positive”

Phase One Training Participant who completed in Phase Two

Time constraints were also a major issue. Some participants felt that there needed to be “*greater advanced warning of quantity of workload of the training*” and the level of commitment required. It was a real challenge for groups to find time to meet to plan and carry out workshops within the timescale of the training. It is notable in this discussion of the workload for participants that most of the people who attended as unpaid volunteers on the training did not complete it.

These points have been taken on board and built into the design of subsequent training e.g. a longer time gap between Day Two and Three of the training to allow more time for MWIA workshops to be held; a taster/induction session is now recommended before training begins to address this issue session and more clarity in publicity.

What worked well?

A number of aspects of the structure of the MWIA training were seen as positive by participants. Firstly, the multi agency nature of the training – bringing people together from a range of agencies in a Borough to learn together and carry out a practical project around mental well-being. This helped forge or strengthen partnership working in a number of MWIA teams. The infrastructure and resources the project had to support the learning and MWIA workshops e.g. toolkits, workshop materials, budget to run workshops, evaluation form and report templates, were also valued.

Quotes from participants:

- *“Getting people from different services together to think about the bigger picture and explore well-being”*
- *“Made me have to understand mental well-being to facilitate workshop - it was useful to discuss and practice using tool”.*
- *“The infrastructure of the project really helped – e.g. having materials and resources provide helped e.g. toolkit, report template, workshop kit and mentor support and budget to run workshop”.*
- *“Made us more adventurous in setting up other workshops”*
- *“Bringing people together from different sectors working together”*

(Source: Feedback from second Well London MWIA learning network Oct 09)

The engagement of other Well London partners and Co-hosts in the MWIA training gave significant added value to the MWIA project. It strengthened the links to Well London projects which significantly helped facilitate the setting up of MWIAs on Well London projects in a number of SOAs. Well London partners engaged in the training also gave a high level of commitment to the seeing the process through for example with the completion of workshops and reports.

The availability of mentors to support individual Borough teams out in the field with screening, planning and delivery of workshops was also valued by the majority of groups. The role of the mentor was reviewed after Phase 1 of the programme as there were some initial teething problems concerning clarity of the role and the level of knowledge and expertise required of mentors. There were also sometimes logistical issues of availability of mentors to cover every workshop across 20 London Boroughs. However, following the review, where mentors were able to be present, the majority of participants felt it made a significant difference to their confidence in carrying out the MWIA and subsequently over ten borough groups have requested further mentoring to carry out a further MWIA in their area. There are still aspects of the mentoring role for MWIA that need to be clarified e.g. should there be a role in formally assessing the quality of MWIA workshops and reports?

Quotes from participants re mentoring:

- *Vital - brought coherence and helped keep proceedings on track*
- *They provided a framework, structure and support*
- *Very useful and helped us understand the process better*
- *Excellent really helpful having continued support*
- *VERY ESSENTIAL*
- *OK, could be better at planning stage*
- *Mentoring was good because prompted us and it helped complete whole process, mentor was a real support when not all team available.*
- *(We) wouldn't have been able to complete the 2nd one (MWIA) without (the mentor) support as we were very short staffed April - Sept this year*

The Delivery of MWIAs across 19 Target Areas

As noted in the previous section the major challenge for the MWIA project was that it had dependencies on all areas of the Well London programme which led to barriers and delays in delivery. This section will detail briefly the process of delivery of the actual MWIAs across the 19 target areas that participated in the project and highlight

some of the challenges faced. Tables 3 and 4 detailing the MWIAs completed by Borough and Subject can be found in Appendix A.

All MWIA Teams were able to complete at least one MWIA on an existing local priority or project and many of these were on projects in or near the target SOAs for example: a Health Trainer service held in the Children's Centre in the SOA. In Ealing the MWIA was used to address a key local issue identified by the Well London community engagement process. During the engagement process, the overriding concerns that emerged from local residents were around the regeneration taking place on South Acton and the impact it was having on the quality of life of participants. One participant said; *"Regeneration is the main cause of anxiety and worry on the estate."* The anxiety experienced and concern for the future was clearly linked to the well being of residents. The opportunity of the MWIA gave some important attention to this key issue at an early stage of the Well London programme and the MWIA workshop brought together residents, regeneration officers and other local stakeholder to explore and identify how to minimise the potential negative impacts of the regeneration of Kipling and Blackmore on the mental well-being of residents.

There were significant challenges in completing MWIAs on Well London projects. Some of the main challenges and solutions identified are discussed below:

Project implementation delays and challenges across the whole Well London portfolio

- Lack of stakeholder engagement in some target areas at this early stage of the Well London programme

Maintaining engagement with MWIA teams when delays occurred in identifying Well London projects

- To aid this the MWIA project co-ordinator attempted where possible to identify projects for the MWIAs that also linked with the interests and work areas of the MWIA teams
- It was also important to provide updates to MWIA teams about the status of setting up the Well London MWIA in their area.

Staff turnover

- Members of MWIA teams were lost during the project due to changes in job, work pressures and personal circumstances. This led to a greater workload for those that were left. In some cases all members of the team moved on.
- Identifying and agreeing the project for MWIA in each target area
- This had impacts on the time it took to set up MWIAs. A great deal of liaison was needed between the MWIA project co-ordinator and the layers of the Well London programme to get agreement on which project would be the focus of MWIA in each area. It was important to get agreement from the Well London lead partners for each target area/Borough, as well as the project manager for the specific project and then the actual organisation commissioned to run the project on the ground.
- In some cases it took quite some time to get accurate information as to what stage the project was at (getting the timing right is key to an effective MWIA) and to get agreement from all levels for the MWIA to take place
- It helped significantly where Well London partners and co-hosts were part of the MWIA team

MWIA Teams being “external” to projects

- This had both positive and negative effects. The challenge was again that a lot of time had to be invested to create links and arrange meetings between the MWIA teams and the project in order to establish relationships and carry out screening and plan the MWIA workshop. As many of the Well London projects were running over a short timescale – sometime 6 – 8 weeks, to get the MWIA integrated into this timescale was difficult.
- On a positive note, in some cases carrying out the MWIA led to new local relationships being established between agencies who had not come into contact before and many projects recognised the value of having an “external” assessment of their impact.
- Again it helped significantly where Well London partners and co-hosts were part of the MWIA team or was actively engaged in supporting the MWIA process.

Securing buy in from projects – MWIAs being “Well London imposed”

- MWIA is a challenge to “sell” and a key role of the MWIA project co-ordinator was to provide clear information to communicate about what the purpose of the MWIA was and what it involved to all levels of the programme from Well London partners, project managers and the agencies commissioned to deliver on the ground. It was helpful to be very specific about the level of time commitment and type of activity required so that projects could assess if they wanted to take part or not.
- MWIAs are usually initiated by organisations running a programme or developing a policy that have identified that they wish to find out the potential impact they will have on mental well-being and they have agreed that MWIA will assist them in their objectives.
- MWIA by its very nature cannot be imposed as it aims to be a participative and empowering process, however, in the Well London programme the delivery targets required at least one MWIA to take place on Well London in each area. This had a significant impact on the dynamic and process of setting up the MWIAs. It was very important for the project co-ordinator to do a lot of up front work to communicate the benefits and details of MWIA with projects and negotiate the process of the how and when the assessments could take place with all levels of the programme. It was also important to be sensitive and respect when projects felt that it was not appropriate for their project or their participants.
- As all Well London projects have delivery targets and milestones- meeting these were of course the priority of agencies commissioned to delivery activity for Well London. Some projects, although they were interested in the MWIA, felt they could not add in any more activity to their project which was already a challenge to deliver to deadline.
- Key to the successful delivery of MWIAs in Well London was taking a **flexible approach** and negotiating extensions to the deadlines for MWIAs so they could both take account of the changing implementation timescales of projects and also take place at a point which both fitted appropriately with the project development and engagement from participants. In addition it was essential that they also fitted in with the availability of the MWIA team (many of the MWIA **teams had very busy workloads**).

Attracting people to come to the MWIA workshop

- Numbers of participants at some of the MWIAs were low. This was due to a number of factors: some of the Well London projects were working with a small group of people; some workshops were held at short notice and it was hard to get people together; some MWIA teams found it hard to

communicate what is mental well-being and the purpose of MWIA; in one case no participants attended and it transpired from the person delivering the project that the project participants did not like to engage in group activities, however, this information had not been available previously during the planning stage.

Ensuring follow up on actions and indicators and getting all data and reports completed and returned

- These were a challenge due to some of the issues highlighted above e.g. MWIA teams being external to projects, large amount of time required of MWIA teams to carry out the MWIA and write a full report, the layers of Well London delivery and accountability.
- Again it worked well when a Well London partner or project manager was actively engaged in the MWIA process.

Learning about Well London projects and target areas from the MWIAs

The MWIAs carried out on Well London projects and other projects in or near SOAs provide a useful opportunity to learn more about the issues impacting on the mental well-being of people living in the target areas and also what local residents and stakeholders felt were the priority impacts that Well London projects should have in order to improve mental well-being. In addition, as the same suite of projects are being delivered across 20 areas there is the possibility of identifying whether stakeholders identify similar priority impacts for similar projects in different areas.

It has not yet been possible to do an analysis raised in relation to what key themes and issues are impacting on the mental well-being of residents in target areas and also who were identified as priority populations. However, there are 18 MWIA reports to draw on for this information see Tables 3 and 4 in Appendix A.

It has been possible to undertake an initial analysis across the target areas on what local residents and stakeholders felt were the priority impacts that Well London projects should have in order to improve mental well-being and this is presented below by project. Most of the MWIAs were prospective – that is they took place during the planning or development of the project. Some were retrospective and took place after a period delivery and others were concurrent with project delivery or took place as part of review to inform the next phase of delivery.

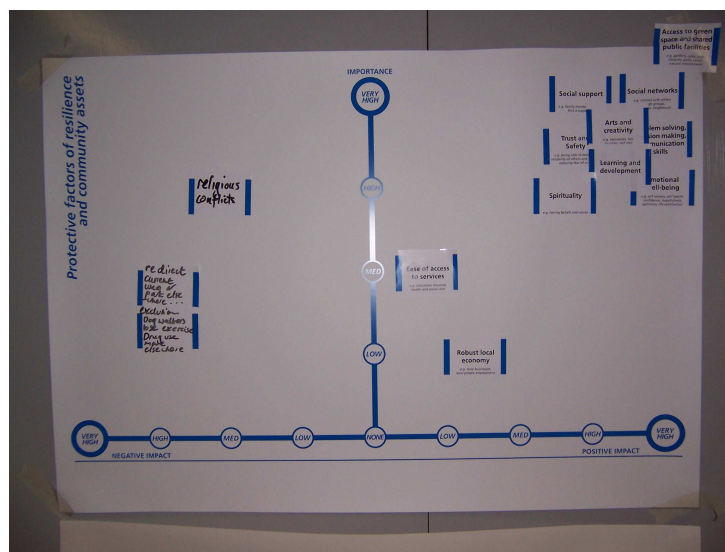
The MWIA framework is based on four factors that the evidence base suggests promote and protect mental well-being:

- Enhancing control
- Increasing resilience and community assets
- Facilitating participation
- Promoting social inclusion

Linked to each factor are up to eleven “components” of well-being, with 42 components in total. The components are specific aspects of each factor that there is a strong evidence base for impact on mental well-being, for example, one of the components of Resilience is “Social Support” (See Appendix B for full list of protective factors and components from the MWIA Toolkit (CSIP, 2007). There are also links between some of the components for different factors, for example different

aspects of promoting social contact and social networks feature across Resilience (“Social support”, “social networks”) and participation (“Activities that bring people together”, “processes/delivery that support social contact”).

During an MWIA workshop participants are asked to do a prioritisation exercise for each protective factor. In this exercise they prioritise which of the ten or eleven components of that factor are the most important for a project to have an impact on and if they think the project will have a positive or negative impact on that component (see grid below). At the end, three components are prioritised for each factor as the priorities in order for the project to maximise its impact on mental well-being. Therefore a maximum of 12 components are chosen as priorities or six if only two factors are covered.



Below an initial analysis is presented of the components identified as priority impacts in the MWIAs on Well London projects across the target areas. This analysis is based on both the priority components identified and the reports of discussions and actions agreed at workshops Note: not all workshops covered all four factors, therefore, themes have been developed across components in this analysis.

Healthy Spaces

MWIA’s were carried out on Healthy Spaces projects led by Groundwork in four target areas:

1. Barnfield Estate improvements – Greenwich
2. The Hub Garden Project – Hounslow
3. Food Growing project - Kensington and Chelsea
4. Pocket Park/Tubbs Rd – Brent
5. An MWIA was also carried out on the Hammersmith Community Gardens Association which is near the target SOA in Hammersmith and Fulham.

Priority mental well-being impacts of Healthy Spaces projects– key themes:

- **Bringing people together/** creating a **sense of belonging/** opportunities for **social contact and networks** to develop (appeared as a priority in 4 MWIA’s)
- **Feeling safe and increasing trust/ reducing fear of crime** (appeared as a priority in 4 MWIA’s)
- **Opportunities to get involved** (appeared as a priority in 3 MWIA’s)

- **Having a valued role** (appeared as a priority in 3 MWIAs)
- **Learn new skills** (appeared as a priority in 3 MWIAs)
- **Increasing access to green space and improve physical environment** (appeared as a priority in the 3 MWIAs)
- **Having your say and influencing decisions** (appeared as a priority in the 2 MWIAs that addressed Control)
- **Accepting & being accepted** (appeared as a priority in the 2 MWIAs that covered social inclusion)

Considering that each MWIA worked on at least 20 and a maximum of 42 components there appears to be a significant degree of correlation around these eight themes.

Overall, having access to good quality green spaces was recognised as very important for mental well-being in SOAs. Possible negative impacts identified were:

- **Exclusion** – if people don't have a role, or if projects dominated or steered by small groups
- **Conflict** - when making changes to type of use e.g. Dog walkers or if new activities will cause more noise
- **Short time scales for project**

Activate

MWIAs were carried out on two of the Well London Activate physical activity projects managed by Central YMCA and delivered by local agencies in the SOAs.

1. Women only yoga: Queens Park, Westminster
2. Healthy walks: South Acton, Ealing
3. A third MWIA took place on a non Well London Clinical exercise group near the SOA in Kensington and Chelsea

Priority mental well-being impacts of physical activity projects — key themes:

- **Bringing people together/ creating a sense of belonging/ opportunities for social contact and networks** to develop (appeared as a priority in all 3 MWIAs)
- **Cost** (appeared as a priority in 2 MWIAs)
- **Emotional health and well-being** – recognised as a key impact of both physical activity projects; Yoga – mind and body: Healthy walks – confidence

Eatwell and Buywell

Two MWIAs were carried out on both EatWell and Buywell respectively:

1. Buywell – prospective - establishing a food co-op in Bellingham
2. Buywell - concurrent - an existing food coop in Tower Hamlets
3. Eatwell - a prospective MWIA in Hammersmith and Fulham
4. Eatwell – a retrospective MWIA on an Eatwell course run for 6 weeks in barking and Dagenham

It was interesting in this case to contrast the priority impacts identified prospectively in one area to the actual impacts experienced during delivery in another.

Eatwell	
Prospective MWIA in H&F	Retrospective MWIA in B&D
Opportunities to influence decisions - both in terms of how session run and commissioning process	Having your say and influencing decisions – highly positive <i>“everyone had a choice and made suggestions”</i> . A very collaborative project design.
Developing Social networks – between participants and local organisations	Social networks and social contact – Highly positive made new friends, practical activities helped bring people together <i>“broke down barriers and created understanding of cultural identity through food”</i> . Links were made with local Children’s Centre to host gardening activity
Skills/Learning and development – importance of peer learning, developing new skills and confidence <i>ACTION: “Build the sharing of experience and culture into course programmes and values”</i>	Learning from each other – highly positive <i>“everyone learnt from each other”</i>

Buywell	
Prospective MWIA in Bellingham	Concurrent MWIA in Tower Hamlets
Skills, learning and development for volunteers	Skills, learning and development for volunteers <i>“I’m learning a lot that’s good for me”</i>
Knowledge, skills and resources to make healthy choices	Skills and knowledge to make healthy choices
Social contact and networks	Social networks – reducing isolation
Sense of belonging	Sense of belonging <i>“I feel needed”</i>
Accessible services	Accessible – opening hours and location were key
Control over finances - affordable	Control over finances – affordable

Having identified many shared themes across these projects it would be interesting to do some further MWIAs in other Boroughs where EatWell and Buywell have taken place to see if similar impacts on mental well-being were identified and also to use the learning from these MWIAs to inform planning of these projects in areas where they have not yet been implemented.

Be Creative Be Well

Three MWIAs were carried out on Be Creative Be Well projects:

1. Handcroft Rd Resource centre refurbishment – Broad Green Croydon
2. Springforward Mosaic workshops – Larkhall, Lambeth
3. Big Chair Dance – Noel Park , Haringey

There were some clear common themes for the projects where we have data (Big Chair Dance and Springforward) on the perceived priority impacts on mental well-being:

- **Accepting and being accepted** – feeling welcome, bringing together diverse participants, challenging discrimination, participants accepted regardless of mental illness or age
- **Trust** - the facilitator – someone that people could trust and level of facilitation skills was very important e.g. flexibility and responsiveness to group
- **Social contact / social networks**
- **Learning and skills development**

It would be interesting to explore further whether the first two priorities: accepting and being accepted and trust are important across a whole range of arts projects for participants in order for them to get the maximum “well-being benefit”.

Other Well London projects

It is recognised that an MWIA was not carried out on all Well London projects. It would have been ideal to have had at least one MWIA on each project. However, due to the reasons outlined earlier in this report MWIAs were carried out where it was appropriate, achievable, where buy in existed and it was practically possible within the timescales that the funding allowed. It should also be noted that the Changing Minds project had historically had two MWIAs carried out before Well London and already has indicators of mental well-being integrated into its evaluation process. Planning for the next phase of the project and reallocation of some of the budget means that it is now planned to undertake an MWIA on the Well London Delivery Team project in at least one target area.

Looking at the themes across the projects

Considering that each MWIA worked on at least 20 and a maximum of 42 components there appears to be some interesting correlation of the priority impacts identified across projects.

Common priority well-being impacts across Well London 5 themes: Healthy Spaces, Activate, Buywell, EatWell, Be Creative Be Well		
Appearing across all 5 themes	Appearing across 4 of the 5 themes	Appearing across 3 of the 5 themes
Bringing people together/ creating a sense of belonging / opportunities for social contact and networks	Skills/Learning and development	Trust/ feeling safe

Further work and analysis is needed to consider what else can be learnt about what people living in the target areas feel is important for their mental well-being and the ways in which Well London projects can have the maximum positive impact on their mental well-being. What has been demonstrated from across the MWIAs is that the MWIA has facilitated a process whereby project participants were able to clearly articulate and identify how a range of healthy living and creative projects impact on how they think and feel i.e. their mental well-being and that these impacts are seen as very important to their experience of a range of projects and just as important as the physical outcomes.

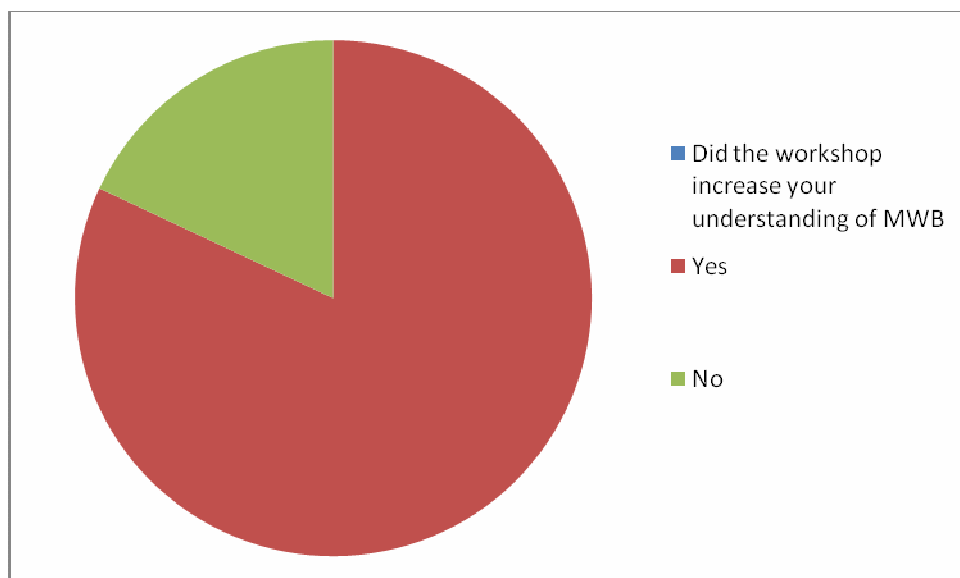
The Impact of the Well London MWIA Project to date

The impact of MWIA workshops on participants

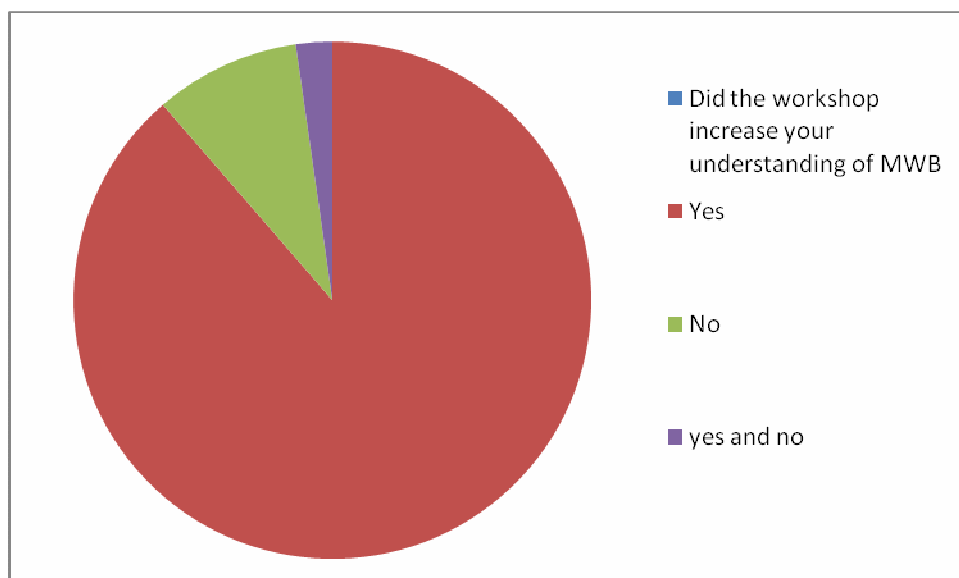
Participants were asked as part of the evaluation of MWIA workshops in SOAs: Did the workshop increase your understanding of Mental Well-being? Yes or No.

The results were as follows:

82% of participants in MWIAs on Well London projects felt they had increased understanding of mental well-being, (responses n = 50, yes = 41)



86% of participants in MWIAs on projects in or near SOAs felt they had increased understanding of mental well-being, (responses n= 45, yes = 39)



Some of the comments on the workshop were:

- *“It helped me understand more about things that make others feel good”*
- *“It made me realise that inclusion on any programme is important to mental well-being”*
- *“It was good to find out that our project has an impact on society”*
- *“It gave me a total understanding of well-being”*
- *“Lovely positive atmosphere”*

The Impact of the MWIA project on Well London Projects

Some examples of the impact of the MWIA on projects are:

Learning about mental well-being and integrating it into project design for people involved in managing and delivering Well London projects:

‘I found it really valuable to take a whole day to discuss the project and be challenged on different aspects constructively’

‘Thank you for doing this assessment I have learned a lot by participating’.

Project Manager and Centre manager for Big Chair Dance Haringey

“I think it widens the participant and coordinators understanding of why the projects constitute a 'healthy space' projects in a Mental Well -Being sense”. Project manager for Healthy Spaces, Groundwork West London

“Helpful in understanding our client base and in developing our projects to tailor to their needs” MWIA workshop participant.

“Determining needs and issues that will inform delivery of the overall Well London programme” MWIA workshop participant.

“MWIA will provide an internal check to ensure holistic project delivery” MWIA workshop participant

Practical action plans implemented to increase the impact of the project e.g. to ensure sustainability of projects, community engagement, forge new partnerships and increase participation.

Example 1:

As a result of the MWIA on EatWell in Barking and Dagenham the following actions took place:

- *Follow up meeting secured by MWIA mentor with B&D PCT to discuss continuity and support for project*
- *YWCA has been invited to put a proposal together for an expanded project that would include the 3 localities in B&D.*
- *Outcome was that PCT said they could provide some funding with the aim of using it to pull in match funding.*
- *Through the MWIA team the project formed links with local Children's Centre - this benefitted the food growing aspect of project through use of the garden space and closer inter agency working.*

Example 2:

MWIA on Activate – Yoga in Queens Park, Westminster, Key actions from MWIA report implemented include:

- *Improved publicity, including demonstrations, taster sessions and communicating the benefits of Yoga more effectively*
- *Increased participation in classes*
- *A new mixed class at weekends to increase access and participation*
- *The centre manager has secured funding for the class till March 2010.*

Example 3:

MWIA on Healthy Spaces in Tubbs Rd Brent

- *“The MWIA in Tubbs Road identified priorities that have really guided the continued delivery of the project. It’s been massively about engendering a sense of belonging and residents being heavily involved in the project”.*
- *“Increased participation in projects through resident involvement in projects. Some quick fix improvements and some longer term objectives.”*

The Impact of the MWIA project on the Well London portfolio

The engagement of Well London partners and Co-hosts in the MWIA training programme has enabled us to create more positive and broader perspectives on mental health and well-being across the Well London portfolio, in terms of ensuring that mental health is not seen as a single isolated issue, but actually that it cuts across a lot of the issues raised within the community engagement process such as isolation, fear of crime, lack of positive activities and opportunities for bringing people together.

Some Well London partners have taken on board the potential of MWIA as a useful new tool in their sectors for integrating and evidencing impact on mental well-being in programmes. So for example the Arts Council have commissioned additional MWIA training for Arts organisations and artists in London.

“The MWIA is a useful tool for helping us better understand how creativity contributes to social and mental well being and how we can improve upon how we evaluate it”
Karen Taylor, Be Creative be Well Project Manager, Arts Council England.

The Impact of the MWIA project at the Borough level

- MWIA training participants in at least 12 Boroughs intend to carry out further local MWIAs with the mentor support provided by the Well London MWIA learning networks funding.
- Additional MWIAs have already taken place for example, the Lewisham Local Involvement Network have used the tool for their annual Board planning.
- In other areas the MWIA training provided a useful opportunity for multi - agency team working and learning focused on mental well-being and has forged or strengthened local partnership working around mental well-being.

At a recent MWIA learning network event participants were asked: **“What has been the overall impact of the Well London MWIA project on improving mental well-being as part of your/your organisation's work?”**

- Effectively raised awareness about mental well-being. Provided transferable understanding of its different factors and aspects
- Used as evidence in applying for funding and directing programs
- Very positive has begun to embed process and build awareness
- Large impact we are using it on cultural services
- It has made me wiser to approach the issue
- It is a useful tool, I will use it again to develop mental health champions project
- Very important and helpful for understanding mental well being
- Very useful tool. It helps to measure soft outcomes
- I think it has tremendous potential to inform my organisation but this at this time is hindered due to a change in our team with little access to senior management who could take MWIA to a higher arena•
- Greater understanding of mental well-being. Increased the evidence base around mental well-being
- Helped to highlight the importance of effectively measuring well being

(Source: Feedback from second Well London MWIA learning network Oct 09, 20 delegates, 15 forms)

The Impact of the MWIA project at a Strategic level

- MWIA is now being used by the London Borough of Lewisham in the evaluation of their new Cultural Strategy – this is being led by one of the participants in the Well London MWIA training
- The learning from the Well London MWIA project has helped to inform the current review of the MWIA toolkit as well as plans for a National MWIA capacity building programme funded by the National Mental Health Development Unit.
- A case study from the Well London programme has been included in the recent evaluation report on the use of MWIA nationally (Cooke and Stansfield 2009)

Learning networks

The Well London MWIA project has now come to an end. However, South London and Maudsley NHS Foundation Trust have some continued funding from the Big Lottery Well London programme to fund “learning networks” which are designed to support our objective to develop and sustain local capacity to undertake MWIA’s across the 20 Boroughs involved in Well London.

The “learning network” development has already begun, and three network events have taken place over the past 12 months to support people trained in MWIA as part of Well London:

- Conference and shared learning event in partnership with our National partners, 24th November 2008
- Local learning network held in Lewisham in June 2009
- Well London MWIA project celebration and learning event 8th October 2009

Consultation with participants in the MWIA training suggest that the support they would find useful to continue to use MWIA includes:

- Regular updates on MWIA developments nationally and locally
- Mentoring to provide guidance and support in carrying out further local MWIAs
- Update and refresher courses
- Peer support
- Opportunities to network and share learning
- Opportunities to advance knowledge and experience in MWIA

We plan to use the funding we have remaining from well London to meet these requests over the next 18 months and a future report will details the outcomes of this activity.

Conclusion

The Well London MWIA project has generated wide ranging learning about the process of applying MWIA across a large programme. There have been considerable benefits from using a capacity building approach to delivering the MWIAs, for example: new and sustained local capacity to carry out MWIA, strengthened local understanding of the evidence base on promoting mental well-being, strengthened and new local partnerships and multi agency working, integration of MWIA into the work of local organisations and strategies.

The significant amount of time and work put in by the participants on the MWIA training is recognised as the major contributor to the project, without their commitment the number of MWIAs completed would be much lower. Future programmes need to consider what is a realistic level of commitment to ask from training participants if they wish to use this model of capacity building to carry out a large number of MWIAs. The resources and infrastructure attached to the project to support the MWIA teams was essential e.g. project co-ordination, mentors, budgets for workshops, templates, toolkits and workshop materials.

The feedback from the training and workshops has been fed into the process of updating and revising both the MWIA toolkit over the summer/ autumn of 2009. This new version will be published by the National Mental Health Development Unit in

early 2010. In addition, the evaluation has already helped us to adapt and improve the MWIA training programme, with good results from the changes made.

Further work and analysis is planned to consider what else can be learnt about what people living in the Well London target areas feel is important for their mental well-being and the ways in which Well London projects can have the maximum positive impact. What has been demonstrated by this programme is that the MWIA has facilitated a process whereby Well London project participants were able to clearly articulate and identify how a range of healthy living and creative projects impact on how they think and feel i.e. their mental well-being. These impacts were seen as very important to participants' experience of a range of projects, and the mental well-being impact was as important to participants as the core outcomes i.e. healthy eating, physical activity etc.

Having identified priority impacts, Well London partners need to consider how these impacts can be measured as part of programme evaluation and integrated into the design and commissioning of Well London projects for the remainder of the portfolio.

Appendix A

Table 1: Details of MWIA training participants								
Phase 1	Number of participants	PCT	Local Authority	Other NHS	Vol sector/Housing/Regeneration	Volunteers	Well London	Co Host
Hammersmith	5		1		4			YES
Greenwich	5	3			2			
Lambeth	6	2	1	2	1			
Croydon	5	1	1		2	1		
Tower Hamlets	6	2	1		2	1		
Islington	4	1	2		1			
Newham	6			3	2		1	Yes but did not complete
Brent	5	2			3			
TOTALS	42	11	6	5	17	2	1	
Phase 2								
Barking & Dagenham	6	2	3			1		YES
Haringey	6	4	1		1			
Ealing	4	2			1		1	YES
Waltham Forest	4	2			1		1	
Hounslow	6	1	1		3	1		
Lewisham	6		3		3			
Southwark	5	2			1	2		
Kensington & Chelsea	2	1			1			
Westminster	4	2			2			
Camden	5			1	4			YES
Hackney	3			1	2			
TOTALS	51	16	8	2	19	4	2	

Figure 1: Feedback on quality of MWIA Training - Day One

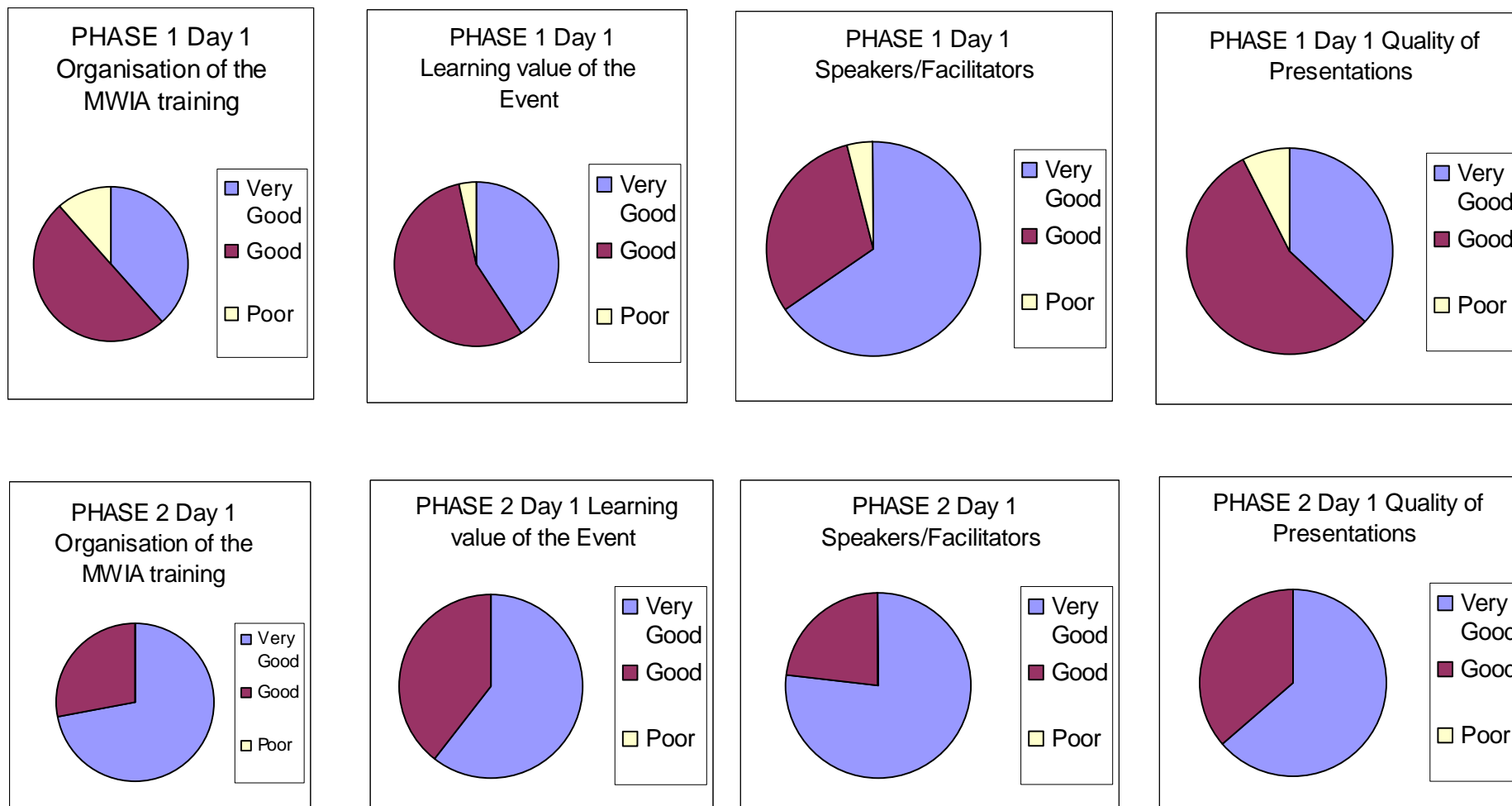


Figure 2: Feedback on quality of MWIA Training - Day Three

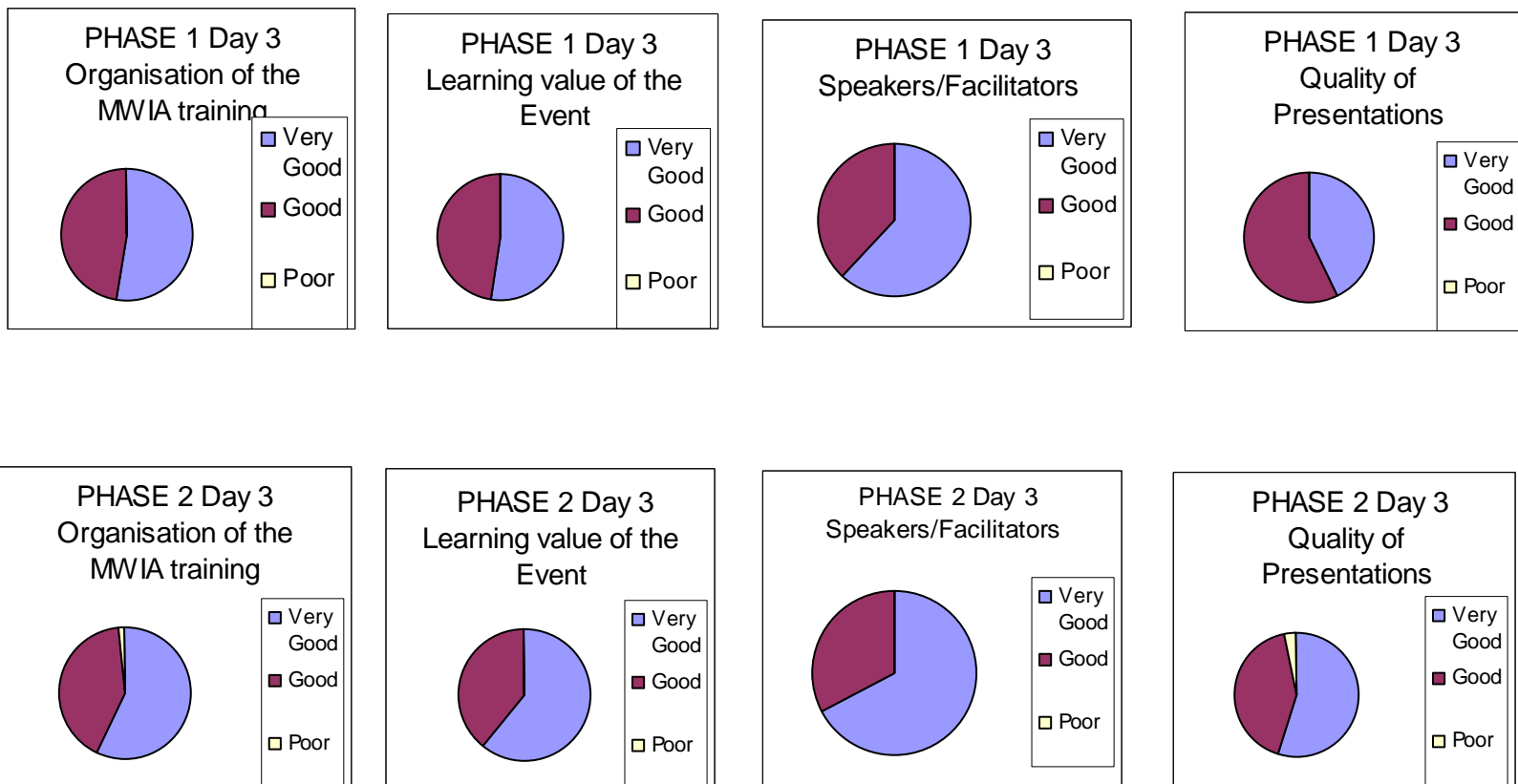


TABLE 2: MWIA workshop Data: MWIA 1 2008

Borough	Date of MWIA 1	Project	in SOA	participants	From SOA	Reports
Hammersmith	12th May	Eat well (WL)	YES	7	tbc	
Brent	15th May	Healthy spaces (WL)	YES	18		
Greenwich	27th Oct	Health Trainers		10		
Lambeth	23rd June	Personality Plus		9		
Croydon	7th July	Carers project		12		
Tower Hamlets	29th may	Food Co-op (WL)	YES	11		DRAFT
Islington	12th May	Mental health first aid				
Newham	20th May	Harmony mental health drop in				
Borough	Date of MWIA 1	Project	in SOA ?			
B&D	17 th Oct	Health trainer drop in	YES	17		
Haringey	23 rd Oct	Timebank		13		
Ealing	29 th Oct	Regeneration of South Acton estate	YES	13		
Waltham Forest	30 th Oct	Activate 55 healthy living project for over 55s	Near SOA	24		
Hounslow	20 th Oct	Information service		23		
Lewisham	7 th Nov	Wavelengths swimming pool		7		
Southwark	15th dec	school based tackling obesity project		21		
K&C	3 rd Nov	GP referral for exercise	YES	10		
Westminster	6 th Nov	The Prince of Wales Junction Improvement	Near SOA	11		
Camden	8th Dec	Luncheon Club for older adults	YES	23		
Hackney	10th Nov	Peer health education programme for over 50's		12		
				Total = 241	tbc	

TABLE 3: MWIA workshop Data: MWIA 2 2008- 2009

Borough	Date of MWIA 2	Well London project	In SOA	participants	From SOA	Reports
Hammersmith	Nov 19 th 2008	Hammersmith Community Gardens (non WL)	Near SOA	8	Tbc	
Brent						
Greenwich	Sept 2 nd 2009	Healthy spaces (WL)	Yes	7		
Lambeth	June 5 th 2009	Be Creative Be Well (WL)	Yes	9		DRAFT
Croydon	12th may 2009	Be Creative Be Well (WL)	Yes	4		
Tower Hamlets						
Islington						
Newham						
Borough						
B&D	July 15th 2009	Cook and eat (WL)	Yes	5		
Haringey	Sep 17 th 2009	Be Creative Be Well (WL)	Yes	4		
Ealing	Sept 11 th 2009	Activate (WL)	Yes	12		
Waltham Forest						
Hounslow	24th March 2009	Healthy Spaces (WL)	Yes	12		
Lewisham	July 22 nd 2009	Buywell (WL)	Yes	5		
Southwark						
K&C	21st May 2009	Healthy Spaces (WL)	Yes	9		
Westminster	27th April 2009	Activator (WL)	Yes	10		
Camden						
Hackney	Sept 3 rd 2009	Healthy Spaces (WL)	Yes	0		
				Total = 85	tbc	

Appendix B

**Framework for Identifying and Assessing Protective Factors for
Mental Well-being MWIA Toolkit (CSIP, 2007)**

<p>Table 1: Protective Factor: Enhancing Control List of components of Control:</p>
<p>Individual Skills and attributes e.g. sense of control, belief in own capabilities</p> <p>Knowledge, skills and resources to make healthy choices e.g. understanding what makes us healthy and being able to make choices</p> <p>Opportunities for self-help e.g. information, advocacy, groups, advice, support</p> <p>Maintaining independence e.g. support to live at home when severely disabled or frail elderly</p>
<p>Community/Social Opportunities to influence decisions e.g. at home, work or in the community</p> <p>Consultation processes e.g. opportunities for expressing views and being heard</p> <p>Local democracy e.g. devolved power, voting</p>
<p>Socio-economic/Environmental Financial security and control over finances e.g. credit union, debt advice</p> <p>Employment e.g. job control, job security, appropriate work, levels of employment</p> <p>Physical environment e.g. housing, noise, density, pollution, re-cycling</p> <p>Transport options e.g. choice, accessibility, affordability</p>
<p>Other</p>

<p>Table 2 Protective Factor: Increasing resilience and Community assets List of components of Increasing resilience and Community assets</p>
<p>Individual/Lifestyle Emotional well-being e.g. self esteem, self worth, confidence, locus of control, hopefulness, optimism, life satisfaction</p>

<p>Cognitive functioning and social functioning e.g. problem solving, decision making, relationships with others, communication skills</p> <p>Spirituality e.g. having beliefs and values Learning and development e.g. formal and informal education and hobbies</p> <p>Arts and creativity e.g. expression, fun, laughter and play</p>
<p>Community/Social</p> <p>Trust and safety e.g. being able to believe in reliability of others and services, reducing fear of crime</p> <p>Social networks e.g. contact with others through groups, friendships, neighbours</p> <p>Social support e.g. family member or service that is supportive</p>
<p>Socio-economic/Environmental</p> <p>Shared public spaces, and green space e.g. gardens, café, pub, library, park, canal, natural environments</p> <p>Robust local economy e.g. local skills and businesses being used to benefit local people, sustainability</p> <p>Ease of access to services e.g. education, housing, health and social care</p>
<p>Other</p>

<p>Table 3 Protective Factor: Facilitating participation List of components of Facilitating participation</p>
<p>Individual/Lifestyle</p> <p>Having a valued role e.g. volunteer, governor, carer</p> <p>Sense of belonging e.g. connectedness to family, group, community</p> <p>Feeling involved e.g. in the community</p>
<p>Community/Social</p> <p>Activities that bring people together e.g. connecting with others through groups, clubs, events</p> <p>Opportunities to get involved, e.g. citizen's juries, volunteering, Time Banks,</p>

<p>advocacy</p> <p>Processes/delivery that support social contact e.g. corner shop</p>
<p>Socio-economic/Environmental</p> <p>Economic e.g. access to paid work for all</p> <p>Transport e.g. good networks and access</p> <p>Access to services or goods e.g. easily accessible and understood, user-friendly</p> <p>Cost e.g. affordable, accessible</p>
<p>Other</p>

<p>Table 4 Protective Factor: Social inclusion</p> <p>Components of Social inclusion</p>
<p>Individual/Lifestyle</p> <p>Trust others e.g. feeling listened and responded to, reliability of support</p> <p>Feel safe at home e.g. freedom from abuse</p> <p>Positive identities e.g. gender, ethnicity, sexuality, disability, faith</p>
<p>Community/Social</p> <p>Practical support e.g. job support</p> <p>Tolerance e.g. community cohesion, mutual respect</p> <p>Low levels of crime e.g. low anti-social behaviour, hate crime</p> <p>Conflict resolution e.g. mediation, problem solving</p>
<p>Socio-economic/Environmental</p> <p>Challenging stigma of mental illness e.g. breaking down stereotypes</p>

Challenging discrimination e.g. racism, HIV, Tackling inequalities e.g. gap between rich and poor
Other

References:

Cooke, A, Stansfield, J (2009) *Improving Mental Well-being Through Impact Assessment: A Summary of the Development and Application of a Mental Well-being Impact Assessment Tool*, National Mental Health Development Unit, England.
Can be downloaded from www.hiagateway.org.uk

CSIP(2007) *Mental Well-being Impact Assessment Toolkit*.
Can be downloaded from www.hiagateway.org.uk