

CASS WELLBEING FESTIVAL 2019 NETWORK EVENT EVALUATION REPORT



**9TH JULY
2019
10.00 AM
TO
2.00 PM**

**community
access
support
service**

**THE PARK
CENTRE
MAIN HALL
DAVENTRY RD
KNOWLE
BS4 1QD**

WELLBEING FESTIVAL

Join CASS and local wellbeing services for a free, hands-on wellbeing festival!

Icons include: a mandala, musical notes, a paint palette, and a happy/sad face mask.



Overview

103 people attended the CASS Network Event on 9th July 2019 and of these up to 63 completed evaluation questions. These were presented as A3 sheets with one yes/ no question on each, and participants were asked to use a stamp to respond. The CASS team wanted to trial a more interactive method of evaluation rather than the usual questionnaire. This method worked well with many attendees keen to use the stamps, however not all questions were answered by respondents, and there were different numbers of responses for each question. The figures presented are percentages of the number of responses given for each individual question rather than the total number of respondents. This method did not allow for any comments from attendees, so comments made directly to the CASS team during and after the event have been used as quotes.

Logistics

Demand for the event was high, with tickets selling out quickly and several requests for either attendance tickets or stalls. The CASS team prioritised additional tickets from people representing community, equality and faith groups and encouraged services to send in promotional materials that could be included on the central information table.

The event was held in The Park Centre in Knowle; a fully accessible venue, and assistance with transport costs was offered to small groups. Following feedback from the 2018 Network Event, the CASS team designed the day as an interactive festival-style event with talks and Q&A sessions, activities and interactive stalls from a reduced number of local services. Attendees were encouraged to network and make connections using a Graffiti Wall where they could write something about a service they offer, or something their group needs.



Stall holders were encouraged to make their stalls interactive to add to the festival theme for the day and engage attendees. The CASS Purple Wellbeing box was promoted with materials available with the Purple Box for attendees to take away.

The wellbeing activities gave attendees to try out therapies for themselves so they are more confident encouraging people to try art, music or singing for wellbeing sessions. Most activities were well attended and feedback suggests that attendees appreciated the opportunity to find out what these sessions involve. These interactive sessions were balanced with quieter workshops and talks from strategic organisations such as BNSSG Clinical Commissioning Group and Bristol City Council. Demand for the strategic sessions was much

higher than predicted and gave frontline workers and grassroots community workers and volunteers a much-valued opportunity to talk to local decision makers.

“The event was really useful, it was great to have a chance to try out what services actually provide to feel more confident when referring others on.”

BALP Worker



Evaluation of the event was designed to be interactive, with questions printed on to large sheets of paper and attendees given stamps to indicate responses. Between 55 and 63 people completed the evaluation questions, with differing numbers of responses for each of the questions. This is a good level of completion for evaluation and attendees were keen to use the

stamps, however a sheet where people can write comments would be useful at future events.

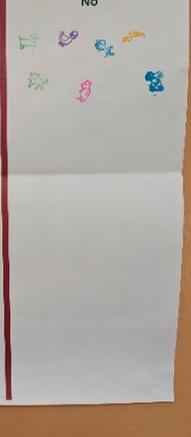
Following today's event, has your awareness of the mental health support services available in the community increased?

Yes	No
	

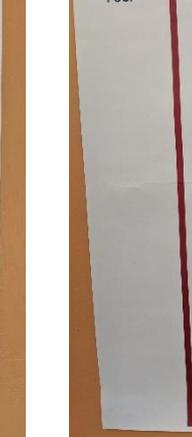
Following today's event, has your knowledge of mental health and emotional wellbeing issues increased?

Yes	No
	

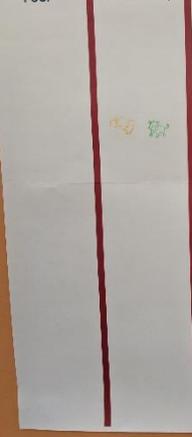
Following today's event, has your confidence in supporting people around mental wellbeing issues increased?

Yes	No
	

How many services did you find out about today?

0	1-3	4-6	7+
			

Overall, how did you find the event today?

Poor	Satisfactory	Good	Excellent
			

Key findings

- There were very high ratings for the event with 97% of respondents rating the event as good or excellent
- New connections were made by every respondent and high numbers of new services were introduced with 72% of respondents learning about 4 or more new services
- Increased awareness of mental health support services was reported by 95% of attendees
- 87% of attendees reported an increase in confidence in supporting people around mental wellbeing issues
- The event led to an increase in knowledge of mental health and emotional wellbeing issues in 80% of attendees.

Overall views of the event

The majority of the respondents had positive views of the event, with 97% rating the event overall as good (32%) or excellent (65%). Most of the comments received by the CASS team were positive and indicated that the event was well organised and engaging with high praise being given to staff.

“We both thought the event was really good. The activities were really well delivered and a good way to meet people and start interesting conversations. The food was amazing too!”

Voluntary Sector Worker

“One of the most useful events I’ve been to, I had a lot of interesting conversations and discussions with people that I’m going to follow up on as soon as I’m back in the office.”

SARI Worker

“Great event yesterday really interesting array of people and providers there, it was lovely to meet some of the people I’m always referring to!”

Community Navigators

“What a fantastic day!!”

Dementia Wellbeing Service Worker



Just 3% of respondents rated the event as satisfactory, and 0% considered the event as poor. Some negative comments were received around some event logistics:

“It did feel a bit like there wasn't enough time to go to everything and also talk to people but that could just be because I’m new to the sector. Something I thought might be helpful with that is if people had stickers with their name and their organisation on them?”

Voluntary Sector Worker

“I nearly didn't come because the event was sold out and I couldn't get on the waiting list. In the end I thought I would just take a chance (which paid

off!) but I wonder if a lot of other people didn't end up going because of that."

Voluntary Sector Worker

"The introduction to the day could have explained the structure of the event better, some people seemed a bit confused about what to do"

CASS Management Team

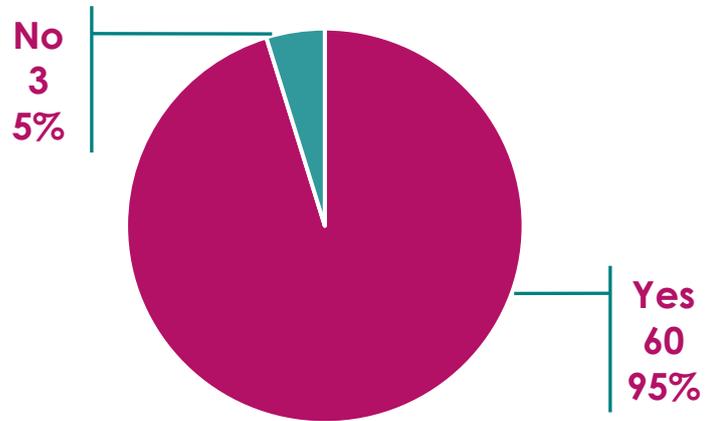
Some of these logistical details were considered but not put in place in time in setting up the event, such as name labels for attendees. Prioritising the sign in desk and other points made in feedback will be learning that the team take forward for future events.

CASS Key Indicators

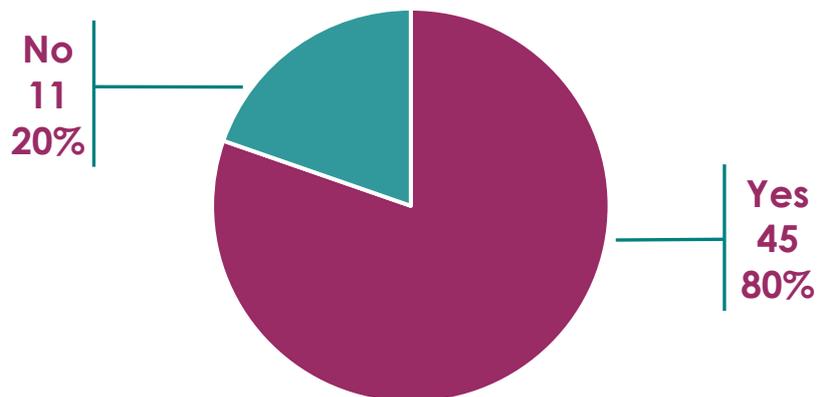
Evaluation questions were asked about the three CASS key indicators to capture any improvement in knowledge of mental health issues, confidence supporting people with mental health issues, and awareness of mental health services as a result of the event. There were different numbers of respondents to each of the questions, with a maximum of 63 people responding to the question about awareness.

Responses indicate that the event helped increase all of these factors, with the best outcome being around awareness of mental health services, and the event not doing as well in increasing knowledge of mental health and emotional wellbeing issues. Despite this being the lowest rated outcome, 80% of respondents still rated the event as having increased their knowledge of issues.

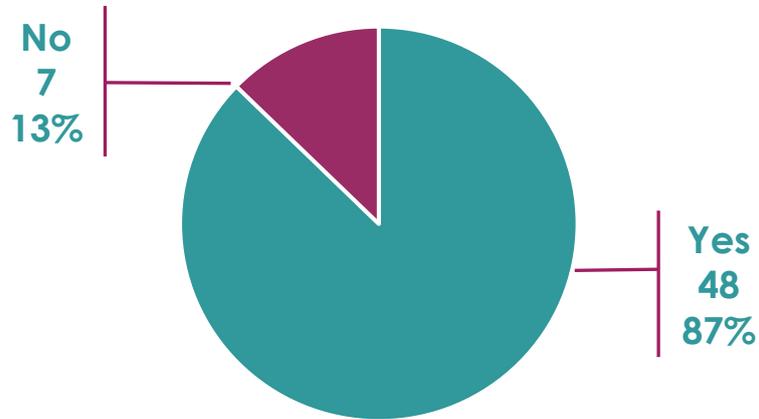
Following today's event, has your awareness of the mental health support services available in your community increased?



Following today's event, has your knowledge of mental health and emotional wellbeing issues increased?

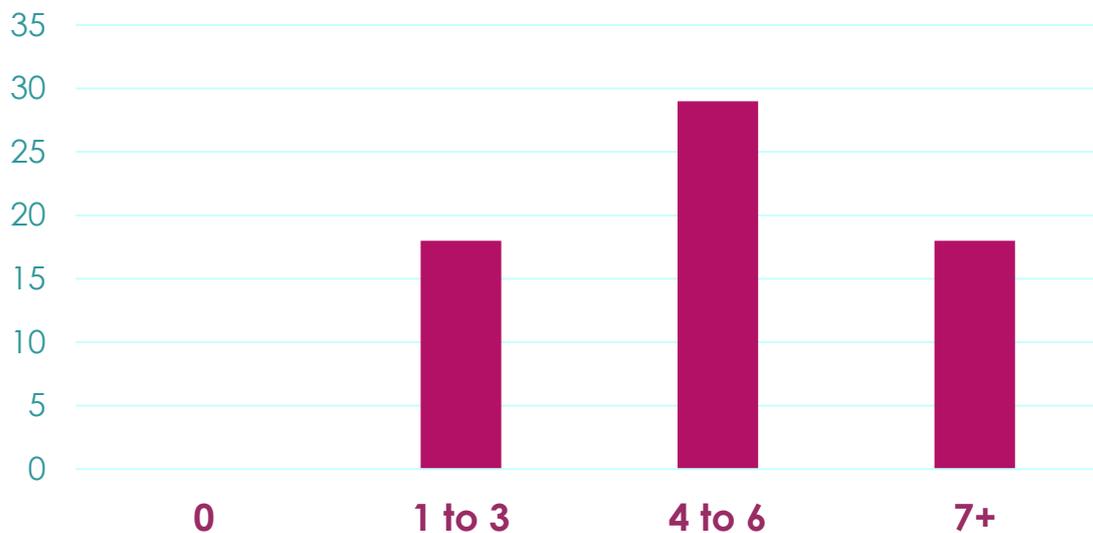


Following today's event, has your confidence in supporting people around mental wellbeing issues increased?



Improved networks and partnerships between community groups and services

How many services did you find out about today?



All respondents indicated that they had found out about at least one service during the event, with most discovering between 4 and 6 new services. Feedback received after the event has shown that at least two partnership opportunities have arisen as a direct result of the event. Workers from Bristol Active Life Project and Wellbeing College met during the event and BALP will now be attending the Wellbeing Cafes run by the College, and the Singing for Wellbeing practitioner has developed a new opportunity to run a group in South Bristol with the Community Development Worker from St. Monica Trust.

Summary

The event was viewed very positively with 97% of respondents rating it as either Good or Excellent, and the majority of respondents indicating that their knowledge, confidence and awareness of mental health services, issues and skills in supporting people had increased as a result of attending. All respondents indicated that they had found out about at least one new service.

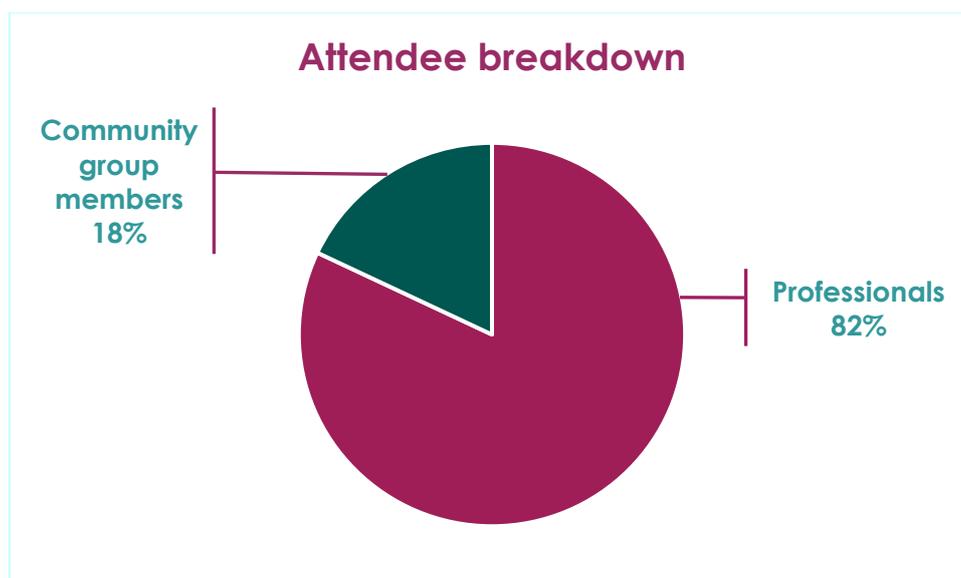
The Logic Model developed by the CASS team stated that the purpose of the event was to increase networks between community groups and services and voluntary sector organisations, as well as improving knowledge, awareness and confidence in mental health and services. The intended outputs included:

- Communities gain knowledge and awareness of what services and organisations have to offer, so they feel more confident in referring others to that service
- Make connections and network with other groups and organisations

- Communities providing feedback from their own experiences.

And intended outcomes and impact were:

- Attendees have an increased knowledge and awareness of mental health services in Bristol
- Services have a greater understanding and awareness of the local groups and organisations in the Bristol area
- Dissemination of information/resources regarding mental health services and local provision.



Attendance by members of community, equality or faith groups was significantly lower (18%) than that by workers from local organisations and services (82%). A higher level of attendance from community, equality and faith groups would have resulted in the event giving communities the opportunity to gain knowledge and the chance to provide feedback from their own experiences more successfully. The high attendance from local services reflects the level of interest in networking between services and with community groups though, and allows for connections to be made. Frontline

workers, including people working for mental health services and community development workers, rarely have the chance to speak to the people who decide on funding and strategy, and many were keen to feedback their own community intelligence and ask questions.

Although not officially monitored, the event attendees included a diverse mix of ages, abilities, ethnicities and genders.

The event met the intended outcome of attendees having an increased level of knowledge of mental health services in Bristol, as indicated by the evaluation questions. It also allowed for dissemination of information about local mental health services, as indicated by all evaluation respondents finding out about at least one new service. Whether services have a greater understanding and awareness of local groups and organisations was not covered by the evaluation questions, and would be difficult to evaluate as this would be a specific question for services rather than attendees from community groups. Future evaluation questions should fully incorporate the three key indicators, and ensure that they cover other outcomes from the initial logic model.

An additional benefit from the event was to give services the opportunity to speak with commissioners, as well as giving community members this access to key decision makers. Demand for the Q&A session run by the CCG was extremely high, and was summed up in the following quote:

"I just had a great chat with a commissioner and we hardly ever get the chance to do that."

Wellaware Worker

The event has directly increased the number of partnerships in Bristol by enabling services to make connections they otherwise would not have made. Bristol Active Life Project and The Wellbeing College are planning joint

mindfulness workshops after workers met at the CASS Network event, and Em for Music will now be running Singing for Wellbeing sessions in South Bristol after making connections at the event. The event allowed commissioners to meet managers from the Healthy Living Consortium and further meetings have been planned to allow commissioners to explore the role of the HLC in Bristol.

"I've worked as a Community Development Worker for many years and value the work that CASS does; it enables me to link up with so many organisations, who, like me, like to work together to offer a great service to people in their community. The last CASS event supported me in finding a lady who facilitates a Singing for the Wellbeing project. After a little chat, she agreed to run a gospel choir in Stockwood which is something that so many people in the area have expressed an interest in doing but we didn't have a facilitator – now we've found one! It's going to be a life changing experience for many people who wouldn't have had the opportunity! CASS connects people and it's great!"

Community Development Worker, Stockwood

With thanks to:



Appendix – Festival Lanyard

SCHEDULE

9.30 - 10.00
Registration and sign up for activities

10.00 - 10.10
Welcome

10.15 - 12.15
Stalls and activities

12.30 - 1.15
Lunch and sports

1.15 - 1.20
Welcome back

1.20 - 1.50
Stalls, activities and CCG round table

1.50 - 2.00
Thanks and close



STALL HOLDERS

Bike Minded - www.lifecycleuk.org.uk/wellbeing

Bristol Refugee Rights -
www.bristolrefugeerights.org

Child and Adolescent Mental Health Services
(CAMHS) - cchp.nhs.uk/cchp/explore-cchp/child-family-consultation-services-camhs-0

Healthwatch Bristol - healthwatchbristol.co.uk

Knowle West Media Centre - kwmc.org.uk

Mothers for Mothers -
www.mothersformothers.co.uk

Nilaari - www.nilaari.co.uk

Off the Record - www.otrbristol.org.uk

Social Prescribing for Equality and Resilience
(SPEAR) - www.spearbristol.org

Stand Against Racism & Inequality (SARI) -
www.sariweb.org.uk

WellAware - www.wellaware.org.uk

ACTIVITIES

Try your hand at:

Art therapy from Creative Shift
Morning, Main Hall

Music with Soundwell Music Therapy
10.15 - 10.45, Dance Studio 2
11 - 11.30, Dance Studio 2

Mindfulness with The Wellbeing College
11.45 - 12.15, Conference Room 2

Walking sports with Bristol Active Life
Project
Lunch time, Sports Hall

Yoga with Sumita Hutchison
Lunch time, Dance Studio 2, 1.45 - 12.15

Bike repairs with Bristol Bike Project
All day in the Playground

Singing for Wellbeing with Em for Music,
1.20 - 1.50, Dance Studio 2

**Don't forget our interactive stalls
and the graffiti wall in the Main
Hall!**

TALKS

Hear from:

Bristol, North Somerset and South
Gloucestershire Clinical Commissioning
Group
10.15 - 10.45, Conference Room 2
1.20 - 1.50, Main Hall

Thrive Bristol
11.00 - 11.30, Conference Room 2

Time to Change Bristol
1.20 - 1.50, Conference Room 2

**Don't forget to grab your free
slice of cake from Cafe Joy in the
Main Hall!**

