Sandwell Library and Information Service
Health and Well Being Offer

July 2014 Update

For further information about Health and Well Being in Sandwell Libraries please contact Heather Vickerman on 0121 569 4906, heather_vickerman@sandwell.gov.uk or Samantha Goode on 0121 569 5935, samantha_goode@sandwell.gov.uk
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<th>National Libraries Offer</th>
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| A network of local hubs with non-stigmatised, non-clinical community space where people can meet others and stay connected physically and virtually | • From the 19 libraries and 5 Express Libraries Sandwell Libraries offer community space in local neighbourhoods. During 2013-14 we have continued to develop library spaces to be more flexible and welcoming with our continued programme of refurbishments. This has resulted in either separate community rooms or flexible spaces that can be zoned to allow wider community use.  
• Visits to Sandwell libraries continue to rise - 1.83m visits were recorded in 2013-14 – the highest ever recorded.  
• Usage figures show that there is a broad correlation between the population of Sandwell and libraries visits by age and ethnicity  
• Libraries are well used by people who are not in the best of health: 30% of library users report having some kind of disability/ condition with the most common problems reported as mobility and getting around (12%), mental health problems (8%), hearing (7%), dexterity (4%), eyesight (3%) and learning disability (3%)  
• More recent development is that COGs are now operating out of 3 of our libraries – Brandhall, Cradley Heath and Wednesbury which will help us to develop our relationship with them, and demonstrate the library service universal offer for early years and adolescent health agenda. |

**I love the library, it's a life saver to people who are often on their own for long periods during the day to be able to come to and use. Nice friendly atmosphere and very helpful staff!**

| Community outreach supporting vulnerable people | • The Library mobile continues to visit 2 care homes, 11 sheltered housing sites and 2 children’s centres and 5 nurseries  
• The Home Library service visits people who cannot get to their library and their carers, it delivered books and talking books to 756 customers, 5 residential homes, 37 care homes and 11 sheltered housing sites in 2013-14 contributing to Sandwell’s Long-term conditions priority and keeping people in their own homes.  
• Monthly telephone Reading group for readers who cannot get out continues to be run and continued funding for 2014-15 has been secured via RSVP (Retired and Senior Volunteer Programme)  
• SLIS signed up to the Dementia Action Alliance setting out what we will do to improve the quality of life of people with dementia. The library service was instrumental in arranging for the Dementia Community Roadshow visit to Oldbury in April.  

**I think you bring a bit of happiness to people who can’t get out (Home Library Service)** |

| Staff with local knowledge and expertise in information management, reading and community engagement | • The annual community engagement assessment has demonstrated increased levels of engagement. All libraries now have active Friends Groups, volunteers and partners delivering in library spaces with more staff engaged in local groups etc.  
• During 2013-14 all library staff have been trained in useful websites to assist customers including welfare, jobmatch and health websites  
• Delivery of Dementia Friends training for library staff and customers started in May. The training is provided by |
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<td>BUDS and takes place in library settings.</td>
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<td>• Child safeguarding procedures have been reviewed taking into account changes in reporting procedures and an annual briefing issued ahead of the Summer Holidays.</td>
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<td>Assisted on-line access</td>
<td>• 264 computer terminals available FREE of charge</td>
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<td>• Accessibility software and adaptive workstations in all libraries</td>
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<td></td>
<td>• Targeted support for specific groups has continued e.g. Visually Impaired software and training project</td>
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<td>• Wi-Fi is now available in ALL Sandwell libraries</td>
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**I would like to thank you for providing a computer service here. It has allowed me to actively search for employment and has since had a very promising lead. I find out whether or not I have been successful later on today. FINGERS CROSSED! They just called and I got the job.**

| Health and care information services | Sandwell has operated an enhanced Books on Prescription scheme for some years, but in 2013-14 we re-launched the scheme to tie in with the national promotions. Additional funding for resources from Public Health enabled a range of additional resources to be made available through the scheme: |
|-------------------------------------|• Reading Well Mood-boosting Books (national scheme) collections at all libraries |
|                                     |• Macmillan books for cancer support at all libraries |
|                                     |• ‘Pictures to Share’ dementia resources for all libraries |
|                                     |• Extension of provision of resources targeting key health priorities such as heart disease, asthma, stroke, obesity, cancer, breast feeding, sexual health, healthy eating, fitness, diabetes |
|                                     |• Sandwell Libraries continue to be well-used for health related issues and enquiries. |
|                                     |• 30% of library customers report that the library has helped them with health and wellbeing (up from 20% in 2009) (reflecting the wide range of activities taking place in libraries to support this, and the partnership work with PCT etc.). |
|                                     |• In a detailed analysis of enquiries 10% of non book/library related enquiries were identified as being about health and wellbeing, 27% welfare benefits and 23% personal finance |
|                                     |• We introduced FREE Council phones for customers in most libraries to make contacting the Council easy and affordable |
|                                     |• Partners who provide advice and information services include those targeted at the four Sandwell priorities e.g. Drug and alcohol support |

**I’m really glad that I came to the free health check at the library. I was told that I needed to see my doctor straight away as they discovered I had very high blood pressure. I went to my doctors and the hospital and received treatment. If it weren’t for the health check at the library I wouldn’t have known I had a problem. Who would have thought the library could have possibly saved my life!**

| Public health promotion activity | • A wide range of support for health promotions such as health and happiness month in October with more than 100 health, happiness and wellbeing activities taking place across the Borough, World mental Health Day event |

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<td>at Central Library, World Aids Day displays at Smethwick Library</td>
<td>• Regular Health and fitness opportunities at local libraries in partnership with other providers. New additions to the offer this year are slimming clubs, health checks, Aquarius relatives group, Brook Sexual Health Advice, Arthritis Patient Education, Health Improvement course by Health for Living</td>
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<tr>
<td>• A full list of current Health and Wellbeing activity in libraries is included on the back page.</td>
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**As a result of coming to your Books on Prescription launch I have managed to take out some really good books to help my son. He is going through an anxious time at the moment and these books have been most helpful**

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<th>National reading programmes promoting learning, literacy and well-being</th>
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<td>• Books on prescription scheme – see above for improvements this year</td>
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<tr>
<td>• 11,068 Bookstart packs delivered to young children in partnership with Health Visitors and other partners meaning that 100% of Under 5’s in Sandwell receive their packs</td>
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<td>• Over 2000 children registered to participate in the Summer Reading Challenge</td>
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<td>• Free activities during every school holiday</td>
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<td>• The Storyplayers performed a health related interactive storytelling session at launch of the Books on prescription scheme</td>
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*Fun and enjoyable session. Kept the children entertained whilst getting the message across about Healthy Eating. Very good :-) Staff from Holy Name Primary - Yr 3 attended Health and Wellbeing Interactive Story Session.*

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<th>Social and recreational opportunities e.g. reading groups</th>
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<td>This year we have seen a 29% increase in activities in libraries:</td>
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<td>• Home Library Telephone Group – funding extended another year</td>
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<td>• A full list of current Health and Wellbeing activity in libraries is included on the back page.</td>
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<td>• Our 2014 Business plan identifies the need to develop social activities that will target socially excluded men</td>
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**As we are unable to get out so much due to our age it is really lovely to have contact with others in the group. Lovely for people who cannot get out (Telephone reading group)**

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<th>Volunteering and community engagement activities that build people-centred services and keep people active, involved and learning</th>
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<td>During 2013-14</td>
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<td>• The service saw 7000 hours of volunteer time contributed to the service</td>
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<td>• 64 work experience opportunities provided in libraries</td>
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<td>• Increased number of partner and volunteer led activities were delivered</td>
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<td>• 2 new Library Friends groups were established – meaning we now have friends groups for all our libraries and the Outreach service</td>
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<td>• Arts development group established to assist with the Arts council bid for Street Corner Arts centres</td>
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Planned actions for 2014-15 and links to Sandwell Health and well being priorities

Actions addressing all four priorities

• Explore funding opportunities to further develop the library service health offer and develop health hubs in libraries with a particular focus on Sandwell’s four health and well being priorities
• Deliver a programme of activities during National Libraries Health and Well being month – October
• Work with Public Health Communications to raise awareness amongst library customers of support services and campaigns such as Change for Life, Stoptover
• Develop all libraries as cultural hubs and increase level of arts activity and begin exploration of arts and health offer in libraries
• Investigate Express Library at Portway Lifestyle Centre
• Contribute to the Council’s Neighbourhood Strategy and explore options for closer links with Adult Social Care
• Introduce RNIB Penfriends into all libraries with advice from SVI

Frail elderly and dementia priority

• Raise awareness amongst all stakeholders of the SLIS Health and Wellbeing Offer including embedding SLIS as a Dementia Friendly Community
• Develop library supervisors and CSO’s through action learning to promote the offer to people with dementia and their carers
• Train staff and customers to become Dementia friends
• Participate in Sandwell’s launch of DAA
• Investigate and pilot ways that libraries can counteract social isolation, particularly for men
• Participate in Dementia Awareness Week
• Improve range and use of Dementia friendly and other appropriate resources and seek funding to increase range and provision as identified e.g. new national libraries dementia offer titles in January 2015
• Seek funding/partnerships to further develop the library offer to frail elderly and dementia sufferers e.g. Memory groups in libraries, resources for carers
• Explore opportunities for libraries to be badged as ‘Place of Safety’
Early years and adolescent health priority
- Continue to develop partnership with COGs to ensure libraries deliver services in support of children and families
- Develop services based on consultation undertaken with children and young people in 2013/14, increasing the level and quality of out of school activities
- Deliver regular under 5’s sessions in every library
- Deliver universal membership offer to all reception children in Sandwell
- Seek funding to develop a range of interactive storytelling sessions for delivery by The Storyplayers – self-financing Children’s Library Team
- Deliver Bookstart packs to ALL babies and toddlers in Sandwell

Alcohol priority
- Continue to work with partners to provide advice and support session in libraries
- Develop and improve information services for jobseeker and benefit claimants e.g. Job Clubs, support for volunteers

Long term conditions priority
- Continue to improve range of Books on prescription and other health resources targeting key issues in Sandwell e.g. heart disease, asthma, stroke, obesity, cancer, breast feeding, sexual health, healthy eating, fitness, and diabetes.
- Work with partners to provide Lifestyle behaviour change programmes aimed at changes risk factors (including weight management, physical activity and environmental options)
- Seek funding to improve resources and information for carers
## What’s going on in Sandwell libraries 2014?

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<tr>
<th>Health</th>
<th>Social</th>
<th>Fitness</th>
<th>Information and Advice</th>
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| • Alcohol and drugs recovery support – IRIS, Aquarius, White Ribbon Assoc.  
  • Anger management courses  
  • Anxiety management courses  
  • Arthritis Patient Information  
  • Baby clinic  
  • Baby massage  
  • Brook Sexual Health advice  
  • Cancer awareness sessions  
  • Cognitive therapy sessions  
  • Counselling & HI IAPT Service, Edward Street Community Team  
  • Dementia Friends Awareness sessions  
  • Health Improvement courses  
  • Make Friends with a book  
  • Memory group with Buds  
  • Men’s/Women’s mental health support groups  
  • MyTime Active health checks  
  • Pamper sessions  
  • Slimming clubs  
  • Specsavers HearCare surgeries  
  • Stop Smoking support  
  • Stroke Support | • Ancestry groups  
  • Arts and crafts groups –  
  • Bearwood Pantry – food co-operative  
  • Board Games groups – dominoes, scrabble, jigsaws  
  • Canter’s Corner memories group  
  • Carers Support Café  
  • Drama Group  
  • Film clubs  
  • Friday Friends (over 60s)  
  • Ideal for All coffee mornings  
  • Knit and Natter  
  • LGBT reading group  
  • Men’s social group  
  • Music and choir groups  
  • Over 50’s club  
  • Play and Stay  
  • Punjabi folk and music  
  • Reading and Writing groups for all ages  
  • Sewing group  
  • Sing and sign  
  • Smethwick in a stew  
  • Telephone reading group  
  • Xbox games sessions | • Dance groups  
  • Gardening  
  • Gentle exercise  
  • Health walks  
  • Karate  
  • Table tennis  
  • Tai Chi  
  • Tap dancing  
  • Yoga | • 6Towns Credit Union  
  • Agewell  
  • Autism advice  
  • Barnardo’s  
  • Careers advice  
  • Citizens Advice  
  • Councillor/MP surgeries  
  • Drug and alcohol advice – IRIS, DECCA  
  • EOS – welfare support for families  
  • Financial budgeting advice  
  • Ideal for all  
  • Job clubs  
  • Macular Disease Society support  
  • Police surgeries  
  • POWHER advocacy  
  • Sandwell Homes Drop in surgeries  
  • Serco recycling advice  
  • SMBC fostering service  
  • Victim support |