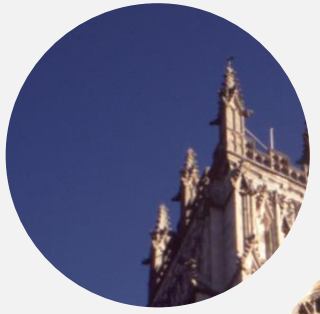
Connecting Our City

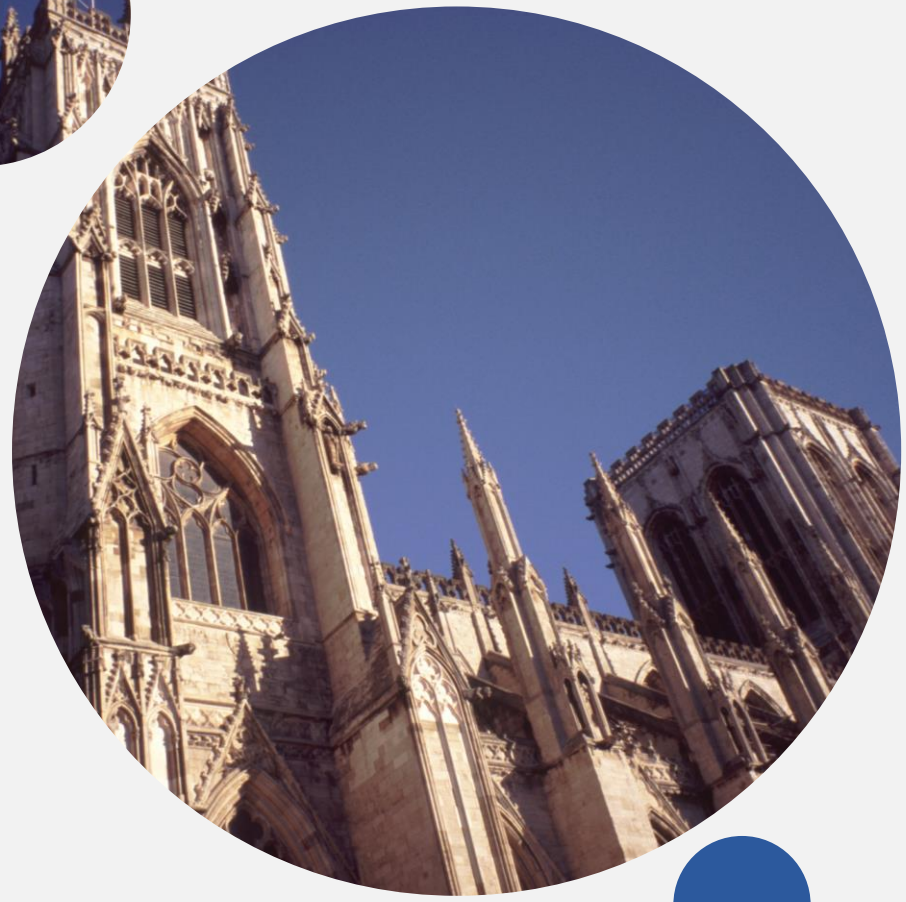
A Network of Mental Health and Wellbeing Support Across York

City of York Priorities

- Coproduction
- Investment in the voluntary and community sector
- Culture Change
- Development of a mental health hub and hub network
- More link worker roles
- Whole system, whole person, whole life

Development of a Mental Health Hub





- Working with the Innovation unit (national social enterprise) to design and prototype a hub model for York and share learning across North Yorkshire
- Co-design group have participated in four workshops to design the hub model
- Planning Group meeting fortnightly to operationalise this design so that it can be tested
- A ‘good enough’ hub team to begin prototyping in September

The journey so far

1

A group in York had a desire to do something different...

Key themes

- Whole system redesign in place
- Participation in work, community and social life
- Service accountability to the community
- Mentally different not mentally ill
- Exclusion of coercion, seclusion and closed doors
- Embracing individual stories, freedoms and strengths

Visit to Trieste

A visit to Trieste showed York what different could look like

No lanyards!

Strengths first!

No stigma!

2

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The Connecting our City Partnership identified a mental health hub and network as a priority to start realising this vision

Innovation Unit
Creating impact
Reducing inequalities
Transforming systems

They brought on the Innovation Unit to support the development of this work through co-design and their expertise in facilitation and system change

3

Building a strong design team

A team with a mixture of expertise and experience was brought together to go on a journey to design what a Trieste inspired Hub would look like in York

4

Creating the conditions for good work

Before the co-design workshops started the team created shared commitments...

Remembering that listening is a gift!

Paying attention to power imbalances that might be in the room – making sure we're not perpetrating them

Not making assumptions about people. Some of us have really varied experiences and backgrounds

Explored the challenge to consider what better looks like

Four co-design workshops to design what better looks like...

lets explore
What if?

let's be
radical

A Hub that disrupts the system and influences meaningful, lasting systems change

5

Let's develop these ideas

Principles of the Hub

No matter what form the Hub takes or evolves into in the future, below are the believes, approaches and values that underpin it what it looks like and how it functions.

A warm welcome
The hub feels warm, welcoming and is embedded as part of the community

There in the good times and bad times
People are asked what they need when they're well in preparation for when they're not

Flexible
The hub is flexible, working around people's needs and commitments to prevent further disruption to their lives

Understanding people
Understanding each other as individuals within our contexts rather than a set of symptoms to diagnose

Focus on strengths
A focus on what people and communities *can* do, not what they *can't*

Relationships matter
Relationships are based on respect, trust and reciprocation

Believing in better
Advocating to improve the conditions of people with unmet mental health needs, and influencing others in the city to do the same

Dignity and Respect
Recognising people as experts in their own lives, and treat them with dignity and respect

Inclusive
Accepting others without biases based on differences of any kind, and making sure everyone feels valued and accepted

Accessible
Making sure that everyone can access the hub's services and community in a way that works for them

The hub's role

We asked the design team and wider stakeholders what they saw being the key role of the Hub in York. We heard :

- The support and care is comparable to that of a loving family. It fills the gap between well and unwell. No referral or criteria necessary and people are supported to access mental health support in a way that suits them.
- Harnessing existing assets and expertise around York, the hub will ensure services are joint up and accessible, and communicate and feed back into them.
- People know they are seen for all that they are. It is the role of the hub to live, champion, and grow that shift in culture.

The hub plays a dual role in looking after individuals and the local community, and outward as a catalyst for system transformation. This includes :

- Leading good practice in York by demonstrating what better looks like e.g in terms of practice, co productive approaches.
- Leading the way in terms of enabling new ways of working between partners, showing it can be done and pathing the way for others to follow e.g integration, co productive structures, shared governance and systems.
- Finding opportunities to share learning on behalf of the system, and influencing others to change the way services are commissioned.

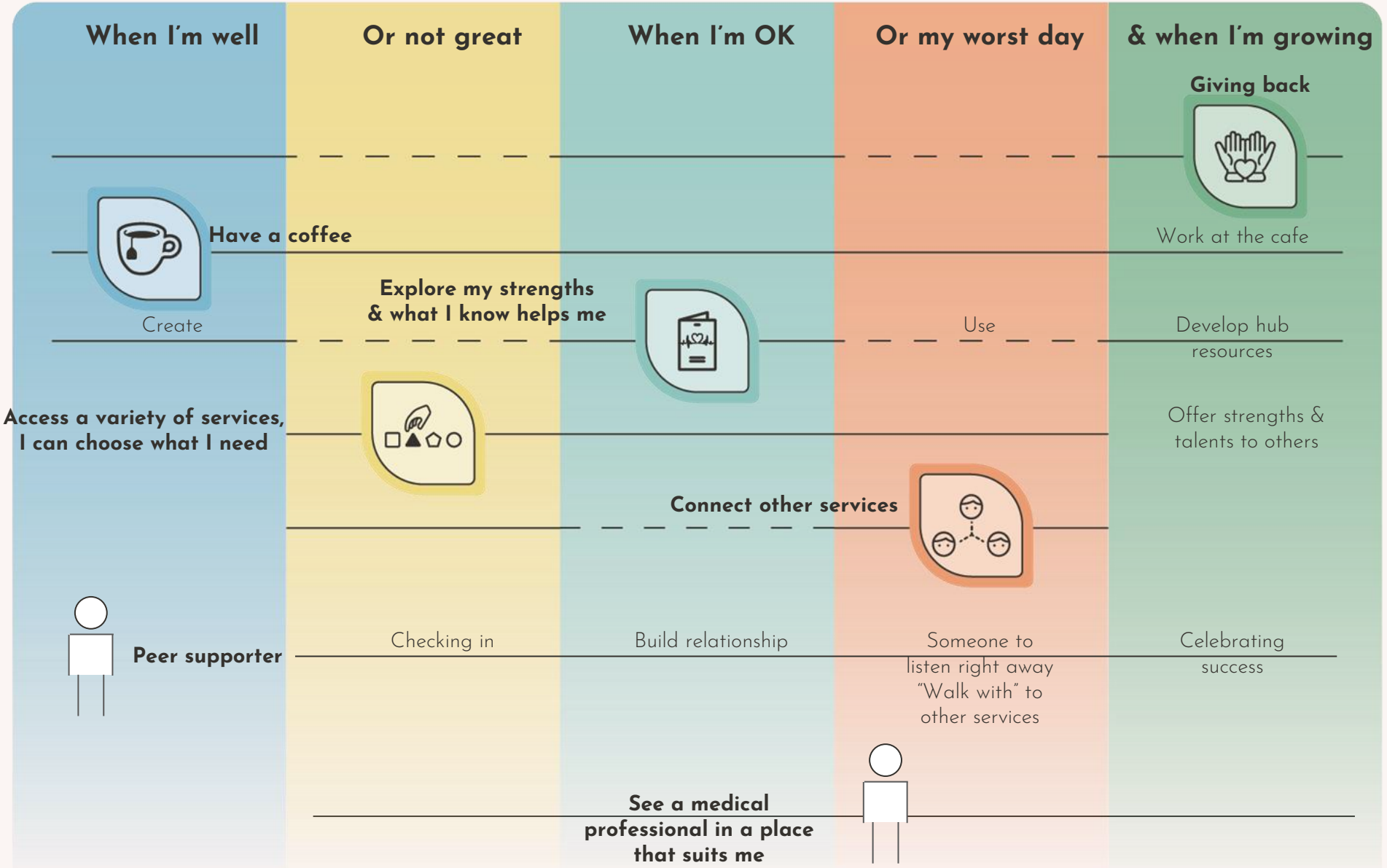
"It's a central anchor. Both connected into and connecting to a wider system"

"The core role is supporting people with unmet mental health needs"

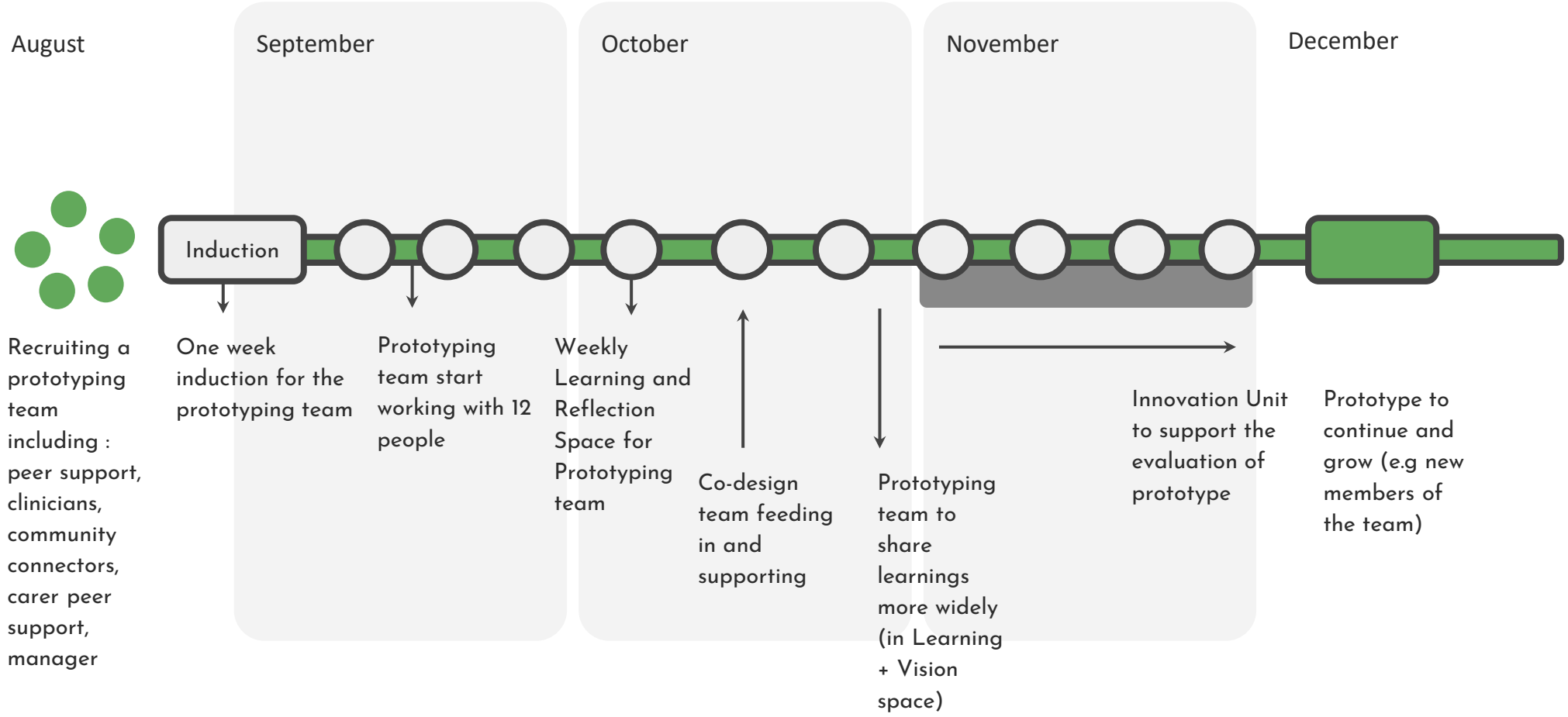
"~~Risk management.~~ Support and belief in people"

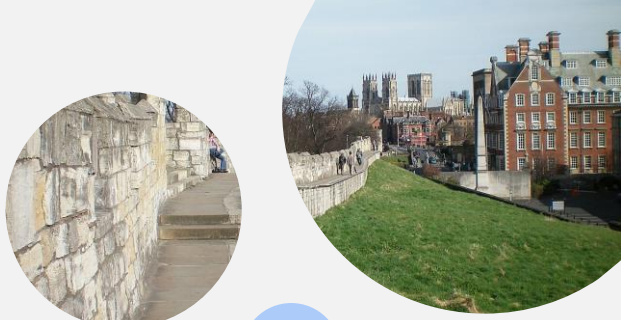
Hub on a page

The hub is a place for me, however I'm feeling



What it will look like?





Members of the Health and Wellbeing Board are asked to:

- Note the content of this report and its ongoing support of the Mental Health Partnership
- Support the request for staff to be released to participate within the hub prototyping process as relevant
- Ensure appropriate representation within the hub planning and leadership groups to ensure operationalisation of the hub design
- Notify us of any key meetings/forums where an update on this project would be helpful