### MINUTES OF THE MEETING OF THE HEALTH AND WELLBEING BOARD HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 14 JANUARY 2020 COMMENCING AT 1.30 PM

#### **PRESENT**

J Kaufman Chair

#### **COUNCILLORS**

Mrs R H Adams Mrs L Kaufman D W Loydall

#### **OFFICERS IN ATTENDANCE**

Mrs A Lennox MBE Head of Community & Wellbeing

#### **OTHERS IN ATTENDANCE**

Ms M Flynn Leicestershire County Council

W Gale Leicestershire Fire and Rescue Service H Khan School Sports Partnership, LSLSSP

C Melia LCC Public Health

Dr R Palin OW Primary Care Network, GP

Ms N Patel LCC Adult Social Care

Ms S Renton Leicestershire County Council

Ms S Rose East Leicestershire and Rutland CCG

D Sains Leicestershire County Council

Dr V Varakantam East Leicestershire and Rutland CCG

#### 39. WELCOME

The Chair, Cllr Jeffrey Kaufman, welcomed attendees to the meeting.

#### 40. APOLOGIES FOR ABSENCE

Cllr Bill Boulter Cllr Fula S Ghattoraya Debbie Preston Jane Sinfield

#### 41. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the HWBB held on  $1^{st}$  October 2019 to be taken as read, confirmed and signed by the Chair.

#### 42. ACTIONS FROM THE LAST MINUTES

There were a number of actions from the last meeting as shown overleaf:

	October 2019 HWBB actions:	Update:				
1	Action: Updated Terms of Reference to	Completed, and included in item				

	be provided at the next meeting.	3 of the HWBB Agenda				
2	Action: Invite Leicestershire Fire Service to health and wellbeing fairs	Completed				
3	Action: Organise a meeting to discuss the engagement plan	Completed, it was concluded that the events working group can produce the engagement plan in the new financial year				
4	Action: Kane Radford to meet with Hollie Hutchinson to discuss and he will invite her to the next meeting	Completed, update from meeting on the main action plan				
5	Action: Dr V Varakantam to arrange a meeting with Dr K Packham, H Khan and K Radford to discuss the Health Inequality data and the direction of the Task and Finish Group.	Completed, task and finish group meeting arranged for 15 <sup>th</sup> January				
6	Action: Invite Debbie Preston from LCC First Contact Plus to the next meeting to discuss	Debbie Preston unable to attend, however she is represented by Danny Saines.				
7	Action: OWBC officers to report back by January 2020 on proposed approach to improving communication of health services and interventions	Completed, it was agreed that the Public Health Directory would be utilised when it is updated, and to add Public Health resources to the website as initial actions. Gaps will be identified once completed.				
8	South Wigston Health Centre:  Mapping exercise of existing community venues to be produced and brought to the next meeting.	See attached notes (Appendix1) provided by OWBC Planning colleagues.  Completed, Charlotte Cooper to present under Agenda item 4				
9	Action: T Cawthorne to update the board at the next meeting of the outcome of the Selective Licencing Consultation.	Tony Cawthorne has confirmed his attendance.				

#### 43. TERMS OF REFERENCE, SIGNED OFF

The Terms of Reference for the Board were agreed and signed off.

#### 44. <u>HEALTH INEQUALITIES ACTION PLAN, PROGRESS</u>

Attendees were provided with a copy of the current Action Plan, including the 10 recommendations which were discussed as follows:

#### **Action 1** Developing further understanding - Population data:

A copy of the health profiles for South Wigston and Wigston were forwarded to Board members prior to the meeting. It was agree that to spit the data by GP practices would not provide any significant benefit; it was felt that the same indicators would be referenced, and the majority of patients in the most deprived areas are served by one practice. The work involved in gaining the individual data would not warrant any additional

outcome; therefore this will not be explored further. Thanks were expressed to Kajal Lad and Dr Kath Packham for all of there work on evaluating the population data.

The key health issues were explored, particularly those that were red rating. However it was noted that whilst the reds could be a concern, it could also be a positive in regards to better identification and thus treating issues earlier.

Lung Cancer is a Red rating as highlighted at the Health Summit last year. The different reasons identified include the prevalence of smoking in the area, however things have moved on in the last 12 months e.g. if you have a chest x-ray now in Leicestershire if it looks abnormal you will be offered a pathway to a lung cancer check. This has reduced the number of people attending in the emergency departments.

Tackling smoking / COPD – Smoking prevalence data in South Wigston, shows there is a high rate of over 21% which is extremely high. There needs to be ongoing work e.g. the Smoking cessation – managed in the hot spot areas. Pollution was also raised as a possible issue and whether it has been identified as a factor. It is unclear if this data is available at the moment. However, there is a proposal for an air monitoring station on Blaby Road, which isn't live at the moment.

Public Health's strategy is to help people stop smoking through campaigns and the referral of individuals to the LCC referral services. This action also links to the campaign under Recommendation 4 to devise a lung cancer campaign.

**Action 2** Terms of Reference has been updated, agreed and singed off.

#### **Action 3** Connecting the Three Communities:

There is a service provided by Community Action Partnership, which is a subsidised transport option to get people from one point to another. They rely on volunteer drivers and vehicles. Mary Flynn to explore options.

Cllr Adams confirmed she had tried to make contact with Arriva about re-setting up the 44 Bus for the Fairfield Estate, as it ceases service at certain times in the day and the route means you cannot travel into Wigston Magna. Cllr Adams to chase up for a response.

It was noted that there is an excellent facility at Wigston Pool & Fitness Gym, which is a local facility for the Wigston and South Wigston area. The free u15s swim during the summer will be promoted in due course. The aim is to use Active Signposting scheme to appropriate activities. However it is also noted that people living in South Wigston are less likely to travel out of their area.

Action: Cllr Adams to feedback re/ Arriva at the next meeting

<u>Action</u>: Mary Flynn to make contact with CAP to explore options for a bus to take groups of people to Parklands for exercise classes.

<u>Action</u>: Explore options for Exercise Referral on prescription —to tie up a transport link to the Parkland's referral scheme, or have a referral swim scheme/gym session at Wigston Pool & Fitness Centre, or at South Wigston High School in order to keep people in their local community.

<u>Action</u>: Cllr J Kaufman to confirm what is available at Wigston Pool & Fitness Centre, and report back at the next meeting.

**Action 4** Community Engagement:

Wigston Fire Station confirmed they have set up a working group. One of the aims is to tackle issues earlier with residents to avoid deaths from fire related incidents, particularly for those at Risk in their own homes. The group has had two meetings, with the aim of reducing the demand on the Fire Service and EMAS. They came up with a few names for the group at the last meeting e.g. Wellness Action Group, or Joint Community Wellbeing Group. The idea would be to feed into the HWBB. They will also aim to have a closer working relationship with those working on the ground every day, so there is no need to wait for meetings to take place, they can have ad-hoc discussions. They also confirmed they make a number of referrals in to First Contact Plus and are now beginning to gain some feedback on the referral outcomes.

Mary Flynn confirmed that this group will deliver the Health Fair at South Wigston. The aim is to make the events attractive to residents to attend whilst also ensuring the message is about wellbeing, prevention, mental wellbeing and being active within the community. Active signposting will also play a key part including signposting to walking groups etc. The next meeting is planned for Thursday 16 January, with the end of March beginning of April as a proposed date for the South Wigston event. Mary will also have a discussion with the Two Steeples regarding progressing a second health event.

<u>Action</u>: Mary to provide an update after the meeting. Kane Radford to be involved in the working group.

**Active Families:** Charlotte Cooper provided an update on the Active Families Programme, the notes can be found in **Appendix 2.** 

<u>Action</u>: Charlotte Cooper and Jacob Humphries to keep up to date with staffing issues at Homestart Horizon, and support as required with volunteer recruitment.

Other actions – to devise a lung cancer campaign, due to the results from data collected on males living in South Wigston. Develop a Health campaign /Events Engagement plan, via the new events working group, to be actioned in April 2020.

#### **Action 5** Education:

Hussein Khan is the lead person for the Education group, who confirmed that the first task and finish group for Education will take place on 15 January. Hussein has met with a number of PH health professionals who are unable to make the meeting, to talk about how education can bridge the gap. He also met with the PH consultant and has come up with 7 different topics to explore:

- 1. Physical Activity
- 2. Health weight / obesity
- 3. Mental health
- 4. Smoking/Alcohol/Substance misuse
- 5. Sexual health
- 6. Oral health
- 7. Aspiration/career advice and further education

KPIS – will relate to Healthy Schools Status, and awareness of new framework for schools. Both short term and long term goals will be set. Also looking at a producing a video to engage with schools.

#### **Action 6** Social Prescribing:

Sue Renton is the new Oadby and Wigston PCN. There are two PCNs within the local authority area. Plans are yet to be fully developed, but signposting people to the right services is key.

#### First Contact Plus - Danny Saines

Danny provided an update about First Contact Plus: Weight management has now come back under Public Health. First Contact plus is the acting as the front door for referrals for weight management, which is available to over 16's/adults and children— that may change in time. They are recruiting 2 additional staff members due to the increase in referrals from all districts. In Oadby and Wigston they are working on Active Signposting and Social Prescribing Agendas, especially with the GPS via training provided by Debbie Preston. When individuals are referred they will receive a discussion with an advisor. Danny provided a list of type of referrals received and numbers per organisation.

<u>Action</u>: Debbie Preston to meet with Avril Lennox to increase the levels of participation of referrals with Oadby and Wigston.

**Action 7** Improving Communication - across organisations and with local residents: It was agreed we would utilise the Public Health Directory when it is updated and add Public Health resources to the website as initial actions. Once this has been completed we can identify any gaps.

#### **Action 8** South Wigston Health Centre:

Alex Ward confirmed that OWBC is working with the CCG to improve facilities. The CCG has been working to identify a site in South Wigston for some time. As it is one of OWBC Priorities it has an agreement with the CCG to help identify a site and work collaboratively together on this action. Now it is a case of Funding from NH England to try to move this forward.

#### **Action 9** Community Spaces:

Charlotte Cooper provided each attendee with a copy of the local map produced identifying local community assets/spaces. Attendees provided information about other venues that can be added to the map for both Wigston and South Wigston.

<u>Action</u>: Charlotte Cooper to update map with additional venues. Work towards disseminating the document to ensure all gain use of the sites e.g. Website as a resource (council and Active Oadby and Wigston).

#### **Action 10** Housing:

Tony Cawthorne explained about the Selective Licensing scheme for South Wigston. The Selective licence scheme will be looking at South Wigston Ward as this area meets the Governments targets in the Guidance that all Local Authorities must take and requires that where **one** or more of the 6 issues outlined below is breached the Council may bring in selective licensing.

Within the ward of South Wigston the criteria is exceeded in 5 of the 6 categories.

- High density of private rented sector properties
- High density of housing related private rented issues
- Area of high level of Anti-social Behaviour
- Area of high level of and Crime.
- Area of low housing demand
- High levels of Deprivation

The only one not exceeded is the migration criteria which prevents the Council from accessing the Controlling Migration funding from Government. The Council is looking at the standard being raised to provide decent homes within the Private Sector. The Decent Homes standard is:

- In reasonable repair
- Meet current legal housing standards

• Have reasonably modern facilities and services

Evidence to support the Council can be found on the Councils website <a href="https://www.oadby-wigston.gov.uk/pages/selective\_licensing">https://www.oadby-wigston.gov.uk/pages/selective\_licensing</a> and also within the attached power point presentation (Appendix 3)

<u>Action</u>: Tony Cawthorne to provide updates when available to the Health and Wellbeing Board.

### 45. <u>LCC PUBLIC HEALTH - HEALTH IMPROVEMENT TEAM CAMPAIGNS - CONNOR MELIA</u>

Connor handed out a briefing note that was produced last year (**see Appendix 4**). A new suicide strategy is out to consultation. The strategy will run from 2020 to 2023. There is a new commissioned service suicide bereavement across LLR. Another programme is informal volunteering service to self-promote – Start a Conversation. All resources will be available on the website.

There will also be social media paid adverts, which is a new approach. They want all partners including Oadby and Wigston BC to support this social media activity to increase the reach and information about the campaign. They also aim to increase training – to Start a Conversation. This fits with Action 4 Community Engagement.

Action: OWBC to promote the above via OWBC social media

#### 46. NEXT STEPS

- **A.** Update on Health events from the Events sub-group
- **B.** Update on range of Actions within the Health Inequality action plan
- C. Engagement Plan
- **D.** Update from the Education sub-group
- **E.** Community spaces, how we encourage partners to use local facilities
- **F.** Identify what is happening in South Wigston and their successes
- **G.** Wigston Swimming pool and Gym available activities

#### 47. ANY OTHER BUSINESS

None raised.

#### THE MEETING CLOSED AT 3.30 PM

<b>≤</b>					
Chair					
Tuesday, 7 April 2020					

Printed and published by Community & Wellbeing, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR

### Minute Item 44

#### **Update from Planning Officer**

The local CCG is consulted by the Development Control team on all planning applications via the Weekly List. In addition, where relevant (for example major development proposals) the local CCG is directly consulted by the planning application Case Officer.

If, the local CCG subsequently requests the provision of a Section 106 contribution, the Planning Policy team work with them to ensure that any request is CIL compliant and is appropriate. If the request is deemed CIL compliant, it will be entered into the development's associated S106 Agreement. Over the past 12 – 18 months, the Planning Policy team has worked closely with Hayley Moore (Support Contract Manager) from the East Leicestershire and Rutland CCG and has successfully sought a number of GP surgery based CIL compliant S106 contributions.

For information, although the Council signs the S106 Agreement on behalf of the local CCG, the Council cannot initiate a S106 contribution request and cannot dictate where the request is to be used or what it is used for...this has to be done by the local CCG (informed by discussions between themselves and the local GP practices). A S106 contribution request must come through the local CCG and not through individual GP practices.

### Appendix 1

#### **Active Families**

#### Overall project outline

The Active Families project aims to increase physical activity in lower socio-economic groups across Leicestershire by supporting families to be active together through positive experiences. Funded through Sport England, it is a collaboration between Leicestershire County Council (Public Health department and Children and Families Wellbeing Service, formerly Supporting Leicestershire Families), Leicestershire and Rutland Sport, Homestart and Local District and Borough Councils.

Eligible families will be receiving intensive support from the Leicestershire County Council Children and Families Wellbeing Service (LCC CFWS) team and assessed as being inactive and with at least one child aged 5-10.

All families will have an LCC CFWS Intensive Family Support Worker. This worker will introduce families to their local Home-Start Scheme to be matched with a Peer Mentor volunteer and supported by a Coordinator. The Peer Mentor will aim to support their families Physical Activity journey for a period of 6 months. The LCC CFWS worker will remain involved to support with other family challenges. Local Physical Activity Development Officers (PADOs) will make available a range of physical activity options suited to, and wanted by families to enthuse them and support sustainable long-term change.

#### Oadby and Wigston

In Oadby and Wigston, there have been 9 Active Families referrals in total this (financial) year. Of these 9 families, 6 of them have either been supported, are currently being supported, or their support is pending. The 3 remaining families were contacted and did not wish to continue with the Active Families process.

Due to staffing issues, Homestart Horizons have been unable to recruit the number of volunteers necessary to fully support the identified families. Also due to staffing issues, Oadby and Wigston Borough Council have sub-commissioned the Physical Activity element of the Active Families programme to Blaby District Council until the end of the financial year. These families have been taking part in the Positive Activity Referral Scheme (PARS), a similar initiative aimed at engaging families in Physical Activity.

As of January 2020, Homestart Horizons have hired a new Co-ordinator for the Oadby and Wigston and Blaby areas. This co-ordinator will lead a volunteer drive and will act as the Peer Mentor themselves in the absence of volunteers, meaning that families should be receiving the desired level of support. Additionally, Oadby and Wigston Borough Council have hired additional staff and are looking to support Homestart Horizons with their volunteer drive moving forward and are also looking into taking over the managing of the Physical Activity aspect of the programme when the contracted sub-commissioning of Blaby District Council ends in April.

# Proposed Selective Licensing Scheme

Open Meeting for Landlords, Letting Agents and Estate Agents

7th January 2020 - 12pm - 2pm

9th January 2020 - 5pm - 7pm



### House Keeping

- There is no fire alarm due, so if you here the bell please leave through the door you entered or the one at the rear of the room and wait in the rear carpark to be signed out.
- This meeting will be recorded and will be available on the Councils website
- Please silence your phones
- The toilets are through the front door and through the door on the left hand side of the corridor.



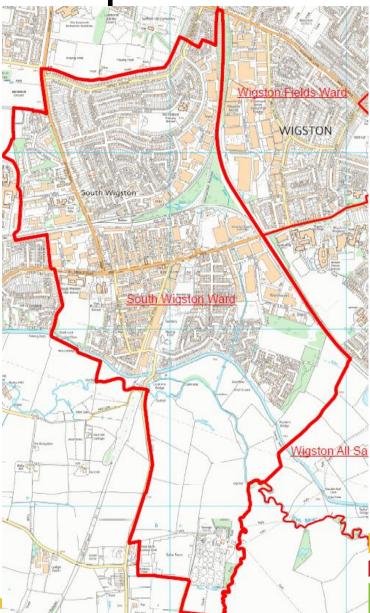
# Why operate a selective licencing scheme?

Environmental Health were tasked in the Councils Corporate Plan 2019 – 2024 with a requirement to:

"Introduce a Selective Licensing Scheme for all Private Sector Housing Rentals with a view to improving general house conditions across the Borough."



## Proposed area





# Criteria for designating a Selective Licensing Scheme

Part 3 of the Housing Act 2004 (the Act) sets out the scheme for licensing of private rented properties in a local housing authority area.

Under section 80 of the Act a local housing authority can designate the whole or any part or parts of its area as subject to selective licensing.

Where a selective licensing designation is made it applies to privately rented property in the area.



# Criteria for designating a Selective Licensing Scheme

A selective licensing designation may be made if the area to which it relates satisfies one or more of the following conditions. The area is one experiencing:

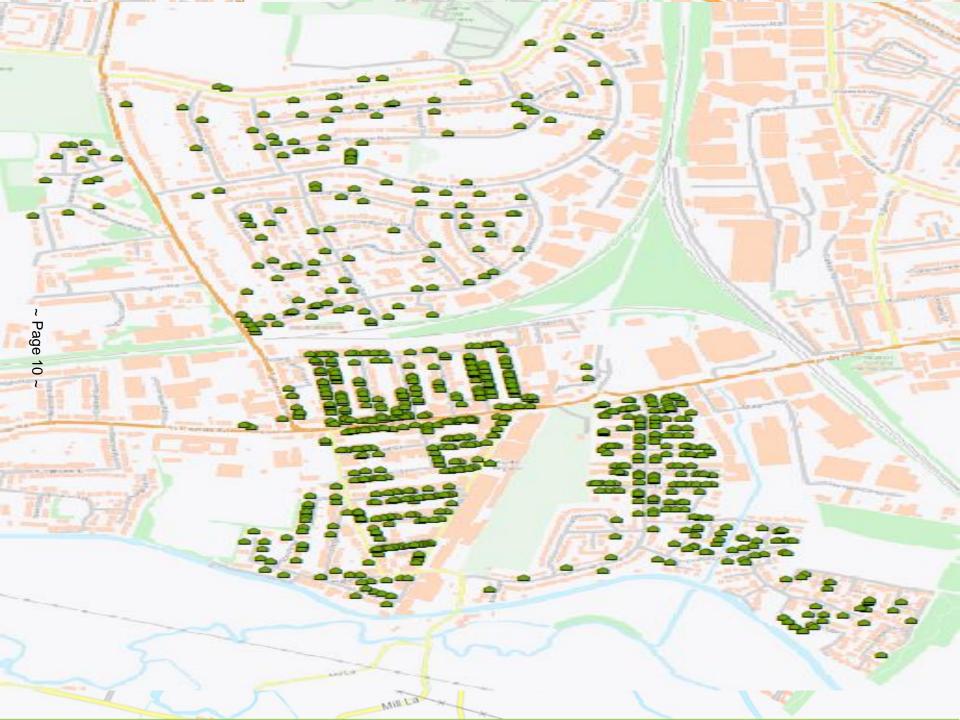
- Low housing demand (or is likely to become such an area);
- A significant and persistent problem caused by anti-social behaviour;
- Poor property conditions;
- High levels of migration;
- High level of deprivation;
- High levels of crime.
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment data/file/418551/150327 Guidance on selective licensing applications FINAL updated isbn.pdf



## Why choose South Wigston

- High density of private rented sector properties
- High density of housing related private rented issues
- Area of high level of Antisocial Behaviour and Crime.
- Area of low housing demand
- High levels of Deprivation





# Environmental Health involvement in Private rented sector issues

Post code	Number of Housing Complaints
Le18 1	356
LE18 2	281
LE18 3	210
LE18 4	459
LE2 0	1
LE2 2	66
LE2 4	386
LE2 5	325



### **EPC certificates within South Wigston**

Nos Rating %
7 G rated properties 1.17%
17 F rated properties 2.83%
174 E rated properties 29%
258 D rated properties 43%

• 31 B rated properties 5.17%

• 113 C rated properties 18.83%

• 0 A rated properties 0



### **Antisocial Behaviour and Crime**

### Comparison of Crimes October 2018 – September 2019

			Incidents			Incidents			Incidents
			per head		Number	per head		Number	per head
		Number of	of		of	of		of	of
		residents	Population		residents	Population		residents	Population
	South								
Crime Type	Wigston	8055		Wigston	24574		Oadby	23849	
Anti-social Behaviour	134		1:60	221		1:111	156		1:153
Bicycle theft	9		1:895	28		1:878	29		1:822
Burglary	47		1:171	147		1:167	129		1:185
Criminal damage and Arson	95		1:85	180		1:137	93		1:256
Drugs	12		1:671	39		1:630	32		1:745
other crime	17		1:474	22		1:1117	28		1:852
other theft	43		1:187	86		1:286	215		1:111
Possession of weapons	3		1:2685	10		1:2457	13		1:1835
Public order	71		1:113	139		1:177	108		1:221
Robbery	3		1:2685	13		1:1890	12		1:1987
Shoplifting	36		1:224	78		1:315	86		1:277
Theft from the person	8		1:1007	20		1:1229	12		1:1987
Vehicle Crime	101		1:80	197		1:125	170		1:140

Red Indicates the highest occurrences of incident per head of Population



## Area of low housing demand

- Areas of low housing demand are characterised as a property with low house values
- The majority of house sales in South Wigston during the year 2018-19, were semi-detached properties, selling for an average price of £186,415. Terraced properties sold for an average of £139,310, with detached properties being sold at an average of £245,286. Overall sold prices in South Wigston over the last years were 4% up on the previous year and similar to the 2016 level of £162,503.
- South Wigston, with an overall average price of £166,139 was cheaper than nearby Leicester (£216,967), Wigston (£206,770) and Blaby (£225,562), Oadby, with an overall average price of £299,937, was similar in terms of sold prices to nearby Stoneygate (£310,531) and Knighton (£300,121)
- For semi-detached properties this represents a 60% difference in the values of semi-detached properties between Oadby and South Wigston



### High level of deprivation

- There are six LSOAs in Oadby and Wigston that are in the 30% most deprived areas nationally.
- One of these LSOAs is in Oadby (Oadby Industrial Estate)
- Five are in Wigston (South Wigston Blaby Road and Saffron Road; South Wigston Countesthorpe Road; Guthlaxton College and Wigston Police Station; Wigston Rolleston; and Chartwell Drive Industrial Estate).
- The report "Inequalities in Life Expectancy between Oadby and Wigston" can be found on the Leicestershire County Council website



### Decent Homes Standard

In 2000, the Government brought in rules about the quality of homes tenants rent from councils or housing associations. The standard will be adopted to private rented sector tenants should the selective licensing scheme be adopted by the Council:

A decent home will be warm, weatherproof and have reasonably modern facilities.

The main things taken into account when deciding if a home meets the Decent Homes Standard. A decent home must:

- Be in reasonable repair
- Meet current legal housing standards
- Have reasonably modern facilities and services



### This means a property must **meet at least 4** of the following:

- A kitchen that is no more than 20 years old
- A kitchen with adequate space and layout
- A bathroom that is no more than 30 years old
- A suitably located bathroom and toilet
- Adequate noise insulation
- Adequate space and layout in common areas of flats
- Be efficiently heated and effectively insulated



## **Proposed Licensing Conditions**

It is proposed that the Councils amenity standard that was approved by the Council in 2018 be adopted for the licence conditions in the selective licence area

https://www.oadbywigston.gov.uk/files/documents/owbc hmo and pri vate sector amenity standard/HMO%20Amenity%2 OStandards.pdf



# Costs of administering and enforcing the scheme

- The scheme would be self-financing and cover all costs in the issuing of the licence and enforcement.
- The scheme would be operated internally by Oadby and Wigston Borough Council.
- The scheme will be run fairly and impartially and systems put in place to monitor compliance, and enforcement measures are in place where there is non-compliance.
- The Scheme will be open and subject to scrutiny through the residential property tribunal.



## Proposed Fee Structure

The proposed licence fee will be in two parts the application fee and an enforcement fee.

The fee will be paid in two payments, the application fee and the enforcement fee on approval.

Recent case law in the Hemming v Westminster City Council case and the implications for councils more widely, determined that this was the only way a licence fee can be charged.



## Proposed Fee Structure

• Through the online survey we have asked - How much would you be willing to pay in total to gain a license?

- £0 £250
- £250 £500
- £500 £750
- £750 £1000
- £1000 £1250
- £1250 £1500
- Unsure



### Proposed Fee Structure

 It is proposed that there are discounts for accredited landlords whether through the Association of Residential Letting Agents (ARLA), National Landlords Association (NLA) or Decent and Safe Homes (DASH)



## Looking at ways to help

We would like your guidance on certain issues but not limited to:

- Landlords forums
- Training
- OWBC accreditation scheme for landlords etc
- Would short term loans help
- Fixed Civil Penalties for prescribed offences
- Grace period for introduction of the scheme
- Group schemes or joining Council schemes



## Any Questions?





The impact of suicide can affect everyone in the community. Every life lost to suicide matters and represents someone's child, partner, parent, friend or co-worker. Across Leicester, Leicestershire and Rutland everyone can contribute to prevent suicide.

#StartAConversation is a suicide prevention campaign that aims to build a community that is committed to the mental health and wellbeing of its residents. #StartAConversation want to create a non-judging environment where support is available to those in distress or those bereaved or affected by suicide. Through a raised awareness and open and honest conversations about suicide we believe that every person has the potential to make a difference and save a life.

The campaign is led by Leicestershire County Council working in partnership with several organisations that have come together with a commitment to prevent suicide, including County and District Councils, NHS Trusts, the Samaritans, Rural Community Council, Turning Point and more.

Through our #StartAConversation campaign we would like residents and communities across Leicester, Leicestershire and Rutland to be more aware of the warning signs of suicidal behaviour and to have an open and honest approach to conversations about suicide. In this way, we can work together to prevent suicide.

Please visit the <u>www.startaconversation.co.uk</u> website to pledge your support for the campaign and be part of the movement to prevent suicide. By pledging, not only are you showing your support for the campaign, but you will also be kept up to date with the latest news and events from the campaign, as well as registering your interest for the *1-year anniversary conference at the King Power Stadium on world Suicide Prevention Day, 10<sup>th</sup> Sept.* 

For further information about the Start a Conversation campaign, or for advice on getting help and support for you, or somebody you know, please visit: www.StartAConversation.co.uk.