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Health and Wellbeing Team Annual Report 2024-2025



Contents

The Structure of the Team	3
How do we determine areas of need and priorities with the people we support?	4
2024-2025 Data	5
Monitoring and Evaluation	7
Outcome 1 - Improved mental health, including anxiety and depression.	8
Outcome 2 - Improved contact with family and friends	10
Outcome 3 - Happiness and Wellbeing	12
Outcome 4 - Loneliness	14
Outcome 5 - Improved Physical health and wellbeing	15
Outcome 6 - Improved personal safety	16
Outcome 7 - Personal resilience	17



We are delighted to present the second annual report for the Health and Wellbeing Team for Westmorland and Furness Council.

This annual report will reflect on the Health and Wellbeing Team's achievements during the last twelve months and demonstrate how the team uses an outcomes framework to monitor and review individual customer improvements in health and wellbeing.

The Health and Wellbeing Team is part of the Public Health Team in Westmorland and Furness council. The team is funded through the Public Health Grant, Mental Health Transformation funding through South Cumbria and Lancashire Integrated Care Board (ICB), Western Dales Primary Care Network (PCN) and the Drug and Alcohol Treatment and Recovery Grant (DATRIG).

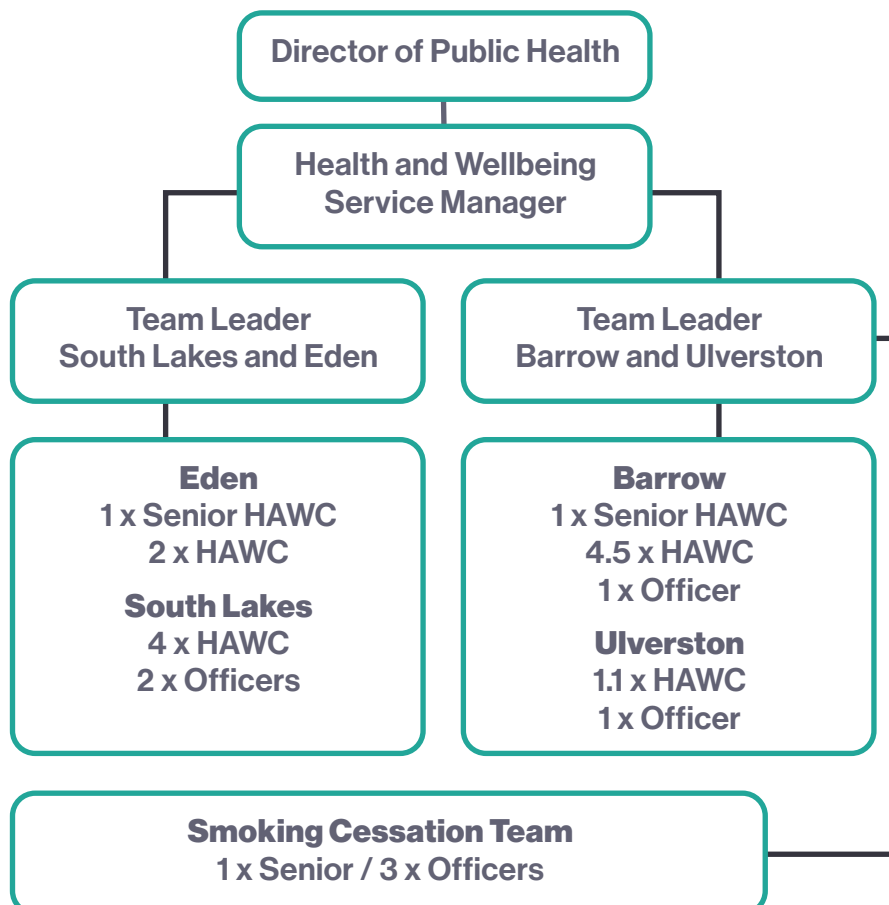
During 2024-2025 the team also developed a smoking cessation service, a separate annual report will be available about this service towards the end of 2025.

The team works with people across Westmorland and Furness to improve the health and wellbeing of the population. We aim to address health inequalities, promote healthy lifestyles, address risk factors that could impact on an individual's future health, through adopting a preventative approach.

We work with a range of statutory and non-statutory partners taking collective action to improve the individual's health and wellbeing and addressing factors that can have a negative impact on health and wellbeing.

The Structure of the Team

The team uses a variety of nationally recognised outcome monitoring tools to track progress with



the individuals we support. Monitoring and reporting on outcomes offers valuable benefits to the individual and the team. It allows us to provide clear, meaningful feedback to the individual on their progress and helps us as a team evaluate the effectiveness of the interventions.

The World Health Organisation (WHO) defines health as 'a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity'. The primary focus of the team is to support and enhance individual wellbeing. Each person has their perception of what good wellbeing looks like, which includes many overlapping concepts relating to personal happiness, social support, being connected, having purpose, all of which can significantly contribute to having good physical health.

How do we determine areas of need and priorities with the people we support?

For all full coaching cases an initial assessment is completed, this gives the starting point and informs coaching conversations that result in a strengths-based plan being developed with the individual, midpoint assessments can be completed at any time during the support, to refocus priorities and monitor progress. The assessment gives detailed responses of how the individual feels about and copes with the areas of life listed below.

In collaboration with the individual, we assess and re-evaluate the following domains of their life:

- Mental health, which includes anxiety and depression
- Contact with people who include friends and family
- Happiness
- Loneliness
- Health and wellbeing
- Personal safety
- Personal resilience



2024-2025 Data

In total, **994** referrals were made to the Health and Wellbeing Team for health coaching support, with **194** of these referrals made directly by the person wanting support from the team. We offer an open referral and encourage individuals to contact us directly. People across Westmorland and Furness can attend a range of “drop-in” sessions available within community venues. Details of these can be found at [Health and wellbeing service | Westmorland and Furness Council](#).

Not all cases progress. Some of the referrals decline support, others are referred to more appropriate services, and 166 individuals had an initial assessment but did not participate in a closure assessment. These referrals are classed as tier one support and receive short-term support to address immediate needs and risks.

At the end of the reporting period, the team was actively supporting **435 individuals, 130 of whom had been supported for over six months.**

Table 1 provides an overview of the referrals received in each locality.

Number of Referrals received by geographical area

Qtr	Reporting Period	South Lakes	Eden	Barrow	Other	Undefined	Total
Qtr 1	April	29	16	28	2	0	76
	May	28	14	30	5	0	77
	June	18	14	33	2	3	70
	Quarter 1 total	75	44	91	10	3	223
Qtr 2	July	36	13	53	7	3	112
	August	31	12	33	9	2	87
	September	31	11	31	9	2	84
	Quarter 2 total	98	36	117	251	7	283
Qtr 2	October	25	12	35	6	3	81
	November	30	12	35	8	4	89
	December	28	14	16	2	3	63
	Quarter 3 total	83	38	86	16	10	233
Qtr 4	January	32	16	40	0	4	92
	February	30	14	20	0	2	66
	March	41	19	34	0	3	97
	Quarter 4 total	103	49	94	0	9	255
	End of year total	359	167	388	51	29	994

Table 2 provides an overview of the teams that make referrals to the team

Referral source	Referral numbers
Health partners, including GP social prescribers	173
Adult Mental Health Services	303
Children's and adolescent mental health services	20
Internal services – social care and housing	128
Education settings	31
VCFSE	74
Others- Including DWP, housing landlord (external), Addiction services, criminal justice	43
undefined	21
Self	194
Friends and family	7



Monitoring and Evaluation

Case Studies and Outcomes

This annual report section will provide customer stories behind the outcome data and will detail how the support has impacted individual customers in their own words. Case studies have been anonymised, and customers have consented to images, quotes, and part of their stories being told.

An initial assessment is completed at the start of coaching support to identify areas of priority. At the end of and throughout the support, this assessment is completed again to show areas of improvement. During the reporting period, 338 initial and end-of-support assessments took place.

Outcomes are measured for full coaching cases. On average, a coaching case is supported by the team for six months; however, many people are supported longer and generally present with a range of issues that relate to environmental, financial, mental health, wellbeing and social aspects of their lives.

The case studies in this annual report are merely a snapshot of the work undertaken by the customer and the coach and do not fully represent all the complexities faced by the people we support.

Table 3 – Self-reported outcomes/improvements by customers (338 individuals)

Reporting Outcome Measures	Quarter 1	Quarter 2	Quarter 3	Quarter 4	End of year average
Reduced level of anxiety	71%	66%	70%	73%	70%
Reduced level of depression	79%	69%	83%	80%	78%
Family and friends engagement improved	70%	75%	72%	63%	67%
Improved wellbeing (happiness)	85%	78%	87%	75%	81%
Reduced loneliness	67%	53%	68%	64%	63%
Improved personal safety	52%	59%	61%	52%	56%
Improved overall health	64%	55%	62%	65%	62%
Improved personal resilience	77%	75%	74%	79%	76%

Outcome 1 - Improved mental health, including anxiety and depression.

What does a reduction in anxiety and depression look like for the people we support?

“Mental health is a state of mental wellbeing that enables people to cope with the stresses of life, realise their abilities, learn well and work well, and contribute to their community. It is an integral component of health and wellbeing that underpins our individual and collective abilities to make decisions, build relationships and shape our world. Mental health is a basic human right. And it is crucial to personal, community and socio-economic development.” (World Health Organisation 2015)

495 of the referrals received by the team identify mental health as a primary need. Addressing the factors that impact an individual's mental health, such as environmental, social and physical factors, can demonstrate a longer-term improvement in mental health. The Health and Wellbeing Team provide support to address these factors.

70 % of people reported a reduction in anxiety

78% of people reported an improvement in depression

This is what the people we support told us about how being supported by the Health and Wellbeing Team improved their mental health.

Customer A was referred to the team to address anxiety, which was having a significant impact on their life. The Community Mental Health Team made the referral. Customer A wanted to improve poor mental health, feel more confident and less anxious in their daily life. The customer's goal was to learn strategies and skills to manage anxiety. Customer A shared that their life was “difficult, dark, confusing” and that they felt “anxious”.

The Health and Wellbeing Team use a range of tools to support with managing anxiety, one such tool is mindfulness techniques. The Worry Tree and Worry Time are techniques which allow the customer to learn the difference between what they can and can't control, which then leads to reducing anxiety through taking positive action. Anxiety can also be effectively managed through looking at personal care needs such as good quality sleep, hydration, nutrition, relaxation, the coach can support customers with goal setting and taking action within all these areas.

This is what Customer A told us.

“I went round the supermarket on my own, which I hadn't done for years. I felt fine. No anxiety. I can do things I thought I couldn't do. I'm doing certain things I'd stopped doing because I was too anxious or not motivated to do, for example, writing to my good friend. I put my own needs first more and make decisions that I feel are best for me and not necessarily for other people.”



Customer B was referred to the team by Children's Services. The customer reported having severe anxiety due to her current circumstances, and a family member's illness exacerbated this. They told us that they no longer connected with friends and felt that they were being held back from living a whole life. Coaching utilised a 'walk & talk' approach, which provided the customer with the psychological space to explore their situation and to find ways of reducing stress. Many of the people that we support enjoy this approach, and the theory behind it explains why humans have an innate need for nature. Attention Restoration Theory describes how being in nature supports people's executive functioning and self-regulation. Along with that, a 'walk & talk' movement increases blood flow, supporting problem-solving and attention. This approach increases the benefits of coaching and enables sustainable behaviour change.

At each session, the coach and customer set a plan, which was reviewed regularly. We also kept a log of all the positive steps taken. This helped to maintain motivation and show how small changes can make a big difference. By the end of coaching, the customer's anxiety had improved significantly. The customer said

"This has been such a difficult stage of my life, and I couldn't have done it alone. The small challenges, the motivation, and simply having you alongside me have made a huge difference. It's helped me feel less isolated and has kept me going. Thank you for everything."

Customer C - Was referred to the team by the Community Mental Health Team following a significant mental health crisis and feeling at "rock bottom". Working in partnership with the community mental health team and the GP, the Health and Wellbeing Coach worked alongside this customer for seven months to address issues of confidence and self-esteem and to develop a healthy support network that would address issues of isolation and develop meaningful activities vital to them. This led the customer to set up an Andy's Man club in their local area.

This is what they told us:

"This has been liberating, I wake up most mornings feeling good and ready to enjoy the day. I am back on the board for my local golf club and partake in weekly social activities. I feel equipped and that my resilience has been restored. The main thing I'm taking away from this experience is that I no longer carry shame about my past and feel liberated to just be myself and enjoy the time I have left".

Customer D was referred to the team by a relative, following an accident that resulted in a loss of employment and contact with friends, which had a profound impact on their mental health and ability to live a whole life. Working with the Health and Wellbeing Officer for six months, they joined one of the wellbeing groups facilitated by the team. This led to increased confidence, which led to volunteering work. The Health and Wellbeing Team facilitate a range of groups that are created for the psychological safety of customers who have been isolated for a period of time for varying reasons, they can be reassured there is always a coach or officer present and that the other participants are known to us. This provides a safe environment with which to practice being in social situations again and is a confidence building stepping stone to accessing wider community groups, activities and building new support networks.



The customer told us,

“My mental wellbeing has improved in part due to the HAWC/Advantage Barrow Raiders group, as I don't feel as down, it gives me something to look forward to and having a routine helps break up my week. My partner, who made the referral, has seen a difference in me. She feels I am more positive because I've met new people and can give back to the community.”

Outcome 2 - Improved contact with family and friends

The World Health Organisation (WHO) emphasise the importance of family and friends in promoting good individual and community health. Family and friends play an essential role in providing social support. The WHO states that “strong family and friend networks are linked to better health outcomes”

67 % of people reported improved connections and relationships with family and friends

The Health and Wellbeing Team have co-produced a range of groups and wellbeing walks with the customers that access the team. These have been developed to connect people, providing a supportive environment that enables friendships to grow and thrive. One of the customers who attends the wellbeing walk told us.

‘When I started working with my HAWC, I had little in the way of a meaningful social life, with a couple of friends I see infrequently. I have suffered from social anxiety for many years and find it very difficult to leave the house. Attending the HAWC groups and wellbeing walk is helping with my social anxiety; I have made some new friends, I get on really well with a couple of people in particular, and have a good chat with them if I see them in town. I've got a social life that I didn't have before, and it's given me something to look forward to. It has helped get me out of the house and take steps towards overcoming my social anxiety. It took a long time for me to start participating fully, but once I did, I found it quite fulfilling. It was challenging for me, but my HAWC was really encouraging and helped me gain the confidence to go along. The HAWCs leading the groups are friendly and supportive and make you feel very welcome.’

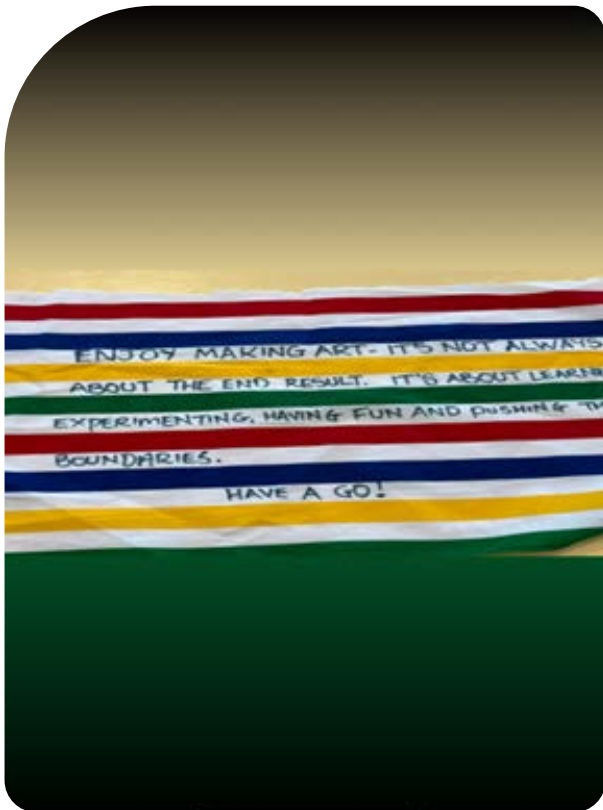
Another group that has been co-produced to foster friendships is the creative wellbeing group, developed in Barrow. The group was created with a HAWC customer whose support ended in 2023. As a qualified art teacher, they wanted to share their skills and expertise with others. The creative wellbeing group initially sourced funding from Barrow Full to start it as a pilot scheme, due to its success and to keep it running until July 2025 funding was sourced from Cumbria Community Foundation. The funding ensures the people who attend do not need to pay for the materials used. It allows people to attend who would not ordinarily have the financial resources to try out classes that focus on art and crafts. People who have participated in the group for some time “buddy” with new participants, offering peer support and guidance. This is what one of the people who attends the group told us:

“I really enjoy coming to the group because I don't feel judged when I'm there. I've been to other community groups, but they weren't as supportive and friendly as this one, in my opinion. In this group, I feel like I matter because it's inclusive, and I've made friends too. Before I attended this group, I would sit in my flat all day, but this group gets me out, and I look forward to it. I would be very isolated without this group”.

The Health and Wellbeing Coach who helped set up this group, says:

“I am incredibly proud of this group, it’s one of the highlights of my career as a Health & Wellbeing Coach. It’s a privilege to see the self-esteem and confidence of each individual grow weekly, not just creatively but also in areas such as improved social skills, reduced anxiety and the building of meaningful friendships. In 2024, I was honoured to receive a Love Barrow Community Award nomination for services to the community in recognition of setting this group up. “

Below are two samples of the artwork that have been produced during 2024-2025



Customer E was referred to the H&WT by their daughter’s secondary school due to challenges with school attendance, which was impacting their relationship. The HAWC worked with this customer for seven months. Customer E had previously struggled with a mental health condition, and this situation was affecting their wellbeing. Coaching focused on supporting customer E in exploring what they could control, and by using a motivational interviewing approach the coach was able to support the customer to identify four key areas for action: boundaries, support for daughter, coping strategies, and self-care. The coach was then able to work with customer E on each of these areas. Many positive changes occurred as a result, and the daughter attended school more often, and there were improvements in their relationship, improved self-care, and strategies to manage emotions were developed and embedded. The customer said:

“I feel a bit more confident with the whole situation..... I’m thinking about things before I start thinking the worst - trying to think more positively, challenge my negative thoughts, recognise positive things that happen., It’s helped to realise I can say no to (daughter) and tell her how I really feel. It’s made me feel better about myself, and I can do things I want to do instead of always giving in”.

Outcome 3 - Happiness and Wellbeing

What changes have occurred to improve happiness?

The concept of happiness is different for each person. We all have our interpretation of what makes us happy. However, happiness and good wellbeing go hand in hand. Research suggests that higher levels of happiness are linked to better health, less pain, and lower risk of certain diseases.

81% of people reported that they felt happier

Customer F was supported by the Health and Wellbeing Coach for fourteen months. They were initially referred by the Community Mental Health Team to explore social opportunities following a period of poor mental health and therapy. The coach needed to be mindful of energy levels due to physical health conditions which impacted mental health. Coaching support ended for customer F towards the end of 2024, following more in-depth coaching work than anticipated regarding understanding self, health conditions and how they impacted the customer's functioning. A model that helps customers understand the mind body connection and ultimately use that understanding to make positive changes is the Biopsychosocial model. Customer F continues to attend the Ford Park photography group that the coach in Ulverston established. Attending this group has enabled people to connect with what makes them happy. They told us:

"When I'm at Ford Park, I feel like all my worries and stresses just drop off my shoulders. I feel like my mood instantly picks up, my body just relaxes, and I instantly feel less tense. Being surrounded by nature, the familiarity of the setting, and the great company, I can just be myself, with quirks and all, which has such a positive impact on my mood. Sometimes I can arrive feeling not great but one thing for sure, I always leave feeling happier, calmer and always with a smile on my face. I can't thank my coach enough for inviting me along and can't wait to see what pictures we can produce next."

The below picture is what customer F has developed and is currently on display at the garden room in Ford Park.



Customer G was referred to the H&WT from the Mental Health Home-Based Treatment Team. Coaching took place over eight months. Customer G had long-standing issues with depression; they had been using maladaptive coping strategies of deliberate self-harm, substance and alcohol use. The initial referral indicated that a client's life lacked routine and they experienced social isolation. Customer G's short-term goals were to: get out of the house and meet new people, reconnect with activities they had previously enjoyed, increase their confidence & reduce social isolation. The primary focus of coaching was Behavioural Activation, a Cognitive Behavioural Therapy technique, which for this customer, involved: Understanding the cycles of depression, monitoring daily activities and building an upward spiral of motivation through engaging in activities that provided a sense of achievement, connection to others & enjoyment. Behavioural Activation also helps to understand how behaviours influence emotions.

At the end of coaching, Customer G said,

"I am a lot happier, confident, healthier, and my mental health has improved." "I've been getting out a lot more, either walking or on my bike, and I've got a fairly active social life, so I've been seeing more of my friends and family. The major changes for me were getting support for my mental health and encouragement to do more, like going to Mind and being more sociable... I have a better relationship now with my whole family than I previously had done for years... I spend most of my weekends with my family and I've seen much more of my sister and we're getting on better than we had for a long time so overall every aspect of my relationship with my family improved significantly."



Outcome 4 - Loneliness

What social connection looks like for the people we support

Loneliness is a significant Public Health issue. The World Health Organisation declares loneliness a “global public health concern”, the effects of which are equivalent to smoking 15 cigarettes a day.

180 referrals were received by the team, identifying loneliness and isolation as the primary need for support.

63% of people reported that they felt less lonely or isolated

Customer H - “H” was referred by the Mental Health Crisis Team for extremely low mood and isolation. Coaching has been ongoing for ten months. Coaching focused on motivational work around diet, nutrition, accessing GP support, and building confidence through weekly face-to-face sessions to challenge and rationalise negative thoughts. As a result of coaching the customer engaged with a tailor-made programme in a small group, based at the local leisure centre. They developed new friendships with peers and increased their physical activity, which contributed to reduced anxiety and increased resilience.

This is what the customer told us about how the support improved her isolation and loneliness:

“My confidence itself has become stronger than I thought it would. My mental state has improved. I don’t feel so alone because I now know I’m not alone, as I’ve seen first hand in the group, we support each other in ways we didn’t think each other needed”.

Customer I was referred to the H&WT by the Community Mental Health Team due to isolation and loneliness, having spent significant time caring for family members, coaching took place over five months. During this time, the Health & Wellbeing Officer spent time building a trusting relationship and good rapport. The stretch model was used to help the customer understand how challenging self in a supportive environment can build confidence and decrease anxiety over time. This enabled their customer to feel supported to join group activities, conversations with other group members were facilitated by the Health and Wellbeing Officer, until the customer felt confident attending groups independently, and ultimately felt less isolated.

The customer told us “ I go to groups which interest me and more importantly I look forward to them and they are at a time which is perfect for fitting in with caring for my parents.”



Outcome 5 - Improved physical health and wellbeing

Improving physical health is important for many reasons. We know that improving physical health can improve mental health, boost energy, and reduce the risk of chronic diseases such as heart disease, diabetes, and certain types of cancer. We also know that having good physical health significantly improves life quality and longevity.

62% of people reported an improvement in their physical health

Customer J was referred by Adult Social Care for coaching to increase confidence to improve their physical activity and reduce weight. Prior to coaching, customer J had started living alone for the first time due to some changes within their family environment. Previously, family had cared for them. Customer J had found it difficult to manage their own health and needed to learn and embed new skills. Customer J lacked confidence and had been unable to leave the property. Customer J was awaiting bariatric surgery, but a lack of confidence in getting to appointments independently became a barrier to the surgery happening. Person-centred goals were implemented and using graded exposure to ensure achievable weekly outcomes, resulted in the customer feeling more motivated and confident. Each week, customer J managed to walk a little further with the positive encouragement and strengths based approach of the coach, helping them to feel a sense of accomplishment and satisfaction, thus increasing motivation to continue. Customer J has now been able to achieve independent travel and attended two appointments unaccompanied, to speak to the consultant about the life-changing surgery they need. Coaching has taken place over five months.



What the customer told us about his improved physical health:

“I look forward to the day I know I’m going for a walk – I’m pushing myself a little further each time I go out, and I’m now able to walk a considerable distance compared to what I was able to before. This makes me feel proud that I have achieved this, and I know that when I have my surgery, I will have the confidence to embrace the new life that lies ahead of me”.

The practice nurse referred **Customer K** as they had been diagnosed as having long covid. They described life as dull and being in persistent pain, experiencing episodes of brain fog, and anxiety. Experiencing significant trauma following a physical attack and the extensive symptoms associated with long covid. Customer K found forming new habits and putting these into practice hard. Customer K was coached for a period of 8 months. During this time, goal oriented plans were developed, which resulted in customer K becoming more physically active, taking time to do the things they enjoyed, taking up volunteering, attending an art group and going on a family holiday.

Health and Wellbeing Coaches use the GROW model as a tool to develop customer plans. This involves exploring what the customer wants to change, looking at their current reality and barriers to making that change, the coach then supports the customer to identify ways in which they could break down the overall goal into manageable steps, this informs the plan which remains adaptable, shared and goal oriented.

Below is a sample of K's artwork



This is what they told us:

"I'm doing something crafty with time just for myself, as I said I wanted to last year."

"Thank you for all your hard-work, patience and encouragement with acceptance and fairness which I really struggle with."

Outcome 6 - Improved personal safety

Feeling safe is a fundamental need that is critical to overall wellbeing. People who feel safe and secure are more likely to thrive and have a fulfilling and productive life. Many customers referred to the Health and Wellbeing Team have experienced life events that result in increased vulnerabilities or impact their personal safety. This may not be the focus of the customer's awareness or goals; however, as coaches, we are professionally curious and mindful of how this basic need impacts coaching and behaviour change. Our customers can experience a range of safety-related needs, including self-neglect, drug and alcohol use, homelessness, domestic abuse, trauma and in some cases meet the thresholds for safeguarding intervention.

56% of the people reported that they felt safer

Customer L was referred to coaching by the Mental Health Crisis Response Team due to presenting mental health needs and isolation. Customer L wanted to explore managing everyday tasks, social isolation, and getting the proper mental health support. The customer's goal was to improve overall mental health by working with professionals to get the appropriate treatment and to "find a sense of 'self' again by rediscovering who they are, what they enjoy and getting back into new and old hobbies." The coaching approach focused on building trust and rapport by using powerful questions, Franklin's Laser Focused Coaching approach, motivational interviewing, transference of trust, and GROW goal setting. Initially, coach and customer met outside for walks and talks to explore challenges, and create trust in an environment the customer felt comfortable. This then slowly moved to meeting inside to prepare the customer to engage with mental health services, as those appointments would need to take place inside a clinical setting. As a result, the customer was able to engage with other support services independently. Coaching took place over eight months.

What the customer told us: “When I first started working with my HAWC, I was untrusting of professionals due to some bad past experiences. I had hit rock bottom and was ready to take my own life; I had it all planned out and wondered every day whether it would be the day I would do it. I thought everyone would be better off without me. My coach was actually a genuine person who wanted to help me; she listened to me without judging, and I felt quite quickly that I could trust her. She helped me to see that there were reasons to continue living, rediscover my hobbies and actually start to enjoy life again. I’ve been able to stay calm and engage with the mental health team to finally get the help I’ve needed for years. I know there is still a long journey ahead, but with all of the help and support I’ve had from my HAWC, I’m ready to face it and get to where I should have been years ago. I can’t thank her enough, she’s probably saved my life”.

Outcome 7 - Personal resilience

Each of us has various levels of resilience, and we all deal with life’s challenges differently. When we coach people, we aim to support them in recognising their personal stressors and implementing strategies to manage them independently and sustainably, when the coaching input has stopped.

Customer N was referred to coaching through a family support service. Coaching took place over five months. Customer N had experienced several difficult experiences over their adult life, and support from services was usually focused on their children. Coaching provided an opportunity for customer N to concentrate on their own needs. The coaching goal was to build confidence, overcome challenges and have a positive mindset. As a result of coaching, customer N now attends the gym most days, has completed a level 1 adult learning course in mental health and has decided to seek employment. A coaching technique that successfully builds confidence is making small incremental changes that anchor to an already set habit, and reflecting regularly with the coach as to how these changes have impacted.

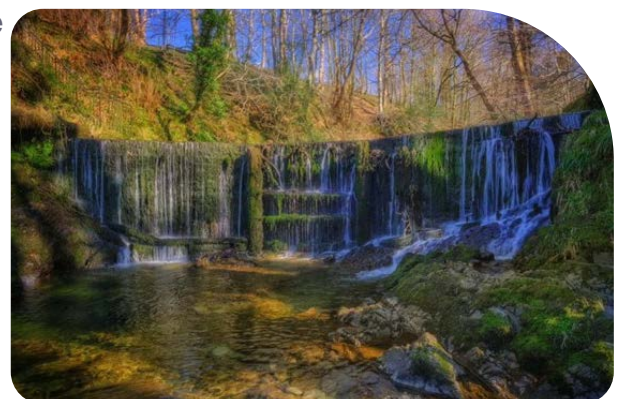


What customer N told us about how her resilience has improved:

“I feel more confident, walking with a smile and spring in my step. I used to think I couldn’t do things, but now I question why not and figure out a way to do it. If I saw someone else struggling, I would definitely recommend coaching”.

Customer O - Was referred to H&WC by a domestic abuse advocate, and coaching has taken place over five months. At the beginning of coaching, customer O had limiting beliefs regarding their own abilities due to previous trauma and negative experiences. This was impacting self-esteem and their confidence to try new things was low as a result. Encouraging customer O to identify their thoughts and reshape them has allowed the customer to challenge negative thoughts and improve self-confidence and self-worth. Resulting in going out more, visiting new places, and finding purpose and meaning in activities outside of the home and in ‘safe’ groups.

The picture selected by customer O represents her journey of resilience.



“I had never been to places like this before, but now I am beginning to explore and find beautiful spots near where I live. This symbolises how far I’ve come. With the support of my HAWC worker, Springfield, and my doctor, my resilience is growing. Things are slowly starting to come together for me.”

Customer P was referred by the Additional Roles Reimbursement worker (ARRS -Mental Health Nurse within the GP surgery) as they wanted to lose weight and get back to work. Coaching took place over a period of five months. Customer P described feeling ‘stuck’ - unable to see a way out of their situation and experiencing low mood. The Coach identified coaching tools to help the customer explore and alter their mindset and to focus on what they could do to improve their situation. Coaching tools included the stress bucket, the circle of control, and the decisional matrix. These tools focus on helping people understand what is within and out of personal control, which provides the focus on what it is possible to change. Customer P found coaching very helpful in improving their mental wellbeing and feeling in control of his life. At the end of the coaching process, they received an unexpected and serious health diagnosis and were able to use the tools they had learnt to help them come to terms with this.

“Help was unexpected as I was not aware this service was available, and I am very pleased that I got this help. The HAWC has been very helpful in getting me back to a better place. I found the way they responded very quickly to my random questions helpful. I would not hesitate to recommend this service to anyone in need, and if ever (hopefully not) need help again, I would not hesitate to seek your services again. So, THANK YOU VERY MUCH... Mental health help I have received is helping me deal with this [health diagnosis] as something completely out of my control”.



We want to thank you for taking the time in reading this report and to especially thank all the people that have kindly allowed us to share with you their stories and experiences.

As we reflect on the past year, we are proud of the difference the Health and Wellbeing Team has made to the customers and communities of Westmorland and Furness. From individual life-changing work to the collective power of social groups, the progress we've witnessed reaffirms the Health and Wellbeing Teams' commitment to evidence-based, compassionate coaching.

Looking ahead to the coming year, the team remains dedicated to empowering individuals and communities to take charge of their own health and wellbeing through continuous improvement of the Health and Wellbeing service, utilising continuous professional development and innovation.





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للوصول إلى هذه المعلومات بلغتك، يرجى الاتصال **0300 373 3300**

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如果您希望通过母语了解此信息，请致电 **0300 373 3300**

Jeigu norétumėte gauti šią informaciją savo kalba, skambinkite telefonu **0300 373 3300**

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer **0300 373 3300**

Se quiser aceder a esta informação na sua língua, telefone para o **0300 373 3300**

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen **0300 373 3300** numaralı telefonu arayınız

