Considerations of the consultation feedback – Draft Mental Health & Wellbeing Strategy 2024

Consultation feedback		Officer response	Actions proposed
Broad themes	**Comment themes**		
Quantitative feedback	86% of respondents said they agreed with the draft vision and the priorities overall, including 47% that said they strongly agreed.		None
	77% of respondents agreed that the draft strategy was clear and easy to understand.	While it is positive that a large majority of respondents found the strategy clear and easy to understand we are committed to making the strategy as accessible as possible.	We will create a one page strategy that is more accessible. Some of the more complex terms have been added to the glossary at the bottom.
	Respondents agreed with each individual priority between 86% and 90%.		None
	Respondents said that each individual priority would be effective between 57% and 70%.		None
	Respondents said each individual priority had the right levels of ambition by 50% or more apart from priority one (positive culture – 47% *just right*, 31% *not ambitious enough*) and priority three (support – 40% *just right*, 43% *not ambitious enough*)		None
	87% of respondents said that they'd read at least part of the draft strategy: of these, 79% said that it was easy to understand, and 59% said that it contained an appropriate amount of information	We are really pleased that such a high proportion of respondents have read the strategy and gave positive feedback about the accessibility and relevance.	None
General/overall comments	Strategy is too vague/unspecific (*41 comments*)	We have chosen to keep the strategy high level and then create an action plan that will set out how we will deliver against the priority areas and how we will measure success.	We will create an action plan that we will use to deliver the strategy.
	Comments/questions on funding/resourcing/costs (*35 comments*)	The strategy does not have additional budget attached to it – it is intended to set out the principles we will use to work in partnership with services across the city.	None
	General/miscellaneous comments critical of SCC/public services (*30 comments*)		None
	General positive/supportive comments (*31 comments*)	We welcome the supportive comments on the draft strategy.	None
	General critical/not supportive comments (*27 comments*)		None
	Should be easier to understand/in more 'plain English' (*10 comments*)	While it is positive that a large majority of respondents found the strategy clear and easy to understand we are committed to making the strategy as accessible as possible.	We will create a one page strategy that is more accessible.
	Questions/comments on the consultation process, e.g. survey questions (*5 comments*)	One comment references that readers of the strategy might be upsetting for some readers.	We have added in signposting to mental health support.
Priority 1 – A positive culture	Comments that the strategy needs to ensure appropriate inclusion of, and addressing relevant issues facing, people of minority ethnic backgrounds (*7 comments*)	There were suggestions around supporting ethnic minority residents to lead conversations about mental health and take on roles within services as this would improve accessibility of services and improve service delivery.	We have covered our ambition to further diversify our workforce and work with community leaders in priority four.
	Comments saying that promotion/culture can only do so much without the services to support this (*5 comments*)	We understand this but would like to improve the way we work alongside other partners and promote what is available to residents. This is not in place of service delivery.	None
	General comments on the need to address various stigmas (*8 comments*)	Addressing the stigma that accessing mental health services can bring is central to the strategy.\n\nWe understand the impact of stigma and trauma on mental health and have added our commitment to increasing awareness of this in priority one.	We will broaden
	Suggestions around engaging with employers/unions on mental health/wellbeing issues in the workplace (*5 comments*)	We acknowledge that working with unions and work places as well as sources of employment support is really important and will include this in the action plan.	We will reference the importance of employment to good mental health in the strategy.

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	Suggestions around early intervention/community support (*6 comments*)	We have acknowledged the importance of early intervention and community support throughout the strategy.	None
	Comments around the need for personal accountability/empowering individuals (*2 comments*)	We acknowledge the power of empowering people to look after their mental health in our communications and campaigns.	None
	Comments suggesting there is a need to consider wider socio-economic determinants of mental ill-health/poor wellbeing (*2 comments*)	This strategy takes a wider determinants approach.	None
Priority 2 - Areas of impact	Suggestions around community/social support groups/activities (5 *comments*)	We recognise that isolation and loneliness contribute to poor mental health – community and social support activities are set out under priority two. This includes activities for children and young people.	None
	Suggestions around schools/young people/early intervention (*5 comments*)	This strategy establishes early intervention as a key principle and the importance of mental health awareness and support at school as well as a safe stable home. This is set out under priority five.	None
	Comments around the cost of living/poverty/deprivation (*8 comments*)	Poverty and deprivation are a contributing factor to poor mental health.	We have added poverty as a risk factor in the introduction to the strategy and in priority two.
	Comments related to housing (*5 comments*)	There were a number of comments suggesting that links between mental health and housing could be stronger. We want to recognise the impact of poor quality housing on mental health as well as the impact of insecure housing.	None.
	Comments on the importance of sheltered accommodation (3 *comments*)		None
	Suggestions that there should be a greater focus on domestic abuse/VAWG (*4 comments*)	The Councils Domestic Abuse Strategy sets out how victims and survivors of domestic abuse can access mental health support. There are representatives from mental health services that sit on the Domestic Abuse Partnership Board.	The Southampton Mental Health and Wellbeing Partnership will also have links to the Domestic Abuse Partnership Board.
Priority 3 - Support	Comments that waiting times for services need to be reduced/are too long (*12 comments*)	This strategy aims to set out principles and ways of working rather than address issues with service provision.	None
	Comments saying that support services need more funding/resourcing (*17 comments*)	While this strategy shows our commitment to improving mental health in Southampton. The strategy will help us make best use of existing resources through partnership working but there is no additional funding attached to the strategy.	None
	General comments on the need for more/improved support services (*6 comments*)		None
	Comments on the need to improve messaging/engagement/awareness (*5 comments*)	We have committed to creating a city wide communications plan to share information about services available to support mental health and wellbeing in priority one of the strategy. We will consider using channels that will help us reach all residents.	None
	Comments suggesting that stigma needs to be addressed as a means to facilitate access to support (*3 comments*)	This is a really important point and we address how we reduce stigma under priority one. We will work with faith groups and other community groups to address the stigma attached to accessing support, this is set out in priority 4.	None
	Questions/comments around implementation (*5 comments*)	We will work on an action plan which will detail how we will deliver the various elements of this strategy. A mental health and wellbeing partnership will also be established that will oversee delivery of the strategy.	None
	Comments on the need to address staff shortages/turnover (*7 comments*)	These specific points commenting on service delivery are beyond the scope of this strategy.	None
	Suggestions around addressing/reducing loneliness/isolation (*6 comments*)	We recognise that isolation and loneliness are key contributors to poor mental health and reference this in the strategy.	None
	Comments saying that services should be more easily accessible in terms of transport/location (*2 comments*)	Services need to be accessible to users and we will promote services available locally. Transport planning is beyond the scope of this strategy.	None
	Comments on promoting/facilitating connections between trauma, support, and health and wellbeing (*6 comments*)	A couple of respondents ask for a definition of trauma and trauma informed practice they ask that the trauma informed board is referenced in the strategy. The Mental Health and Wellbeing Partnership will also have representation from the Trauma Informed Board. Some respondents references links between trauma, mental health and substance use and this is referenced in the strategy.	None

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Priority 4, Equal opportunities	Comments on the need for a wider range of support to meet diverse needs (*6 comments*)	Support needs to meet diverse needs of residents across the city and this is set out in the strategy.	We have made a number of amendments to wording in the strategy to specifically reference particular communities and address comments.
	Comments on support needing to be targeted towards more vulnerable/disadvantaged communities (*6 comments*)	Mental health services should reflect the cities diversity. One comment states that mental health services for Gypsy, Roma and Traveller communities is not mentioned in the strategy – especially given a recent EHRC report about poor mental health within this community.	One comment referencing mental health in the Gypsy Roma Traveller Community has been addressed and this group is identified in the strategy.
	Comments saying that equalities need to consider a wider range of characteristics, e.g. sex, gender, economic status (*4 comments*)	Some feedback suggested our definition of characteristics was too narrow. We have amended this in line with those used by the Charity Mind. This strategy also links to the Violence Against Women and Girls strategy which addresses some specific support for victims of FGM. One comment references language as a barrier to accessing mental health support – the strategy sets out that services will be ''accessible and appropriately tailored'' and this would include meeting language needs.	We have amended the acronym used from LGBTIQ+ to LGBTQIA+ as suggested by a respondent.
	Comments around how ethnic/cultural background can affect mental health/wellbeing and the efficacy of support (*2 comments*)	We have addressed this important point in the strategy and are committed to working with communities to better understand mental heath and wellbeing needs.	None
	Suggestions around more closely involving those with lived/frontline experience of support (*2 comments*)	Working with people with lived experience of poor mental health and of barriers to accessing support is central to the strategy and we will continue to do this as we deliver the strategy.	None
Priority 5, Children & young people	Comments on the need for improved support of/for parents/guardians, including promoting greater parental responsibility for children's mental health (*10 comments*)	The strategy includes multiple commitments to supporting families throughout childhood.	None
	Comments on schools not being able to shoulder associated costs/needing resources in order to provide support (*4 comments*)	The strategy acknowledges that services and budgets are stretched but that we need to consider how to deliver the best services we can for young people within existing budgets. The mental health support teams are currently funded by central government to support young people in schools.	None
	Comments on the need for more/improved CAMHS services (5 *comments*)	The availability of (CAMHS) Child and Adolescent Mental Health Services is beyond the remit of this strategy. The strategy does cover promotion of what services are available rather than access criteria for specific services.	We have added a section on the promotion of CAHMS and how to access it.
	Comments on the importance of/need for early intervention and related support (*5 comments*)	We agree that early intervention is key to supporting good mental health in children and young people. The Healthy Early Years award is an accreditation that offers support for early years settings to support good mental health and wellbeing to under fives this includes a mental health and wellbeing strand.	None
	Suggestions around improved engagement and the importance of promoting social interaction and understanding (*3 comments*)	We cover this under priority 3 the strategy states ''A positive concept of emotional and mental health will be promoted and children and young people are able to have healthy conversations about emotions.''	We have added a refence to inclusivity.
	Comments around providing support for/during transition periods, e.g. into college, adulthood (*2 comments*)	We cover the importance of transitions for young people in priority three.	None
	Comments on need for/importance of support groups, including parental and social support (*2 comments*)	The strategy covers groups and parenting programmes provided by Family Hubs.	None
	Comments on the importance of protecting/caring for SEN/vulnerable young people in mainstream education (*3 comments*)	The provision of SEND support and education reform is out of scope of this strategy.	None

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	Comments saying that more timely/urgent/high-needs support is required (*3 comments*)	The availability of (CAMHS) Child and Adolescent Mental Health Services is beyond the remit of this strategy. The strategy does cover promotion of what services are available rather than access criteria for specific services.	None
Priority 6 - Suicide and self-harm	Comments on the need for a 'holistic' approach to suicide prevention, i.e. consider other issues such as drug misuse, gambling, abuse alongside suicide (*5 comments*)	We detail how we will take a holistic approach to suicide prevention in both the introduction to priority 6 but have clarified this.	We have reiterated our commitment to taking a holistic approach in the introduction to priority 6.
	Suggestions around early intervention (*4 comments*)		None
	Comments supportive of a focus on specific groups at higher risk (LGBTQ+ people) (*4 comments*)	We are grateful for comments that alerted us to the need to add in some further detail here.	We have added in a commitment to focus on suicide prevention for those who identify as LGBTQIA+ in table six.
	Comments on the need to address loneliness/isolation (*3 comments*)	We have reference the importance of reducing loneliness and social isolation in the introduction to this section and in priority two.	None
	Comments suggesting an over-reliance on charities/volunteers with regards to suicide prevention/support (*2 comments*)	Charities and community organisations are key to delivery of suicide prevention. The strategy outlines the charity and voluntary sector as equal partners.	None
	Comments supportive of a focus on specific groups at higher risk (men) (*2 comments*)		None
	Comments on the need to reduce waiting times/barriers to access for support services (*2 comments*)	The strategy establishes priorities and principles for partnership working rather than service delivery or commissioning.	None
	Comments on the impact of trauma/stress and other related conditions on suicide risk (*3 comments*)	We recognise that we need to be clear on the impact of childhood and other trauma on poor mental health and suicide risk. We have made some amendments to affirm our commitment here.	We have added sexual abuse as a risk factor in the strategy and the strategy commits to taking a trauma informed approach to preventing suicide.