

Community Wellbeing Service for Adults Consultation Summary

Why did we ask people for their views?

The current Community Wellbeing Pathfinder service ends in September 2026. Newcastle City Council spoke with residents, professionals and current service users and providers between **July and September 2025** to help shape future support. **Over 260 people took part through focus groups, a workshop, 1:1 interviews, and online surveys.**

Main findings

What matters most to people

- Help to understand and navigate services
- Mental health support that is available earlier
- Support that is based in familiar, welcoming community spaces

What works well now

- Personalised one-to-one support
- Flexible ways of meeting
- Quick access to help
- Staff who listen and treat people with respect

What makes things harder

- Transport costs
- Digital exclusion
- Long waiting times to get help
- Not knowing what support is available
- Support ending too soon for people with complex needs

What people want in the future

- Local community-based services
- Flexible support that looks at the whole person
- Help to find and access services
- Inclusive design
- Support that lasts as long as needed

What happens next?

Feedback from the consultation has informed the **design of a new Community Wellbeing Pathfinder Service**, as shown in the “You Said, We Did” section. The service is planned to be commissioned by **Spring 2027**.

You said, we did

Based on what people told us during the consultation, alongside other evidence and what is realistic to deliver, here is how we have shaped the new Community Wellbeing Pathfinder Service.

Access and Location

You said:

- Services can be hard to access due to **transport, location, and cost barriers**
- **Local, familiar, community venues** are preferred

The new service will:

- Deliver support in **local community venues** across the city
- Continue to offer **drop-in sessions in familiar settings**
- Reimburse **transport expenses**

Lack of Awareness and Confusing System

You said:

- You don't know **what services exist or how to access them**
- **Systems** and referral pathways are **confusing and fragmented**

The new service will:

- Continue to offer **navigation support**
- Provide a **single point of access helpline**
- Develop and provide **training** and share **information** to increase awareness
- Run **drop-ins with different services** in one place so it is easier to get help

Need for More Flexible, Ongoing Support

You said:

- Short-term support isn't enough – you want **longer, flexible support**
- People can **feel “lost”** after support ends

The new service will:

- Offer up to 12 sessions over **24 weeks**
- Provide **follow-ups** after support ends
- Support people to connect with **activities in their local community**
- Focus on **longer-term solutions** to support ongoing wellbeing

You said, we did (continued)

Based on what people told us during the consultation, alongside other evidence and what is realistic to deliver, here is how we have shaped the new Community Wellbeing Pathfinder Service.

Need for holistic, person-centred and accessible support

You said:

- You want services that look at the **whole person**, not just one issue
- Support is not always **accessible or easy to use**

The new service will:

- Retain a **holistic, person-centred approach**, with direct health and wellbeing support and tailored referrals
- Have **increased delivery budget** to remove barriers and improve accessibility

Preference for flexible support options

You said:

- **Different ways to access support** are needed
- **Digital exclusion** is one of the main barriers

The new service will:

- Keep **non-digital options** and **prioritise face-to-face** support
- Offer **multiple ways to access support**, including drop-ins, and face-to-face, telephone and remote appointments

Thank you!

Thank you to everyone who shared their experiences and ideas. Your views have directly shaped how this service is designed and delivered. If you have any further questions please do not hesitate to contact us at PublicHealthAdmin@newcastle.gov.uk