

## HAMPSHIRE JOINT HEALTH AND WELLBEING STRATEGY

### 1. PURPOSE OF THE REPORT

- 1.1 To outline the progress made on developing the Joint Health and Wellbeing Strategy, provide a copy of the public facing document (Appendix A) and agree the forward progression of the Strategy.

### 2. BACKGROUND

- 2.1 One of the key tasks of the Hampshire Health and Wellbeing Board (HHWB) is to oversee the development of Hampshire's Joint Health and Wellbeing Strategy (HJHWS) in accordance with the Health and Social Care Act (2012)(193) and additions to the Local Government and Public Involvement in Health Act 2007 (116A).
- 2.2 The Strategy offers a unique opportunity to articulate new ways of working between health and social care commissioners and health related services by working together on the joint priorities that need to be addressed to improve the health and wellbeing of all people who live, work and visit Hampshire.
- 2.3 The Strategy has been informed through an inclusive process that has engaged over 1,200 local people and 700 organisations across the statutory, voluntary and business sectors.
- 2.4 Hampshire's first Joint Health and Wellbeing Strategy (JHWS) is a high level strategic framework that sets out the direction of travel for commissioners. The text of the document can be found in Appendix A. The JHWS focuses on four strategic goals which are:
- Starting Well – *ensuring every child can thrive*
  - Living Well – *empowering people to live healthier lives*
  - Ageing Well – *supporting people to have independence, choice and control and timely access to high quality services*
  - Healthier Communities – *developing strong, supportive communities*
- 2.5 The Strategy will support improved health and wellbeing of local people through action that will result in:
- Fewer people dying from preventable ill health
  - Reduction in health inequalities across Hampshire
  - Improved community based services so that fewer people need costly hospital and long term care.

### 3. DEVELOPING THE DOCUMENT

- 3.1 The initial draft strategy began as a plan on a page which was developed through the Hampshire Shadow Health and Wellbeing Board Seminar in March 2012. This was then translated into a draft consultation document. It was further developed following a partnership event in June 2012 which was attended by over 100 partner organisations

from the County, District and Parish Councils, NHS, voluntary, community and business sector.

- 3.2 The draft consultation document was then presented at the 6 July 2012 Hampshire Shadow Health and Wellbeing Board (HSHWB) where it was agreed that a three month consultation commence.
- 3.3 During the consultation over 50 events took place across the county and involved a range of people and organisations including: Hampshire County Council Cabinet and Members briefing, District and Parish Councils, Clinical Commissioning Group Governing Bodies and Clinical Cabinets, Hampshire Children's Trust and Children's Partnerships, Joint Commissioning Groups, District level Health and Wellbeing Partnerships, Community Fora, patient and service user groups, self-help groups, voluntary sector networks and provider groups.
- 3.4 The consultation closed with two large partner events, one of which was specifically for health and social care providers. The consultation provided over 800 comments. The feedback from the consultation was presented at the 15 November 2012 Hampshire Shadow Health and Wellbeing Board (HSHWB). HSHWB agreed that the feedback be reviewed for relevance and then aligned with the scope of the strategy. To prioritise the areas for action the HSHWB agreed that the following criteria be used:
  - **Evidence of need** – shows there is a major issue that needs to be addressed and a significant gap exists which needs concentrated action
  - Addresses concerns of the people of Hampshire
  - **Fits with the priority areas** of the JHWS and provides an overarching framework for existing strategies and plans and complement existing effective programme of work
  - **Requires everyone to come together** to tackle by contributing to shared priorities and result in improving the outcomes of local people
  - **Challenging, yet achievable** where working together will make a real difference

#### 4. LOCAL ACTION

- 4.1 New Forest already has a functional and effective Health and Wellbeing Board that brings together partners across the NHS, Local Authority, voluntary and independent sector. This has proved to be an invaluable opportunity to share information and best practice. Through identifying shared issues partners have been able to better focus action in order to reduce duplication and better share resources.
- 4.2 Together, partners have created a shared plan of action. The identified actions have been mapped against the four strategic goals of the Joint Health and Wellbeing Strategy (JHWS) as part of a re-refresh of the current plan and complement one another very well. While the Hampshire JHWS provides a high level overview, the local action plan provides practical actions that deliver against the specific local priorities in a way that best suits the local population.
- 4.3 The work of the partnership is linked into that of Hampshire Health and Wellbeing Board through the District Health and Wellbeing Forum. The Forum meets quarterly and brings together the chairs and lead officers from District Health and Wellbeing Boards. It provides a two way link that gives opportunities for top down and bottom up influencing.

- 4.4 The Forum is chaired by Cllr Moyle (Rushmoor), who sits as the District and Borough representative on Hampshire Health and Wellbeing Board (HHWB). The District and Borough perspective is also given through Bernie Topham (CE Eastleigh Borough Council) who also attends HHWB.
- 4.5 The HHWB also has an Executive Group which acts as the engine room behind the board. Bernie Topham and Dave Yates (CE New Forest District Council) both sit on the Executive Group.

## **5. CHALLENGES AND OPPORTUNITIES**

- 5.1 Hampshire's Joint Health and Wellbeing Strategy has been developed in a time of significant structural change across the NHS. All organisations are operating in a climate that requires services to be delivered with fewer resources as demand is increasing. The Strategy provides a unique platform to work differently together to achieve improved outcomes for local people. The challenge will be to address shared problems that have in the past proved problematic and difficult.
- 5.2 The New Forest Partnership has a well defined leadership role to facilitate a change. By taking action to prevent the rise in preventable ill health, working with partners to ensure the provision of efficient and effective treatment, care and support services and supporting people to chose healthier lifestyles.
- 5.3 Reducing preventable ill health and reducing health inequalities can be achieved by partners working better together through targeted health promotion activities to reduce smoking and alcohol consumption, healthy eating and increased physical activity. Such activities go beyond providing information and advice and include how we plan and manage growth in our towns, villages and open spaces as well as licensing.
- 5.4 Meeting these challenges requires reducing duplication of effort and using new evidence based approaches to support vulnerable people, particularly frail older people, including people with dementia and people with learning disabilities.
- 5.5 The structures now in place at both a county and local level provide significant opportunities to work better together to improve outcomes for local people.

## **6. NEXT STEPS**

- 6.1 The Strategy document (Appendix A) has been designed to be a public facing document. It provides scope for local approaches to be adopted by partnerships. This will ensure they focus their action in a way that will best meet the needs of local communities.
- 6.2 All key partners are invited to consider the Strategy and to express if they are willing to support the strategy. Once all key partners have considered the Strategy Hampshire Health and Wellbeing Board will adopt it at its inaugural meeting in the summer of 2013.
- 6.3 The Strategy is a living document and will evolve over time to ensure that it meets the changing needs of the diverse populations in Hampshire. As year on year improvements happen it will be necessary to review and where applicable revise the strategy. Involvement at a District and Borough level will be essential to inform the process.

## **7. CONCLUSION**

- 7.1 The development of Hampshire's Joint Health and Wellbeing Strategy (HJHWS) has been achieved over a twelve month period during a period of uncertainty for many of the partners. Implementing the HJHWS presents a variety of opportunities to improve the health and wellbeing of our population.
- 7.2 It provides a framework for the local implementation of Strategic Health and Wellbeing objectives via the New Forest Health and Wellbeing Board. The work of that board will contribute to the success of the Hampshire JHWS.

## **8. CRIME AND DISORDER IMPLICATIONS**

- 8.1 There are no additional Crime and Disorder implications as a result of this report, but crime is a contributory determinant of health and wellbeing in an individual.

## **9. FINANCIAL IMPLICATIONS**

- 9.1 There are no additional financial implications as a result of the District Council endorsing this report. Many Council services are positive contributory factors to the Health and Wellbeing of Communities and individuals.

## **10. ENVIRONMENTAL IMPLICATIONS**

- 10.1 There are no additional environmental implications as a result of this report, however it is noted that the environment that a person lives in contributes either positively or negatively to an individual's wellbeing and can in certain circumstances, e.g. poor air quality, be a contributory factor in ill health.

## **11. EQUALITY AND DIVERSITY IMPLICATIONS**

- 11.1 Parts of the Strategy seek to deal positively with the inequalities that some experience in live through ill health, disability or poverty. As a result of contributing to delivering this strategy the Council should have a positive impact on both equality and diversity matters.

## **12. PORTFOLIO HOLDER COMMENTS**

- 12.1 I very much welcome the publication of Hampshire's Joint Health and Wellbeing Strategy. I support the overall direction that it takes and believe that this is a continuation of the work that this Council has done over many years in improving health and reducing inequalities in the New Forest. The Strategy cannot be delivered by the Hampshire-wide Board alone. Organisations, such as ours, engaged in the wider public health agenda, must ensure that we support everyone to live healthier lives. The New Forest Strategic Health and Wellbeing Board Action Plan links to the key themes identified in this overarching Strategy. I recommend that we fully endorse this Strategy."

### 13. RECOMMENDATIONS

Cabinet is requested to:

- i) note the progress to date in developing the Joint Health and Wellbeing Strategy; and
- ii) endorse Hampshire's Joint Health and Wellbeing Strategy, as set out in Appendix A to this report, so that it can progress to be adopted by Hampshire Health and Wellbeing Board at the inaugural meeting in summer 2013

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**Background Papers:**

As attached

# Hampshire's Joint Health and Wellbeing Strategy

*Working together for a healthier Hampshire*

## 2013–2018



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# Introduction

## What is this strategy about?

Hampshire's Joint Health and Wellbeing Strategy has been developed by Hampshire's Health and Wellbeing Board to improve health across the county. This includes supporting you to look after your own health and wellbeing and ensuring that the right services are delivered where and when they are needed the most.

To make sure that our limited resources are used where they will make the most difference, the Board will focus on four areas of work. They are:

### Starting well

**So every child can thrive.**

### Living well

**Empowering people to live healthier lives.**

### Ageing well

**Supporting people to remain independent, have choice, control and timely access to high quality services.**

### Healthier Communities

**Helping communities to be strong and support those who may need extra help.**

To achieve all of this everyone needs to get involved. Most importantly we all need to take responsibility for our own health and wellbeing. People who choose to look after their health are more likely to live healthier, longer lives, be free from disease and illness.



## How has the Strategy been developed?

### Hampshire's Health and Wellbeing Board

Hampshire's Health and Wellbeing Board is made up of organisations who plan and buy services that improve the health and wellbeing of the residents of Hampshire. It has been established as a requirement of the Health and Social Care Act (2012) and includes representatives from:

- Hampshire County Council
- District Councils
- Clinical Commissioning Groups
- NHS Commissioning Board (Wessex)
- HealthWatch
- Community and Voluntary Groups.



In order to understand the needs of the people of Hampshire better we developed a Joint Strategic Needs Assessment (JSNA). This pulls together a wide range of information about the current and future health and wellbeing of the local population along with the associated inequalities. The current version is available from:

**[hants.gov.uk/jsna](http://hants.gov.uk/jsna)**

The JSNA highlights the key issues for the county and has informed the four goals of this strategy, that will guide our work. It will be used by all organisations that make up the Board to steer how we work together, what services we buy and how they are delivered.

## Consultation

Between March and October 2012, a number of consultation events were held to inform the development of this strategy. The first set of goals were shared with 115 partner organisations in May 2012. Their comments were included in the Joint Health and Wellbeing Strategy consultation document, which was produced to support a three-month public consultation on the proposed goals. During the consultation over 50 events were held and views were sought from partner organisations and residents.

## Outcome of the consultation

Over 1,400 people took part in the consultation and 800 suggestions were received. The information gathered has been used to shape this strategy. Comments received included the following:

“It’s not just about organisations it’s about the general public doing things differently.”

“Don’t tell us, help us change our behaviour.”

“Some people need more help than others, you need to focus on them.”

“Keep it simple.”

“Health and Wellbeing is about more than health and social care services, it’s about housing, education, transport...”

“Good to have four priorities, but this needs to be supported by a few clear areas for action.”

“Why can’t services talk to one another. Stop blaming one another and start working together.”

“What difference will the Strategy make, it must be more than a document – it needs to be a real culture shift.”

## Getting involved

The Health and Wellbeing Board welcomes your comments at any time. Once a year we will hold a stakeholder event and produce an annual report detailing our progress. This will be used to provide information on what we have done, what difference it is making and what we expect to do in the following year.

The Board meets four times a year in public and you are welcome to come to any of these meetings. To find out about when and where we will be meeting visit:

**[hants.gov.uk/healthandwellbeing-board](https://hants.gov.uk/healthandwellbeing-board)**

or contact 01962 845605

You can also get involved by:

- joining your local Patient Participation Group (PPG) through your local GP Surgery
- joining Hampshire HealthWatch through **[hants.gov.uk/healthwatch](https://hants.gov.uk/healthwatch)** or telephone 01489 611675



# Starting well

## The vision

We want all our children and young people in Hampshire to thrive and achieve their full potential. To help them achieve this we want them to feel safe and be physically and emotionally healthy.

The Health and Wellbeing Board will work with Hampshire's Children's Trust. Together we will work to improve children and young people's health and wellbeing in Hampshire. The detail of the work in Hampshire to improve the lives of children and young people is in the Children and Young Peoples Plan (CYPP). This strategy highlights areas which have been identified as priorities through the public consultation and that Health and Wellbeing Board members feel need additional attention.

## Why is it important?

Having the best start in life significantly contributes to our adult lives in terms of economic wellbeing, which influences our life and health outcomes. We need to work together so that the children and young people of today can make a positive contribution to society in the future.

Most children in Hampshire grow up to lead successful lives as adults, but there are some who do not. In particular, children from poorer backgrounds often do not achieve the success of others.

Using information from the JSNA we know that the birth rate is rising and that:



One in five people in Hampshire are children.



One in eight children under 18 years are growing up in poverty.



Increasing numbers of children have complex health and social care needs.

## What do we want to achieve?

We will work together to ensure there are accessible, high quality services that work well together. The CYPP already sets out the direction and priorities for services for children, young people and families in the county and this is delivered through Hampshire’s Children’s Trust. The Board will compliment the work of the CYPP by focusing on:

**supporting children with disabilities to achieve their full potential.**

Many more children and young people now survive into adult life with complex conditions that require lifelong care, support and treatment. As they grow up they need access to specialist services to help them live full lives and reach their full potential.



## What happens now and what will happen in the future?

What happens now	What will happen in the future
<p>For many children with disabilities moving from childhood to adulthood means moving from services that cater for children and young people to those that focus on adults. This can make a time of change even more difficult and confusing as there is a potential for:</p> <ol style="list-style-type: none"> <li>1. a breakdown in routine</li> <li>2. a loss of friends and familiar carers</li> <li>3. an inability to continue with a plan of treatment</li> <li>4. emotional distress and feeling of loss</li> <li>5. not being followed up by services in a timely and appropriate manor.</li> </ol>	<p>Services will continuously work better together and involve young people and their families. They will have identified appropriate services in advance and have a clear plan as to what will happen and when it needs to be in place.</p> <p>Services will not be disruptive as each young person will have a plan of action that organises a smooth transition between child-centred to adult-focused services.</p>

## What changes can you expect to see?

There are already a variety of services available for children with disabilities and their families. However, children and families have told us that current services could be improved and they need to work better together. Over the coming year we will address this by focusing on:

- the co-ordination of services for children with disabilities and their families by improving the way organisations work together, access to therapy and support services.
- improving the transition from child-centred services to adulthood for young people with extra support needs, by getting children's and adult services to work better together. They will work with each young person and their family to set up an individual plan early, so that a plan of action can be put in place to smooth their transition to adult services.

## Where can you get information and advice?

Contact Hampshire County Council Children's Services **0845 603 5620** or read the CYPP at: [hants.gov.uk/cypp](https://hants.gov.uk/cypp)



# Living well

## The vision

We want all people in Hampshire to be able to live healthy lives. To achieve this we will focus on encouraging people to take action to stay as healthy as possible. To make this happen we will work to ensure that everyone has access to the right information and access to support.

## Why is it important?

A large numbers of deaths in Hampshire are due to heart disease, strokes and cancers. Most of these can be influenced by how we live our lives and some by how our health services can support us. We will encourage people to take control to understand how healthier lifestyles can be fun and rewarding and helps to prevent disease for those at risk.

The JSNA provides information about local people. It tells us that:



Smoking is the major cause of preventable ill health and early death.  
**18% of Hampshire adults smoke.**



Drinking above recommended levels of alcohol increases your risk for liver disease and cancer.  
**In Hampshire 250,000 people drink too much.**



Being obese means that you are at a higher risk of cancer, bad joints, diabetes, heart disease, high blood pressure and liver disease.  
**In Hampshire a quarter of adults are obese.**



One in six adults experience mental ill health at any one time and people with mental ill health are twice as likely to have serious physical illnesses.

## What do we want to achieve?

To support people to live well we will help people to take steps to have a healthier lifestyle. This will ensure that:

**fewer people die early from avoidable illnesses.**

## What changes can you expect to see?

We will focus on ensuring people of all ages live well. This involves working closely with individuals, families and organisations that provide services. It will take some time before the biggest changes will be seen. You should be able to see the following improvements:

- Fewer people choose to drink harmful amounts of alcohol.
- More people are helped not to start smoking and greater numbers stop smoking.
- More people decide to eat the recommended five portions of fruit and vegetables a day.
- More people have a better understanding as to what they can do to protect their emotional and mental health.
- Better targeted sexual health information and advice.
- People of all ages choose to increase how active they are in their daily lives, as well as taking more exercise.

## Where can you get information and advice?

If you are thinking of quitting smoking, drinking less alcohol or losing weight there are a number of places to get information, support and advice. A good place to start is Change4Life:

**[nhs.uk/Change4Life](https://www.nhs.uk/Change4Life)**

Telephone: 0300 123 4567



# Ageing well

## The vision

We want everyone to be healthy and to live full lives. When people do have a long term illness they should be supported to be able to control their condition effectively. This is important for people with long term conditions as they may need ongoing medical care and be limited in what they can do for many years.

## Why is it important?

People are living longer and many more people are living to over 85 years old. Consequently, the amount of care and support that people require is increasing and the cost of providing care is going up.

Adults living with a physical disability, learning disability or mental ill health tell us that they want to be independent and have choice and control over their lives. Older people and their families have said that they need more information and advice to lead a more active and healthy life and cope with getting older, so that they can live longer into a healthier old age.

We know from the JSNA that:

- Hampshire has an ageing population. The number of over 65s is expected to increase by 29.8% between 2011 - 2021 and the number of over 85s is to increase by 50.5%.
- The number of falls is increasing and is the major cause of injury and accidental death in older people.
- There is a rising number of people living with long term conditions due to an ageing population, obesity and improved survival rates as a result of better treatment.
- Dementia is the major cause of needing social care and for carer breakdown.





## What do we want to achieve?

The Health and Wellbeing Board knows that there is a lot to be done to improve opportunities for people to age well, particularly for people with a long term conditions (such as heart disease, arthritis, depression, diabetes, lung disease) or with people living with a disability. The Board will focus on helping people with support needs so that:

**adults in need of treatment, care and support have choice, control and timely access to high quality services, based on need.**



## What changes can you expect to see?

Organisations will work more closely together to provide care that is better co-ordinated around the needs of individuals. Services will focus on helping people to manage and be in control of their own health conditions and maintain their independence. This will involve:

- Working with people to get the right care and support when and where they need it, by bringing together services and teams of staff so that they can provide care and support in a more joined up way.
- Diagnosing people earlier who have dementia and providing them and their families with better support.
- Preventing older people from falling and providing better co-ordinated support to help people recover once they have had a fall.

## Where can you get information and advice?

The Board is encouraging everyone, especially people with long term health conditions, to take an active part in keeping themselves well. You can get more information, support and advice from:

- Adult Services **0845 603 5630** [hants.gov.uk/contactus](https://hants.gov.uk/contactus)
- NHS Choices - [nhs.uk](https://nhs.uk)
- Your GP surgery.

# Healthier Communities

## The vision

A healthy community should be a place where people feel safe and have high quality public services. They should also have flexible transport links, adequate access to shops and have good quality housing. Achieving this requires a variety of different organisations to work together. The Board plans to influence organisations, partnerships, business and community groups so that every community has access to all the things they need to make it possible for everyone to live a full life.

## Why is it important?

The environment we live in, how safe we feel, our finances and the facilities available in our neighbourhood can all affect our health.

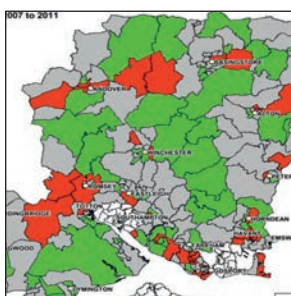


## We know that in Hampshire:



### Fuel poverty

In Hampshire one in four rural households are living in poverty. Nationally, one in five households containing someone over 60 years old is fuel poor.



### Healthy life expectancy gap

There is a significant difference between areas of Hampshire with the longest life expectancy compared to places with the lowest life expectancy.



### Financial hardship

Economic circumstances mean more families and individuals are finding themselves in financial hardship.

## What do we want to achieve?

The Board recognises that it cannot achieve its goal of healthy communities throughout Hampshire without the help of many other organisations and people themselves. It will use its influence and work with other organisations to:

**reduce the significant difference between those with the best and worse health in Hampshire.**

## What changes can you expect to see?

The Board will encourage organisations to take action in order that there is:

- better co-ordinated advice and information
- support to target groups and communities in most need
- support and advice for people experiencing financial hardship
- better co-ordinated early help and intervention for families with complex needs.

## Where can you get information and advice?

There are a number of places that you can go for free information and advice. They include:

- **Citizens Advice Hampshire** who provide a wealth of free information and advice on topics including debt, benefits, employment, health and education.
- **Hitting the Cold Spots** can help and advise you on ways to keep warm and healthy. Contact the free information line on 0800 804 8601.
- **e.VOLve** is an online directory of Hampshire voluntary and community organisations (includes organisations providing support from neighbouring areas) available at [e.volve.org.uk](http://e.volve.org.uk).



# Making it happen

## Aims of the Health and Wellbeing Board

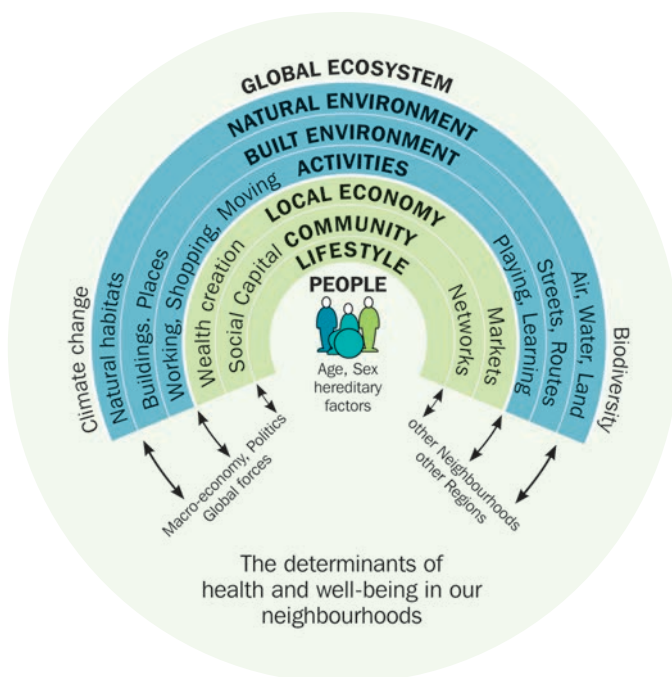
We want to make a real difference to the lives of the people of Hampshire. In order to do this we will:

- help you to look after your own health and wellbeing
- ensure that the right types of health and wellbeing services are delivered where they are needed the most.

Achieving this will require everyone to do things differently.

## Working better together

Our long term health is influenced by a number of factors, including whether or not we have a job, how much money we have, the type of house we live in and the lifestyle that we follow. The Board will take into account a variety of issues that affect our health and wellbeing, including those shown in the diagram below:



Our feeling of wellbeing and our chances of living a life free of disease are influenced by a number of things. We have little control over some of them and these need central government, Councils, voluntary organisations, businesses and the NHS to change. We do have some control over our own lifestyles and can make healthy choices about what we eat and drink, and how much exercise we take.

Source The health Map, Barton and Grant 2006 based on a public health concept by Whitread and Dahlgren, The Lancet 1991

Improving the health and wellbeing of the people of Hampshire requires everyone to get involved. Individuals, organisations and the Board all have a part to play. We all need to work together to make Hampshire a place where everyone can enjoy their lives with the best possible health and wellbeing.

## What can you do?

Everyone in Hampshire can help make our county a healthier place. We can all do things that protect ourselves and reduce the chances of us being unwell and experiencing longer term ill health.

Being healthy helps us take part in the things that we want to do. It means that we can get the most out of life, whether that is being with our family, our friends and communities, or taking advantage of what's on offer throughout Hampshire.

We can all do things that will keep us as physically fit and mentally well as possible. If you're thinking about changing your lifestyle, there are a variety of organisations ready to help you. They are listed under each of the goals.

## What can your organisation do?

This strategy cannot be delivered by the Board alone. It needs organisations as well as individuals to help us support everyone to live healthier lives and ensure that the right sort of information, treatment, care and support is available.

We need to work together to make sure that services are well publicised, available where and when people need them and provide the right support that will make a real difference.

Community and voluntary groups have a particularly important role to play in supporting individuals, families and communities to make healthier choices and supporting people to live independent lives.

## What will the Health and Wellbeing Board do?

The Board has identified four overarching goals. These will ensure that we can better target the limited resources available to support people living in Hampshire to have healthier lives. We will work with Hampshire's Children's Trust to support the delivery of the CYPP - particularly for children with disabilities as they move into adulthood. The Board will support improvements to services to help people remain independent and have choice and control in their daily lives.

 **Starting well**

 **Living well**

 **Ageing well**

 **Healthier Communities**

## Keeping track of progress

The Board will develop a plan detailing the changes that need to be made. Progress will be reviewed annually and the Board will publish an annual report to show what has been achieved.

## What difference will this make?

The Board will work to make the required changes so that:

- children with disabilities are supported to achieve their full potential
- fewer people die early from avoidable ill health
- adults in need of treatment, care and support have choice, control and timely access to high quality services, based on need
- the significant gap between people with the worst health and the those with the best health in Hampshire will be reduced.

## Contact

You can find out more about Health and Wellbeing in Hampshire by visiting:

**[gov.uk/healthandwellbeing-board](https://www.gov.uk/healthandwellbeing-board)**

or contact:

Email: Samantha Husdon at [hants.gov.uk](mailto:hants.gov.uk)

Telephone: 01962 845605