

Name:	Mental Health Action Plan		
Duration:	2015-18		
Relevant strategies:	Mental Health Strategy		
Previous version(of action plan /relevant plans:	N/A		
Board responsible for monitoring action plan:	Health and Wellbeing Board		
Owner:	Simon Cribbens / Poppy Middlemiss		
Review date:	30.09.16	Frequency of monitoring/reporting:	Quarterly

Priority 1 :	Prevention						
Objective 1:	Promote good mental health and mental health self-help, and support prevention and early identification of mental health problems through mental health services, healthcare pathways and our work with the community.						
Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	2015	Ongoing	Deliver 'Books on Prescription' throughout City libraries and deliver a reading group aimed at people coping with stress and depression.	Carol Boswarthack	Books on Prescription has been delivered and the Read and Relax group takes place monthly. Additionally, on 20/9/16, 2 librarians visited the memory Club (Forget me Not) at COLSEC to talk about library services and delivered a mini Read & Relax session to them.	Green
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	Jul-16	Jul-17	Extend the Learning Well Programme, which promotes recovery and wellbeing for people with low-level mental health problems, for another year.	Barbara Hamilton	For the following year the programme will focus on engaging with workers and working more closely with medical professionals. This work includes a programme with Homerton Hospital and incorporating mild mental health assessments in adult learning with Hackney.	Green
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	Apr-16	Ongoing	Increase the number of referrals to the Social Prescribing service from the Neaman practice and increase the number of City based activities it refers to.	Beverley James	Regularly attends the Neaman practice clinical meetings and attending network meetings to raise the Social Prescribing profile. · CoL PH team and Social Prescribing working more closely to increase referral activities. · working with One Hackney and City SP to refer patients with more sever needs to their service.	Green
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	Apr-16	Apr-17	A City lead allocated for the City and Hackney 5 to thrive programme and City based 5 to thrive events delivered.	CCG - Rhiannon England/ Poppy Middlemiss (City lead)	City lead allocated and attending the steering group meetings. Website updated and linked to the Icare website. We are working towards getting City events on the website.	Green
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	Jan-16	Sep-16	Include a prevention-focused education element in the new young person clinical health and wellbeing service, which focuses on building the knowledge, self-esteem and resilience of children and young people	Farrah Hart/ Poppy Middlemiss	Services started on the 1st November	Completed
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	Jun-16	Oct-16	The HWMPA service will empower and motivate participants to make informed choices to improve their physical, mental and social well-being through physical activity and healthy eating by offering support tailored to specific groups, including people with mental health issues, and ensuring effective referral and exit routes with partner services.	Lorna Corbin	Reed Momenta won the tender for the new HWMPA service, now branded as City LivingWise, and commenced service delivery on the 24 October	Completed
1.2	Provide Mental Health education and promote positive Mental Health messages through our commissioned services.	Jan-16	Ongoing	The Square Mile Health service provides information on the links between substance misuse and smoking and mental health	Mark Davison	This forms part of the Square Mile service and the City will monitor this at monitoring meetings	Green
1.2	Provide Mental Health education and promote positive Mental Health messages through our commissioned services.	TBC	Mar-17	The City Advice training programme for advisors to include strategies to explore solutions for diverse client groups including people with mental health problems	Lorna Corbin	Toynbee Hall is developing new policies and procedures including ones dealing with users and staff who are experiencing mental health problems. The City Advice Team Manager has attended a number of workshops in the City hosted by Healthwatch City of London on Mental Health provision, as well as participated in a few informal session run by City and Hackney MIND, all of which has been cascaded down to the team. City Advice are in the process of formalising referral protocols and joint working arrangements with City and Hackney MIND and MAYTREE a local suicide prevention charity The City Advice team has had a recent change of staff and are currently reviewing training needs in this area.	Green
1.3	Commission clinical services that enable early identification of Mental Health issues and provide treatment for mild to moderate Mental Health issues	Jan-16	Sep-16	Offer swift and easy referrals into brief psychological support for children and young people with mild to moderate mental health issues, in the new young person clinical health and wellbeing service	Farrah Hart/ Poppy Middlemiss/ Nadia Seeker	Services started on the 1st November	Completed
1.3	Commission clinical services that enable early identification of Mental Health issues and provide treatment for mild to moderate Mental Health issues	Apr-16	Apr-17	Reduced waiting times for IAPT through increased investment, increased capacity and service provision, collaborative working and staff training	CCG	City & Hackney Mental Health Programme Board has invested additional funding to reduce waiting times through increasing capacity and collaborative working, group therapy and ECBT	Green
1.4	Commission Mental Health first aid training for frontline corporation staff so they can identify those with mental health issues and signpost them to appropriate services.	May-16	Mar-17	Number of frontline staff trained in mental health first aid	Farrah Hart/ Poppy Middlemiss	Mental Health First Aid training was delivered on the 1 st and 2 nd December by Mental Health First Aid England. 13 members of frontline staff in the Corporation, including staff from Tower Bridge, Housing, Community and Children's services and City Police were successfully trained. The feedback from the training has been extremely positive and there are further plans to deliver the training in the New Year to frontline staff.	Completed
1.5	Provide training to increase knowledge of children and young people's emotional health, self-harm and suicide risk awareness amongst practitioners across a range of settings, in particular school nurses	May-16	Sep-17	Mental health first aid training to be provided for front line staff and Partners who work with children.	Poppy Middlemiss	Interest has been gathered from schools to participate in MHFA training and a course is being organised jointly with the deucation team so academies staff can also participate.	Amber

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
1.6	Provide extra support to children and unborn children in families where the adults have mental health or substance abuse issues.	Jan-16	May-16	Audit and evaluate the use of the "Think Family" approach to meet the needs of children living in households with adults with additional needs.	Rachel Green	Think family approach fits well. School age children can be referred to in therapeutic input at school. Children referred to CAMHS. SWs undertaken direct work themselves. There does not appear to be a need for further intervention. There is only one case where the children did not receive any additional support, and this was due to the parents not agreeing with it. Additional internal audit for the mock SEND inspection.	Completed
1.7	Identify and provide additional mental health support for our most vulnerable children and young people with social care needs and children in care	May-15	Jul-16	Mental Health Needs Assessment; 0-5 Needs Assessment; 5-19 Needs Assessment; Substance Misuse Needs Assessment	Poppy Middlemiss	Mental Health Needs Assessment; 0-5 Needs Assessment; Substance Misuse Needs Assessment; 5-19 Needs Assessment are complete. City Supplements to be done.	Green
1.7	Identify and provide additional mental health support for our most vulnerable children and young people with social care needs and children in care	Apr-16	Aug-16	Commission an enhanced CAMHS service for looked after children.	Prachi Ranade	Contract for an enhance CAMHS service in place.	Completed
1.8	Deliver additional mental health support to vulnerable new and expectant mothers.	Jan-16	Apr-16	Commission an enhanced health visiting service with a specification to assess and identify maternal mental health concerns and offer subsequent support.	Farrah Hart/ Nicole Klynman	The new health visitor service (provided by the Homerton Hospital) is commissioned by the London Borough of Hackney and the contract started on 1 st July 2016.	Completed
1.9	Implement the Carers' Strategy to improve support services and mitigate the risk that a caring role may lead to mental ill health.	Jan-16	Ongoing	Carers' Strategy and Action Plan developed and monitored by the Adult Wellbeing partnership.	Anna Grainger	Carers action plan is being progressed and on track, and will have carers mental and physical wellbeing as its central focus	Green
		Jun-16	Sep-16	Include a City Carers Service in the new Reach Out Network to provide help, advice and support for Adult Carers.	Emma Goulding	The tender process for the Reach out Network is completed. Carers Network Westminster won the tender for the City Carers service which commenced mid-September. The service includes two monthly carers groups, a weekly 'listening ear' service over the phone, Skype or email and a monthly 1:1 drop in service and development of peer networks.	Green
1.10	Identify and support young carers to promote and safeguard their welfare, mitigate the risk that a caring role may lead to mental ill health.	Jun-16	Sep-17	Refresh the Young Carer's Strategy.	Chris Pelham	The Young Carers Strategy is being reviewed and will be complete by the end of Spetember 2017. This will be signed off at Childrens Senior Management Team Meeting,	Green
1.11	Integrate care pathways so that the mental health needs of people with long-term physical health issues are identified and met.	May-16	May-17	Depression screening is included in the diabetes template in primary care.	CCG	Done	Completed
1.11	Integrate care pathways so that the mental health needs of people with long-term physical health issues are identified and met.	May-16	May-17	Include a 5 to Thrive wellbeing reminder in Recovery Care Plans	CCG- Rhiannon England	Done	Completed
1.11	Integrate care pathways so that the mental health needs of people with long-term physical health issues are identified and met.	May-16	May-17	A Mental Health check is included in young people's health checks in Primary care.	CCG	There are MH questions on the EMIS YP health check template for clinicians to use if appropriate including links to WEMWBS and the MH resources leaflet for YP	Green
1.12	Develop and deliver an action plan to address social isolation and promote community cohesion to help prevent mental health issues from developing	Jan-16	Mar-17	Social isolation strategy and action plan developed.	Adam Johnstone	The Social Isolation Strategy has been developed and a public consultation has been completed. Sign-off on a final strategy and action plan has been delayed due to CCS Committee decision to set up a Social Wellbeing Panel to examine the challenges in more detail. The Panel met on 8 December and will meet again on 13 January. A final version of the Strategy has been agreed bby committee, an action plan has been agreed by the Departmental Leadership Team and is being implemented.	Completed
1.12	Develop and deliver an action plan to address social isolation and promote community cohesion to help prevent mental health issues from developing	Apr-16	Jul-16	Extend the City's befriending scheme to include people with low level mental health needs.	Jackie Merrifield	The befriending service commenced on July 4th. Official launch took place on 27th September attended by over sixty people.	Green
1.12	Develop and deliver an action plan to address social isolation and promote community cohesion to help prevent mental health issues from developing	Jun-16	Sep-16	Include a Wellbeing and Independence Service in the new Reach Out network which will encourage and support people to actively participate in their community to prevent social isolation.	Lorna Corbin	The tender process for the Reach out Network is completed. Toynbee Hall won the tender for the City Wellbeing service which commenced mid-September. The service includes one to one support from the Outreach worker and monthly 'coffee mornings'	Completed
1.12	Develop and deliver an action plan to address social isolation and promote community cohesion to help prevent mental health issues from developing	Jan-16	Jan-17	Provide a 'Little Explorers' program for mothers with young children at risk of social isolation.	Theresa Shortland	Little Explorers programme complete	Completed
1.13	Improve diagnosis rates for dementia	Apr-16	Apr-17	CCG working with GP practices to promote early identification and improved coding practices for dementia.	CCG	New GP Dementia Lead and a newly appointed MH facilitator are working with practices to improve coding and improve diagnosis rates for practices with potential to improve diagnosis rates	Green
1.14	Ensure that advice and support is available to those diagnosed with dementia and their carers.	Jun-16	Sep-16	The new Reach out network to include a City Memory group to provide group and peer support for people diagnosed with dementia, their families and carers.	Lorna Corbin	The tender process for the Reach out Network is completed. Toynbee Hall, subcontracting to Forget Me Not, won the tender for the City Memory Group which commenced mid-July. The service includes weekly group sessions and is actively working with the City Befriending service to provide befrienders to group members who need extra support.	Completed
1.14	Ensure that advice and support is available to those diagnosed with dementia and their carers.	Jun-16	Jul-16	Establish a new integrated Dementia Care Pathway with input from all key stakeholders.	CCG/Anna Grainger	The new dementia care pathway is in place. Pathway currently being updated (updated pathway due Jul 2017)	Completed
1.14	Ensure that advice and support is available to those diagnosed with dementia and their carers.	Jul-16	Mar-17	Provide those diagnosed with dementia with advanced care plans and crisis plans as part of the new Dementia Care Pathway.	CCG/ Anna Grainger	Work is underway in the Care planning work stream in Phase 2 of the dementia alliance are working towards agreement to use Coordinate my care to create care plans for people diagnosed with dementia.t these care plans will include crisis and advanced care plans where possible.	Green

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
1.14	Ensure that advice and support is available to those diagnosed with dementia and their carers.	Jul-16	Mar-17	All carers offered an assessment of their needs and receive carers support package as part of new integrated Dementia Care Pathway.	CCG/ Anna Grainger	The new phase of the dementia alliance will focus on plans to map out support available to carers and identify gaps in service provision. We are working with the Local Authority to obtain data on % of Carers for people with dementia on their carers register	Green
1.15	Protect, and where possible enhance, the acoustic environment in suitable parts of the City to mitigate against the Mental Health effects of noise and contribute to an improvement in mental well-being of City residents, workers and visitors.	Jan-17	Jan-18	Identification of open spaces in the City that would benefit from further protection or enhancement of the acoustic environment.	Rachel Sambells	Consultation has been carried out on the draft Noise Strategy 2016 to 2026 and the strategy will be finalised in January 2017	Green
1.15	Protect, and where possible enhance, the acoustic environment in suitable parts of the City to mitigate against the Mental Health effects of noise and contribute to an improvement in mental well-being of City residents, workers and visitors.	Jan-17	Jan-18	Initiatives and policies are in place to protect areas of tranquillity which are relatively undisturbed by noise and are prized for their recreational value.	Rachel Sambells	Consultation has been carried out on the draft Noise Strategy 2016 to 2026 and the strategy will be finalised in January 2017	
1.15	Protect, and where possible enhance, the acoustic environment in suitable parts of the City to mitigate against the Mental Health effects of noise and contribute to an improvement in mental well-being of City residents, workers and visitors.	Jan-17	Jan-18	Encourage developers, architects and planners to consider a variety of soundscape initiatives (including tranquillity) in the design of new developments.	Rachel Sambells	Consultation has been carried out on the draft Noise Strategy 2016 to 2026 and the strategy will be finalised in January 2017	
1.15	Protect, and where possible enhance, the acoustic environment in suitable parts of the City to mitigate against the Mental Health effects of noise and contribute to an improvement in mental well-being of City residents, workers and visitors.	Jan-17	Jan-18	Encourage developers, architects and planners to consider a variety of soundscape initiatives (including tranquillity) in the design of new developments.	Rachel Sambells	Consultation has been carried out on the draft Noise Strategy 2016 to 2026 and the strategy will be finalised in January 2017	
1.16	Improve the identification and treatment of mental health issues amongst rough sleepers through outreach services and on-street assessments.	Jan-16	Apr-16	Complete an evaluation of the EASL service to determine what further action is required to help rough sleepers with mild mental health needs into accommodation.	Davina Lilley	Completed in April 2016. EASL to continue is scaled down approach- doing assessments when required. Review meeting in December	Green
1.16	Improve the identification and treatment of mental health issues amongst rough sleepers through outreach services and on-street assessments.	Apr-16	Sep-16	Complete an assessment of the Mental Health needs of rough sleepers in the City.	Davina Lilley/ Simon Cribbens	The health needs assessment of homeless people is awaiting resource allocation to complete.	Red
1.17	Support the business community by providing tools and training to mitigate the impact of stress and anxiety at work reduce mental health issues amongst City Workers.	Jan-16	Jan-17	Information relevant to Mental Health and suicide on the Business Healthy resource pages	Nicole Klynman	Work on-going with Barts Health to consider a health centre approach for city workers. Business Healthy has put lots of evidence on the website, weekly (moving to probably monthly) newsletters with lots of supportive information. Joint work with the GLA to put abridged evidence based NICE guidance on website in a more user friendly format	Green
1.17	Support the business community by providing tools and training to mitigate the impact of stress and anxiety at work reduce mental health issues amongst City Workers.	Feb-16	Nov-16	City of London Corporation to run the This is Me campaign	Justin Tyas	To celebrate World Mental Health Day, CityWell launched a video-based mental health campaign at the Celebrating Our People Awards in October 2016. The 'This is Me' campaign is part of a larger City-wide movement involving 70 organisations across the City, working in partnership with the Lord Mayor's Appeal. Other businesses taking part include Barclays, PwC, BNY Mellon and the Bank of England. The campaign raises awareness of mental health in the workplace and aims to open up the culture for people to talk more openly about their experiences of mental health. The City of London Corporation released two short 2-minute videos featuring two employees talking about their lived experiences of mental ill health and how the City has enabled them to self-manage their conditions. The videos have been circulated through internal communication channels, as well as through corporate social media channels, such as, YouTube, Twitter, LinkedIn and Facebook. Funding dependent we will run it again next year – with participants from other sites.	Green
1.17	Support the business community by providing tools and training to mitigate the impact of stress and anxiety at work reduce mental health issues amongst City Workers.	May-16	Oct-16	Hold a suicide prevention educational event for the business community with CMHA.	Poppy Middlemiss/ Nicole Klynman	The event took place with Business Healthy. A new Healthy Business lead (Xenia Koumi) started on the 1st November to continue the work.	Completed
1.17	Support the business community by providing tools and training to mitigate the impact of stress and anxiety at work reduce mental health issues amongst City Workers.	Mar-16	Ongoing	Identify and appraise options for providing non-NHS health services for City workers within the Square Mile, including mental health, particularly for lower-paid City workers.	Nicole Klynman	Work on-going to determine the feasibility of opening a health centre for City workers primarily focused on mental health. Business Healthy has put lots of evidence-based guidance on the website, weekly (moving to probably monthly) newsletters with lots of supportive information. There are plans to produce abridged, more user-friendly evidence-based NICE guidance joint with the GLA and publish it on the Business Healthy website. We are promoting Thrive LDN, particularly the strands relating to workforce stigma and zero suicide. We are also promoting the Release the Pressure Campaign, encouraging City workers to seek help and giving them information about the mental health services available to them.	Green
1.17	Support the business community by providing tools and training to mitigate the impact of stress and anxiety at work reduce mental health issues amongst City Workers.	Jul-16	Dec-16	Learning Well programme working with Business Healthy to engage City workers	Barbara Hamilton	The programme continues with an increased number of public health services and community health services engaging in the project (for example St Mungo's, the Single Homelessness Project and the Prince's Trust)	Green
1.18	Increase access to Individual Placement Support (IPS) for SMI in secondary care services by 25%	Apr-16	Apr-17	Increased access to Individual Placement Support (IPS) for SMI in secondary care services by 25%	CCG & Devolution Partners	This work stream will be covered under the Prevention workstream of the integrated care programme. The CCG are currently working with LBH and CoL to establish the baseline and the action plan for this workstream.	Amber

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
1.19	Reduce rates of detention under the MH act	Apr-16	Apr-17	Rates of detention are reduced for those with SMI, psychotic disorders, BME groups and those in crisis	CCG	Through expansion of our EIP programme to those with psychotic disorders, working with the statutory sector and VSO to ensure better reach into BME communities who are disproportionately represented in detentions and our community based crisis interventions aimed at de-escalating a crisis to avoid admissions or detentions. Through the street triage pilot in the City we are seeing a large reduction in those detained under the MH health act	Green
1.20	Physical health screening and interventions for those with SMI	Apr-16	Apr-18	30% of those on GP SMI register have screening and NHS Health Checks, as well as interventions for physical activity, obesity, diabetes, heart disease, cancer and access to 'stop smoking' services	CCG	We have created a mental health dashboard, which monitors SMI physical health checks in primary care for against an SMI register and have also invested in more comprehensive GP physical health checks which go beyond the QOF requirements	Green

Priority 2:		Personalisation					
Objective 2:		Design and deliver services that are tailored to meet individual needs and offer people the greatest possible choice and control over their lives					
Ref:	Action:	Start:	End:	Measure/outcome:	Lead officer/partner:	Comments:	RAG status:
2.1	Design and deliver services that improve the experience of those with specific cultural needs, to ensure equal access to services.	Jun-16	Oct-16	Provide the opportunity for service users to feedback on Mental Health services and recommend how they can better cater to their needs	Col Public Health Team/ CCG	Mental Health Programme Board is liaising with PPI groups on specific issues to gain feedback on how to improve services. Recently attended a Men's Health and Wellbeing event to inform of our commissioning intentions and also consult on specific topics to help inform our plans	Green
2.1	Design and deliver services that improve the experience of those with specific cultural needs, to ensure equal access to services.	Apr-16	Apr-17	Provide a programme of community psychology providing outreach and education to BME communities.	CCG/ ELFT	The psychological therapies alliance piloted the Tree of Life within the BME population and Bikur Cholim piloted OCD and Derman piloted group therapy with the Turkish and Kurdish communities.	Green
2.2	Invest in mental health care in the community.	Apr-16	Apr-17	Statutory sectors delivering care in more accessible, less stigmatised community based locations	CCG	Crisis Café opened in 2016. More secondary care patients being seen in primary care locations through EPC	Green
2.2	Invest in mental health care in the community.	Apr-16	Apr-17	Community groups are adequately represented in local commissioning and service design	CCG	City and Hackney CCG Innovation fund support a community psychology model for Emotional health and well-being	Green
2.2	Invest in mental health care in the community.	Apr-16	Apr-17	Employment of a community based specialist team for children and young people.	CCG	Community team in place	Green
2.2	Invest in mental health care in the community.	Apr-16	Apr-17	Community based staff to recognise the signs of psychosis to enable swifter referrals	CCG/GP	City and Hackney CCG Innovation fund support a community psychology model for Emotional health and well-being	Green
2.2	Invest in mental health care in the community.	Jan-16	Sep-16	Provide First Steps sessions, which offer support for young people and their families experiencing emotional difficulties, in the community	Theresa Shortland	New sessions starting in the Barbican in January 2017 and in Sir John Cass School after Easter 2017	Green
2.3	Offer mental health support on GP practice premises where possible and transfer the case management of some patients with mental health problems to primary care.	Apr-16	Apr-17	Increase the patient cohort for the Enhanced Primary Care mental health service to include a higher % of mood disorders, PD and older adults and increase staff capacity and range of skills to support this.	CCG	Already being done	Green
2.3	Offer mental health support on GP practice premises where possible and transfer the case management of some patients with mental health problems to primary care.	Apr-16	Apr-17	The transfers from secondary care to primary care increased to meet the target of 50 per month.	CCG	Currently achieving approximately 40 a month	Amber
2.4	Increase the capacity of psychological therapy assessment and treatment services.	Apr-16	Apr-17	Reduce the waiting times for IAPT through increased investment, increased capacity and service provision, collaborative working and staff training.	CCG	City & Hackney Mental Health Programme Board has invested additional funding to reduce waiting times through increasing capacity and collaborative working, group therapy and ECT	Green
2.5	Offer an extended range of Mental Health services	Apr-16	Apr-17	The CCG to increase the range of MH interventions available for Children and Young People, those with Dementia, Perinatal MH disorders, BME, Veterans, Homeless and those in crises.	CCG	Various work streams currently on going to address these areas funded by recurrent, non-recurrent and innovation funds	Green
2.6	Improve the physical health of those with enduring mental health issues.	Jun-16	Sep-16	Include a community health engagement service as part of the weight management and exercise on referral service which directs those with mental health needs towards sport and leisure opportunities at fusion /libraries.	Lorna Corbin	Reed Momenta won the tender for the new HWMPA service, now branded as City LivingWise, and commenced service delivery on the 24 October	Completed
2.6	Improve the physical health of those with enduring mental health issues.	Apr-16	Apr-17	Refer people with low level mental health needs to physical activity services through the social prescribing service.	Beverley James	Working to increase referrals from City residents. · Col PH team and Social Prescribing working more closely to increase referral activities	Amber
2.7	Provide vulnerable patients with enhanced care plans to help manage their needs and ensure that the care they receive is integrated.	Apr-16	Apr-17	Development of care plans in primary care for complex patients to improve integrated service provision for these patients	CCG	The CCG Care planning Group have agreed that GPs will create CMC care plans for frail elderly patients with dementia. Also the Alzheimer's Society will be creating their community support plans for patients diagnosed with mild to moderate dementia on CMC.	Amber
2.7	Provide vulnerable patients with enhanced care plans to help manage their needs and ensure that the care they receive is integrated.		Jul-16	Establish a new integrated Dementia Care Pathway with input from all key stakeholders.	CCG/ Anna Grainger	The integrated dementia care pathway is in place but being updated currently	Green
2.7	Provide vulnerable patients with enhanced care plans to help manage their needs and ensure that the care they receive is integrated.	Jan-16	Jan-17	A Care ACT COMPLIANT Care Programme Approach (CPA) is being developed in ELFT and the City sits on the Development Board	Anna Grainger	This work is on-going and COL are up to date on all developments	Green
2.7	Provide vulnerable patients with enhanced care plans to help manage their needs and ensure that the care they receive is integrated.	Jan-16	Jan-17	Establish a multi agency Hoarding and Self-neglect Panel with partners from Environmental Health, Public Health, Housing, CCG, Legal, LFB, COL Police and ASC	Anna Grainger	Panel has met monthly since Jan 16, 6 cases have been presented and progressed through a multi-disciplinary protection plan - will be an ongoing meeting - therefore action is complete.	Completed
2.8	Research and assess the need for MH services and support for victims and perpetrators of domestic violence and abuse, and their children	Jul-16	Dec-16	Include questions on MH in assessments of victims and perpetrators of domestic abuse and their children, and refer them on to appropriate care	Robin Newman	This action is complete. We either refer to CAMHS or the Positive Change Programme.	Completed
2.8	Research and assess the need for MH services and support for victims and perpetrators of domestic violence and abuse, and their children	Jan-16	Jan-17	Explore options to offer a non-clinical alternative to CAMHS as first step support for children and young people affected by domestic violence and abuse	Rachel Green	DV specialist social worker in post	Completed
2.9	Create a "dementia-friendly" City of London, so that people with dementia are well supported by the wider community.	Jan-15	Jan-16	Achieve the Dementia friendly City status	Anna Grainger	Dementia Friendly Status achieved	Completed
2.9	Create a "dementia-friendly" City of London, so that people with dementia are well supported by the wider community.	Apr-16	Apr-17	Raise awareness amongst residents and workers regarding the needs of people living with Dementia and how they should be supported	Anna Grainger	This work is on-going through the ASC service all workers have Dementia training and awareness raising as a key objective of their appraisals. All commissioned providers in domiciliary care, and community services have clear Dementia targets and outcomes. the Reach Out Networkare commissioned to provide a regular Memory Group and run regular information stalls and City events to raise awareness.	Green

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
2.10	City residents registered with GP's in neighbouring areas will receive joined up Mental Health care	Apr-16	Mar-17	Explore options to establish clear referral routes and care pathways with Tower Hamlets CCG for City residents that are registered with out-of-area GPs.	Farrah Hart	Meeting set up between Director of DCCS to progress this on 12th September.	Green

Priority 3:		Recovery					
Objective (if applicable):		Provide support that is focused on recovery and self-management					
Ref:	Action:	Start:	End:	Measure/outcome:	Lead officer/partner:	Comments:	RAG status:
3.1	Implement a Mental Health Rehabilitation Programme to support those stepping down from supported living	Jan-16	Dec-16	Mental Health rehabilitation project in place	Anna Grainger	ELFT rehab contract now in place from April 2017 to March	Complete
3.2	Employ a floating support worker to facilitate integration across a number of services which support independence	Dec-16	Apr-17	Floating support worker recruited	Anna Grainger	Full time Floating support now included with the ELFT rehab contract. Floating support to be accessed via Penderials third party support brokerage on ad hoc basis as required for individual service users and bespoke support plan put in place.	Complete
3.3	Provide employment support and advice for individuals with mental health issues to keep them in work or support them back into employment	Apr-16	Apr-17	Individuals with mental health issues receive employment support as part of their care package to gain employment or stay in employment	CCG	Currently part of the delivery in the CCG's psychological therapies alliance work	Green
3.4	Provide recovery methods to support mental health sufferers who find it difficult to commit to regular treatment	Sep-15	May-16	Establishment of the Service User Network, aimed at individuals who frequently present to health services in crisis to provide recovery and self-help strategies.	ELFT/ City and Hackney Mind	The Service User Network is now open and successfully operational. Extended funding has been agreed for 2016/17.	Green
3.5	Increase IAPT recovery rate (50% national target)	Apr-16	Apr-17	IAPT recovery rate above target	CCG	The recovery rate improvement programme is being implemented. The clinical dashboard is being used to monitor recovery rate, focus is on recovery, reducing waiting times and better application of the Stepped Care Model. The recovery rate has been above target for the last 3 months and is projected to stay that way in future	Green

Priority 4:		Delivery					
Objective (if applicable):		Commit to delivering effective Mental Health services and respond effectively to people in crisis					
Ref:	Action:	Start:	End:	Measure/outcome:	Lead officer/partner:	Comments:	RAG status:
4.1	Minimise the number of suicides in the City by co-ordinating a multi-agency approach to prevention through the development and delivering of a Suicide Prevention Action Plan.	Jan-16	Ongoing	Suicide Action Plan developed and Implemented	Poppy Middlemiss	On-going work, update at the HWBB in January.	Green
4.1	Minimise the number of suicides in the City by co-ordinating a multi-agency approach to prevention through the development and delivering of a Suicide Prevention Action Plan.	Apr-16	Mar-17	The implementation of the Bridge Pilot to reduce the number of people committing suicide from City Bridges.	Poppy Middlemiss	On-going, the bridge pilot began in April- Samaritans signs up, training sessions run, leaflets given out	Completed
4.1	Minimise the number of suicides in the City by co-ordinating a multi-agency approach to prevention through the development and delivering of a Suicide Prevention Action Plan.	Apr-16	Mar-17	Number of front line staff and general public trained in suicide prevention	Poppy Middlemiss	7 training sessions have taken place so far; 'Train the trainer' sessions within businesses and for Tower Bridge Security staff have also taken place.	Completed
4.2	Provide an out-of-hours "safety net" for those with recurring mental health problems or those who reach crisis point at a time when traditional routes into services are not open.	Sep-15	May-16	Set up a crisis network which includes a 24 hours helpline and an open door, drop in service for vulnerable individuals in times of crisis when regular services are not open.	ELFT/ City and Hackney Mind	Both the Service User Network and Crisis Café are both now open and successfully operational. Both have been agreed for extended funding for 2016/17.	Green
4.3	Provide a robust pathway for young people transitioning from CAMHS to Adult Mental Health services	Jan-16	Jan-17	Continue to discuss cases transitioning to adult services through the Transitions Forum to ensure that there is a smooth transition and no gap in service provision	Rachel Green	New draft of Young Carers strategy to be reviewed at the December 2016	Green
4.4	Work to create parity of esteem between mental health and physical health services.	Jun-16	Sep-16	Include a community health engagement service as part of the weight management and exercise on referral service which directs those with mental health needs towards mental health services/ leisure at fusion /libraries.	Lorna Corbin	Reed Momenta won the tender for the new HWMPA service, now branded as City LivingWise, and commenced service delivery on the 24 October	Completed
4.4	Work to create parity of esteem between mental health and physical health services and reduce mortality gap for MH patients	May-16	May-17	Ensure physical health-checks for those on Severe Mental Illness register.	CCG	The CCG has recently committed to increase mental health investment by £2.2m from 2017-18 onwards to achieve the PoE target. We are increasing the number of physical health checks conducted by GPs in primary care for people with severe mental health problems (see SMI section below). We are monitoring the number of checks and the results in terms of referrals to lifestyle interventions and physical health improvement in our primary care mental health dashboard.	Green
4.4	Work to create parity of esteem between mental health and physical health services.	May-16	May-17	Development of a shared-care protocol to improve the physical healthcare of patients prescribed psychotropic medication.	CCG	Protocol developed and now needs to be agreed by providers (GP Confed and ELFT)	Amber

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
4.4	Work to create parity of esteem between mental health and physical health services.	May-16	May-17	Improved identification and referral to MH treatment for people with long-term conditions and medically unexplained symptoms.	CCG	Working on ways to monitor and support frequent attenders, and providing MUS training for GPs - There is a frequent attenders review in the GP contract and we delivered 2 hours mandatory training 16/17 for GPs on medically unexplained symptoms	Completed
4.5	Develop a robust pathway together with substance misuse services to ensure that those with a dual diagnosis receive better care.			WDP and Adult Social Care have redeveloped the pathway for those with dual diagnoses.	Ian Tweedie	The revised ASC/WDP pathway document has now been signed off and shared with WDP.	Completed
4.6	Increase ease of accessing treatment for City residents	Apr-16	Apr-17	There is provision and access to mental health services for hard to reach community groups	CCG	Self-referral and referral by schools	Green
4.7	Reduce suicide rates by 10%	Apr-16	Apr-17	Reduction in suicides in City & Hackney to zero	CCG/CoL	We have a joint multi-agency plan to reduce suicide rates by 10%. We have recently created a 24/7 crisis line supported by a crisis café and crisis therapy project. This increases the support available to people, who feel suicidal. We plan to improve links between the crisis line, the police and ambulance services. We will be piloting street triage this year. We will monitor and increase the use of crisis plans for service users. This will help service users manage suicidal ideation. Progress with work is on target	Green
4.8	FYFV: Increase access to IAPT to 15.8%	Apr-16	Apr-17	An increase in access rates for IAPT, an increase in BME recovery rates for IAPT and an increase in the number of older people accessing IAPT services	CCG	As part of our Five Year Forward View, in 2017-18 we are investing an additional £300,000 recurrently to increase IAPT access rates. We are expanding the IAPT provision to include 3 VSOs with reach into BME communities. Collectively these will increase access rates by 2%. We are encouraging GPs to increase referrals of older adults to IAPT services and we are monitoring the age distribution. Targets agreed and in place.	Green
4.9	Reduced waiting times for IAPT services	Apr-16	Apr-17	75% of people to have been seen by IAPT within 6 weeks, 95% within 18 weeks	CCG	These targets are being consistently achieved	Completed
4.10	Ensure children with diagnosable MH condition have access to evidence based treatment	Apr-16	Apr-17	28% of children with diagnosable MH condition have access to evidence based treatment	CCG	As part of the CAMHS Transformation Programme, the CAMHS Alliance will manage this work. The increase trajectories and investment has been agreed by the CCG FPC. On target to deliver these trajectories	Completed
4.11	24/7 community-based mental health crisis response for CYP	Apr-16	Apr-18	A 24/7 community based mental health crisis response for CYP is available	CCG	This is currently in development as part of the CAMHS Alliance CAMHS Transformation Programme. A detailed mapping exercise is currently underway to evaluate current service provision against national requirements with investment set aside to fund service redesign scheduled to begin in Q1 17/18. The CCG is also working closely with STP and consortium partners to explore opportunities for developing services at a wider footprint level as numbers of CYP requiring this service will be small if applied at a local level. This is a challenging piece of work as demand does not exist at a local level so the function will need to exist at STP footprint level. Challenges of integrating this new system in to a number of existing systems that vary greatly is challenging. A multiagency task and finish group has been set up to complete this.	Amber
4.12	95% of CYP receive treatment for eating disorder within 4 weeks (routine) or 1 week (urgent) – community eating disorder teams	Apr-16	Apr-17	95% of CYP with eating disorder receive treatment within 4 weeks (routine) or 1 week (urgent)	CCG	This is part of the CAMHS Transformation Programme at CCG Consortium level. We have collaborated with our Consortium partners, Newham and Tower Hamlets CCGs in setting up a model that is contracted to deliver in full against these standards and timelines. Current standards requirements are being met. We are on target to meet future trajectories as more requirements / targets come in to place	Green
4.13	Ensure people with first experience of psychosis start treatment within 2 weeks of referral	Apr-16	Apr-17	People with first experience of psychosis start treatment within 2 weeks of referral	CCG	Currently achieving 96.7%. In 2017-18 we have committed additional recurrent investment into EIP teams which will ensure that this level of performance is sustained.	Green
4.14	Eliminate out of area placements for non-specialist acute care by 2020/2021	Apr-17	Apr-18	There are no out of area placements for non specialist acute care for City & Hackney	CCG & STP Partners	We will be conducting a joint review of out of area placements with our main statutory sector mental health provider in 2017-18. This will identify the use of out of area placements and whether there are any gaps in local service provision for non-specialist acute care which need to be filled in order to eliminate non specialist out of area placements.	Green
4.15	FYFV: Ensure 24/7 access to community crisis resolution teams, home treatment teams and MH liaison in acute trusts	Apr-16	Apr-17	Reduced mental health admissions including self-harm, detention	CCG	We have funds allocated to provide a 24/7 home visiting emergency assessment service. We have NHSE funding for psychologist to run a self harm clinic for adults	Green
4.16	Increase the number of people with a mental health illness in settled accommodation	Apr-16	Apr-17	Reduced level of unsettled accommodation for people with mental health problems.	CCG & LBH	City of London commissions ELFT to deliver a 'Reablement Step-Down' service which helps people with MH issues and others in supported housing to be ready to move-on and offers ongoing support in their new home. The housing needs of people with MHI will be considered in the scoping of the housing strategy.	Amber
4.17	Ensure we are meeting all care standards for Perinatal mental Health needs	Apr-16	Apr-18	100% of perinatal mental health needs are met and care is NICE compliant	CCG	The CAMHS Alliance and related CAMHS Transformation investment will develop a new perinatal service that meets care standards. We are currently investing an additional £150K per year to address unmet need. We are also applying for central money c£200K to achieve work force calculator requirements at the moderate to severe end.	Amber