

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:	Marcus Roberts / Tizzy Keller		
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. Promote the libraries as places of refuge from stress and run activities to promote positive mental wellbeing.	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. Last year Shoe Lane Library was remodelled to incorporate several "Sanctuary Spaces", one of which also specifically showcases selfhelp wellbeing materials. The Libraries regularly host lunchtime talks on coping strategies such as mindfulness, self-esteem and self-development and improving sleep patterns. Since February 2018 Shoe Lane Library has been hosting the Dragon Café in the City which aims to promote good mental wellbeing by providing a quiet and calm environment,that is open to everyoe, to reflect and take a break from the stress of daily life and work. it runs a bi-weekly programme of activities including tai chi, chess, art workshops, talks and film screenings.	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	The leaning well programme ran for two years until the end of 16/17.	Completed
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. The number of referrals increased in 2017/18.	Green
1.1	Deliver services that support primary prevention of Mental Health issues and support emotional wellbeing	Apr-16	Ongoing	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 2016. We are currently working with the providers of the health and wellbeing service to increase engagement of City young people with the service and will be using the Youth Forum to consult with them.	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.	Apr-16	Ongoing	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 We are currently working with the providers of the health and wellbeing service to increase engagement of City young people with the service and will be using the Youth Forum to consult with them.	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	Ongoing	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

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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	Ongoing	Number of frontline staff trained in mental health first aid	Farrah Hart/ Tizzy Keller	Mental Health First Aid (MHFA) training was delivered on the 1 st and 2 nd December 2016. 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. On the 5th and 6th April 2018 a second course of MHFA training took place at Guildhall. 10 out of 16 places were given free of charge to our commissioned providers including Reed Momenta, WDP, Fusion and Bluebird. Feedback has been overwhelmingly positive and we are looking into running a course in a similar format in the near future	Green
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.	Tizzy Keller/ Jeanne Barnard	A course of Youth MHFA is being organised jointly between the Public Health and Education teams. This course will take place in the summer term.	Amber
1.6	Provide extra support to children and unborn children in families where the adults have mental health or substance abuse issues.	Jan-16	Ongoing	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/ Jo Hendersen	In the last evaluation in 2016 the Think Family approach was found to be working well. A formal review of the approach is due to take place in 2018.	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	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. The substance misuse needs assessment is due to be updated in 2018	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	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.	Ian Tweedie	The renewal of the carers strategy is on this year's commissioning work plan. Will be commissioning an organisation to come in and review and draft new one.	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.	Completed
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 renewal of the Young Carers Strategy is, along with the adult carers strategy, on this year's commissioning work plan. Will be commissioning an organisation to come in and review and draft new one.	Amber
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	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	Ongoing	Social isolation strategy and action plan developed and implemented.	Adam Johnstone	The Social Isolation Strategy and action plan has been developed and is being implemented.	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	Apr-16	Jul-16	Extend the City's befriending scheme to include people with low level mental health needs.	Prachi Ranade	The befriending service commenced on July 4th. Official launch took place on 27th September 2016 attended by over sixty people. The number of people accessing the service has been increasing since it's relaunch	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 took place in 16/17.	Completed
1.13	Improve diagnosis rates for dementia	Apr-16	Ongoing	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/Ian Tweedie	The new dementia care pathway is in place. Pathway currently being updated	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/ Ian Tweedie	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. These care plans will include crisis and advanced care plans where possible. Phase 2 is now complete and admin capacity has been secured by the dementia alliance to go through all those diagnosed with dementia to ensure they have a Coordinate my Care plan in place. Governance protocols are now in place.	green
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/ Ian Tweedie	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. With phase 2 now complete this is informing phase 3 and plans for a Dementia hub	Amber

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
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 Ongoing	Identification of open spaces in the City that would benefit from further protection or enhancement of the acoustic environment.	Rachel Sambells	The Noise Strategy Action Plan has commenced with the first stage of evidence gathering. A 'sounds of the City'	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.				Rachel Sambells	The Noise Strategy Action Plan has commenced with the first stage of evidence gathering. A 'sounds of the City'	
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 Ongoing	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	The Noise Strategy Action Plan has commenced with the first stage of evidence gathering. A 'sounds of the City'	
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 Ongoing	Encourage developers, architects and planners to consider a variety of soundscape initiatives (including tranquillity) in the design of new developments.	Rachel Sambells	The Noise Strategy Action Plan has commenced with the first stage of evidence gathering. A 'sounds of the City'	
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.	Will Norman	The initial evaluation completed in April 2016. EASL are currently working to a new, interim spec pending by the completion of the health and homelessness scoping work (see action below). This will expire in May when the service will be reviewed..	Green
1.16	Improve the identification and treatment of mental health issues amongst rough sleepers through outreach services and on-street assessments.		Apr-16 Jun-18	Complete an assessment of the Mental Health needs of rough sleepers in the City.	Will Norman/ Simon Cribbens	This piece of work has begun and will be completed at the end of June 2018. The commissioned provider who will be undertaking it will liaise with EASL and ELFT.	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.		Jan-16 Ongoing	Information relevant to Mental Health and suicide on the Business Healthy resource pages	Nicole Klynman/ Xenia Koumi	Business Healthy has put lots of evidence on the website, weekly newsletters with lots of supportive information. Business Healthy launched a mental health awareness and suicide prevention campaign, "Release the Pressure" in summer 2017. It is ongoing and is aimed at those working, living in and visiting the Square Mile, encouraging people to recognise day-to-day stresses that could trigger poor mental health and to seek help for them. By advertising in high-footfall areas in the City, including location-specific digital adverts, press coverage and engaging with employers, the campaign has seen much engagement and was seen 30 million times across its first four weeks, with a tenfold increase in views of the list of mental health support services on the CoLC's website. The Dragon Café in the City's 6 month pilot launched in February 2018. It provides a calm and welcoming space for city workers and residents to take time out and hosts free activities to help visitors de-stress and build mental resilience	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 ongoing	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 City of London Corporation will be running the This is Me campaign again and this will be launched at the Mental health and Wellbeing seminar at Guildhall in May 2018.	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 ongoing	Hold a suicide prevention educational event for the business community with CMHA.	Xenia Koumi/ Nicole Klynman	Business Healthy together with the Samaritans hold suicide prevention awareness training sessions 4 times a year.	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.		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.	Xenia Koumi/ Simon Cribbens	A mental health centre for City workers and residents is being explored, which would offer a range of clinical interventions at low cost to those on lower incomes. Premises have been identified and funding is currently being secured. Support is in place from key stakeholders, including Members, and a programme of work has been outlined. The timeline has not been confirmed but we are currently hoping for a 2019 opening.	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 Ongoing	Learning Well programme working with Business Healthy to engage City workers. Run the release the pressure campaign.	Barbara Hamilton	The learning well programme ran for 2 years. The release the pressure campaign was run in summer 2017.	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. We were not eligible for Waive 1 funding so we are waiting for Waive 2 funding to commence. On hold at present.	Amber
1.19	Reduce rates of detention under the MH act		Apr-16 Ongoing	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. ELFT have completed an analysis of the issues.	Green
1.20	Physical health screening and interventions for those with SMI		Apr-16 Apr-19	60% 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. 30% target has now been replaced by a 2018-19 60% target. This will be supported by 2018-19 GP performance incentives and the employment of 2 HCAs.	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 Ongoing	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. In 2018-19 CCG plans to commission a co-design group with people with lived experience to support the work of the MHCC.	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.	Completed

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
2.2	Invest in mental health care in the community.		Apr-16 Ongoing	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 Ongoing	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	Completed
2.2	Invest in mental health care in the community.		Apr-16 Ongoing	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	The first steps programme is run at SJC children's centre. We are currently reviewing the programme as the contract has come to an end. As one of the commissioned services, they will be part of the wider children's centre review currently taking place	Completed
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	Completed
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	NHSE waiting times standards have been met.	Green
2.5	Offer an extended range of Mental Health services		Apr-16 Ongoing	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 Ongoing	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. The referrals increased between the end of 2016//17 and 2017/18.	Green
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	Shared care plans are in place for all frail/complex patients with Dementia. We are improving the range of organisations inputting into the plans. It has been decided not to extend care plans to patients with less frailty as they will not be seen regularly enough to ensure plans are updated and this could cause a clinical risk.	Green
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/ Ian Tweedie	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	Ian Tweedie	The new CPA process is in place and embedded on Rio	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	Ian Tweedie	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	Ian Tweedie	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 Ongoing	Raise awareness amongst residents and workers regarding the needs of people living with Dementia and how they should be supported	Ian Tweedie	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
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/ Ellie Ward	Work has begun with Tower Hamlets CCG to link across to their local integrated care networks and review referral routes and care pathways across a number of areas. Mental Health services are woven into all this work.	Amber

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	Ian Tweedie	ELFT rehab contract now in place from April 2017 to March 19	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	Ian Tweedie	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	Complete
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	Complete

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
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	Tizzy Keller	The Suicide Action Plan was renewed in June 2017 and is now a joint document with the City of London Police. The actions are being implemented and the HWBB will be updated in June 2018	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.	Tizzy Keller	The bridge pilot ran from April 2016-April 2017 and a formal evaluation of the pilot is currently underway. Since the pilot, suicide prevention work focused on the bridges has continued: Samaritans signs up are up on 4 City bridges, numerous training sessions run, 10,000 leaflets given out on City bridges	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	Ongoing	Number of front line staff and general public trained in suicide prevention	Tizzy Keller	The public health team have now established a sustainable method of delivering their suicide prevention awareness training with the Samaritans. Business healthy and the Samaritans will deliver 4 paid for sessions annually aimed at City workers (profits split between Samaritans and city businesses). Business health promotes the Samaritan's training to businesses that want to offer suicide prevention training more widely with their organisation. Frontline staff that have been trained include Tower Bridge staff, St Mungo's outreach team, CoL police. We are in the process of organising it for street pastors in the City.	Green
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.	Completed
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/ Jo Hendersen	The young carers strategy will be reviewed in 2018/19.	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	Ongoing	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)	Green
4.4	Work to create parity of esteem between mental health and physical health services.	May-16	Ongoing	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	Green
4.5	Develop a robust pathway together with substance misuse services to ensure that those with a dual diagnosis receive better care.	Apr-16	Apr-17	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	Ongoing	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 by 10%	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. The street triage in the City has reduced s136s and a similar service will be piloted in Hackney. 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	Ongoing	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	Ongoing	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	In 2018-19 the CYP response in A&E will be expanded through investment in CYP Psychiatric Liaison. A CYP Crisis café will also be piloted.	Amber

Ref:	Action:	Start:	End:	Measure/output:	Lead officer/partner:	Comments:	RAG status:
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-18	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	Ongoing	People with first experience of psychosis start treatment within 2 weeks of referral	CCG	In 2017-18 the service achieved national wait time targets.	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	There are no out of area placements for non specialist acute care for City & Hackney	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. This will be taken forward within the Planned Care workstream.	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 have submitted an STP bid for Perinatal Investment and we are awaiting the results, however we already have a fairly comprehensive service which is almost NICE compliant. We are 2 WTE short.	Amber