



Adult Social Care Select Committee
5 December 2013

Progress with implementation of the adult mental health services public value review (PVR)

Purpose of the report: Scrutiny of Services

The committee will scrutinise progress in implementing the recommendations arising from the 2012 adult mental health services PVR.

Introduction

1. Mental health is everyone's business: we all have mental health, just as we have physical health, that can fluctuate at different points in our lives. Lifestyle factors, the communities in which we live, the local economy and the environment all impact on an individual's mental health.
2. The Public Value Review of adult mental health services, approved by Cabinet in November 2012, provided an excellent opportunity to focus on improving adult mental health services in Surrey. The 'bottom-up', co-design approach taken enabled us to work with a range of partners to develop recommendations that promote positive mental health, encourage innovation and make ideas a reality to improve the mental health of Surrey citizens. The recommendations are concerned with reaching out to more people, promoting joined up services and local accountability.
3. Key outcomes of the PVR are summarised as follows:
 - A strategic shift in the way that services for adults with mental health needs are commissioned and delivered in Surrey
 - Increased investment in universal, preventative services, with an extra £570,000 secured from the Adult Social Care budget for 3 years to deliver local voluntary sector services to improve mental well-being
 - Investment linked to a clear commissioning framework, to meet local need and enable people to reach their desired outcomes
 - The PVR provided substantial evidence to position mental health as an area of high priority within Surrey; subsequently the Health and Wellbeing Board prioritised mental health and emotional wellbeing in its first year.

4. In the first year of implementation we have made substantial progress to deliver Surrey's ambition of moving towards early intervention and prevention, personalised services and improved outcomes for people with mental health needs and their family/carers.
5. The 14 recommendations (please see annex 1) are concerned with reaching out to more people, promoting joined up services and local accountability. The opportunities and challenges of implementing the PVR recommendations have been taken forward in partnership, with the co-design values embedded in the implementation process.

Implications of the care bill

6. We considered the implications of the impending changes to adult social care as a result of the care bill when conducting the PVR. There are two areas of the care bill that tangibly relate to adult mental health services, which are **promoting integration** and a **focus on prevention**.
7. In Surrey we have had integrated community mental health services with health since 1996 and in 2012 we entered into a section 75 agreement with Surrey and Borders Partnership NHS Foundation Trust. We have also established universal access services with the six Clinical Commissioning Groups (CCGs) following the outcome of the public value review in November 2012. These 'community connections' services in the 11 Districts and Boroughs are universal preventative services run by the voluntary sector to complement the statutory services which have eligibility criteria; the community connections services do not have eligibility criteria.
8. This report will illustrate notable achievements in the implementation of the recommendations (please see annex 1 for full implementation plan progress) and key areas under development.

Notable achievements

9. **Recommendation 2:** Drive forward a strategic shift to early intervention and prevention, by investing more resources into the voluntary sector, to ensure equity across Surrey, to keep people well in their communities.

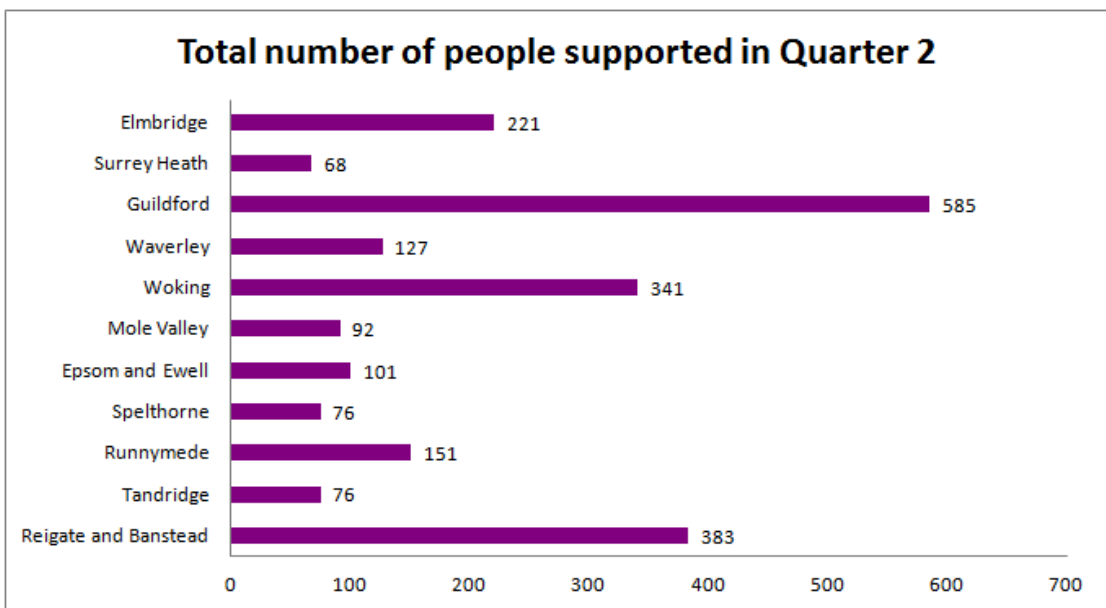
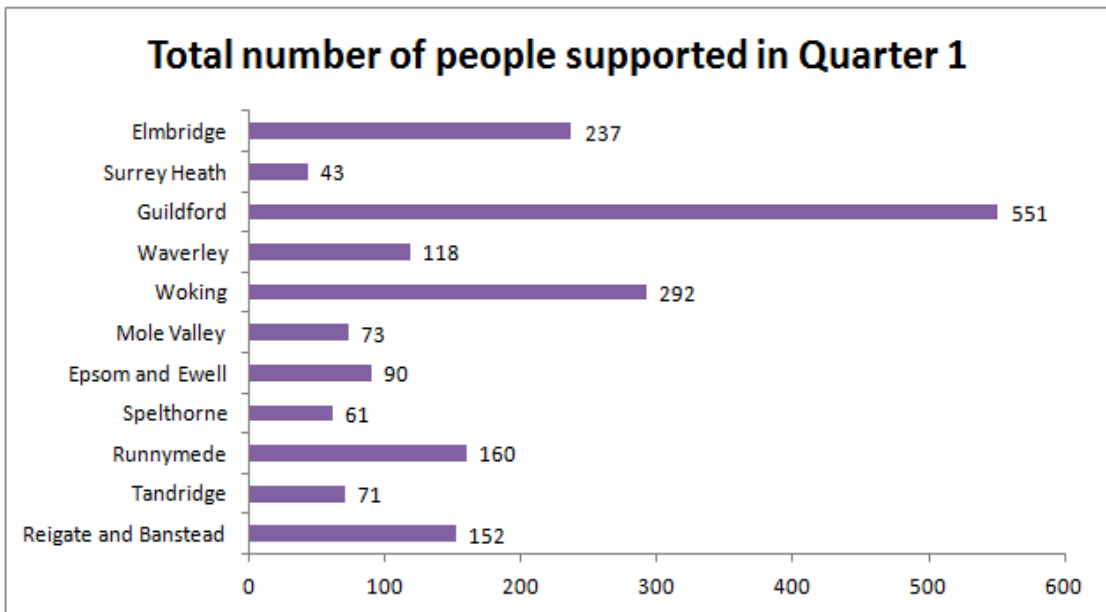
'When you think about mental health services, you think about secondary mental health services, but it's the social interaction that keeps you well'. Service user, Leatherhead

- 9.1. We used the wealth of feedback we received throughout the PVR to help develop service specifications for community connections services. These are universal services delivered at borough and district level which focus on positive mental health, keeping people well, tackling social isolation and delivering more access to employment, learning and leisure opportunities. Prior to the PVR,

there was inequity of provision, with some districts and borough areas having no community connections services.

9.2. We brought together existing funding from Adult Social Care and from the Clinical Commissioning Groups and secured an extra £570,000 per year from Adult Social Care whole systems funding as an outcome of the PVR. We were then able to commission community connections services based on population need, focusing on outcomes for local people in each district and borough in Surrey.

9.3. After a bidding process, five lead providers from the voluntary sector were appointed in April 2013 to deliver services. There are positive relationships and dialogue between providers and commissioners, and the first six months have been very successful in delivering services.



9.4. Please see a case study in annex 2 which a service user has written about their experiences of using community connections services.

9.5. The process of commissioning and procuring community connections has been recognised as innovative and good practice, shared in a Guardian online innovation debate in June 2013 and with David McNulty as part of his chief executive’s voluntary sector workshop in October 2013.

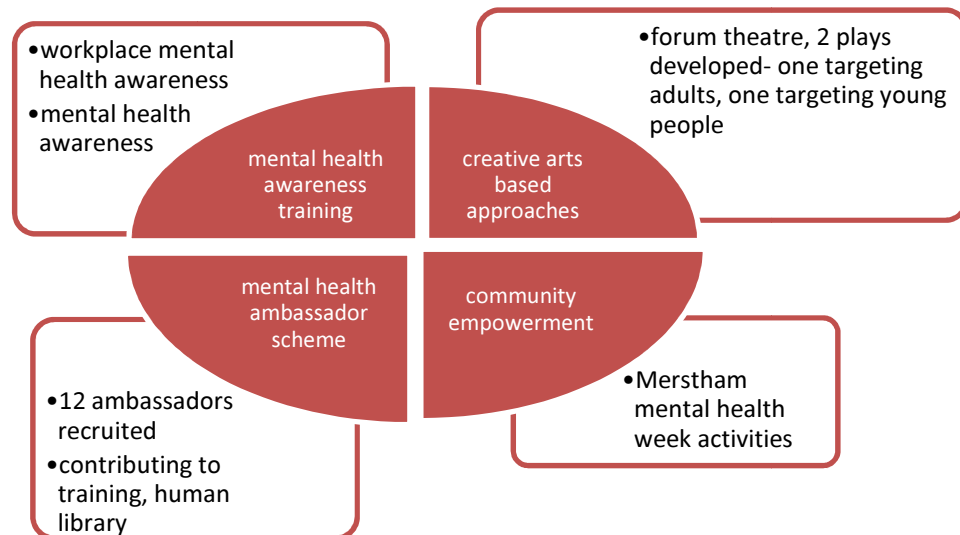
10. **Recommendation 4:** Improve knowledge and awareness of mental health across the county, and address stigma and discrimination, to make sure mental health is everyone’s business. This will be done in partnership with Public Health, partners and the communications team.

‘I’m normal and contribute a lot to society’.
Service user, Leatherhead

10.1. Surrey County Council signed the Time to Change pledge in January 2013. As an organisation, we pledged to end mental health discrimination. Please see photograph below of Sarah Mitchell, Director of Adult Social Care with Sue Baker, Director of the national time to change campaign at our pledge signing reception.



10.2. In April 2013 we launched our pilot to support time to change Surrey. We have been piloting our approach to tackle stigma and discrimination in Merstham and Redhill. This is a multi-faceted approach, illustrated below.



10.3. The mental health ambassadors are people with lived experience of mental health problems. Our partners Let's Link have facilitated the scheme and provided the ambassadors with comprehensive personal development training to enable them to fulfil their role. They have been engaged in a number of activities including engaging with the general public at promotional events such as world mental health day, East Surrey College freshers' week and at Reigate and Banstead Borough Council, interacting with over 450 people. The ambassadors are also gathering people's stories to include as case studies in a guide to mental health, to help reduce the stigma that surrounds mental health.

10.4. The ambassadors also contributed to the delivery of the mental health awareness training. Over 220 people working in Surrey in the public sector, voluntary sector and in the private sector attended the training to learn more about mental health and how to promote mental health in the workplace.

10.5. Two hard hitting plays have been created by Acting Out. 'Flashpoint' shows a man's struggle with mental illness after being made redundant and how the stigma he experienced led him into a serious decline. Audiences get the chance to interact and be involved in the play, redirecting and rewriting the scripts to show how outcomes could be improved for people with mental health problems leading to a much more positive final act. Over 90 people have seen Flashpoint and 250 students at East Surrey College watched a specially written performance for young people, focusing on the experiences of a young man with mental health concerns.

10.6. We are currently evaluating the pilot project and initial analysis suggests it has made a positive impact in addressing people's attitudes towards mental health. We plan to roll out time to change Surrey activities in the rest of Surrey from April 2014.

Areas in development

11. **Recommendation 9:** Improve the pathway through mental health services to make sure people don't fall between the gaps in services. This will be achieved with our partners as a 'whole systems' local approach to mental health and emotional well-being.

'There are revolving doors through the system. Need to have closer working between statutory and voluntary sectors'.
Voluntary sector provider, Merstham

11.1. The Health and Well-being Board in Surrey has given mental health and emotional well-being priority in its first year of work, which has facilitated whole systems working. Four key areas have been identified within the priority:

- an integrated pathway and strategy
- accommodation and employment
- addressing inequalities and stigma
- embedding governance arrangements.

11.2. The mental health and emotional well-being partnership board has been established. A wide range of stakeholders form the board including service users and carers, health and social care commissioners, public health and service providers. The board will lead the work to improve the pathway through mental health services and is driving the development of a joint commissioning strategy for adult mental health and well-being. In keeping with the values and ethos of the PVR, this will be a co-produced strategy.

11.3. The first draft of the strategy is due by the end of December 2013, with a view to implement from April 2014.

Conclusions

12. We have made significant progress in implementing the recommendations from the adult mental health services PVR, as illustrated in the implementation plan in Annex 1 and the highlights in this report. Where there are still areas for development, plans are in place to achieve the outcomes identified.

Recommendations

13. It is recommended that the Adult Social Care Select Committee scrutinises progress on the implementation of the adult mental health services PVR.

Next steps

14. We will continue to implement the PVR recommendations, reporting our progress to the mental health and emotional well-being partnership board and to Select Committee.

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Sources/background papers: The Cabinet papers relating to the adult mental health services PVR are available [here](#).

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