

**Mental Health Public Value Review implementation plan**

Recommendation	Action	Lead (s)	Start date	Due date	Outcome (s) from this recommendation	Monitoring arrangements	Progress
1. Establish a clear commissioning framework for mental health services, to ensure measurable outcomes and expectations for providers of adult mental health services.	Put in place a performance management framework with Surrey and Borders to measure social care outcomes and deliverables and receive first return	Donal Hegarty Linda Moore	Nov 2012	April 2013	Baseline of performance levels to monitor and improve local delivery of mental health services	Surrey and Borders Executive Board  Surrey Mental Health Partnership Board and local accountability groups	<b>Achieved</b>
	Put in place grant agreements and performance management framework for newly commissioned 'community connections' services and receive first return	Donal Hegarty Janine Sanderson Linda Moore	April 2013	July 2013	Local whole systems accountability for the mental health of communities  More people will recover		<b>Achieved</b>
	Establish Surrey Mental Health Partnership Board and local multi-stakeholder groups to monitor performance and accountability for local mental health provision	Donal Hegarty Diane Woods	Jan 2013	April 2013			<b>Achieved</b>
Financial implications: Quarterly monitoring of commissioned services to evaluate quality, outcomes and efficiency of services							



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2. Drive forward a strategic shift to early intervention and prevention, by investing more resources into the voluntary sector to keep people well in their communities.	Develop co-designed bidding document for one 'community connections' service for each district and borough to provide local universal services for people with a self-defined mental health need (including carers)	Donal Hegarty Janine Sanderson	Aug 2012	Nov 2012	More people can access support for better mental health  Earlier support prevents family breakdown and carers are better supported	Surrey Mental Health Partnership Board and local accountability groups	<b>Achieved</b>
	Work with Children, Schools and Families (CSF) and Public Health directorates to develop joint projects to support early intervention and prevention	Jane Bremner	Nov 2012	ongoing	'Normalising' mental health  Communities are more resilient		<b>Ongoing:</b> established working relations with CAMHS strategy group and CSF and Public Health involved in Time to Change Surrey
	Link with rapid response service work with Surrey and Borders	Donal Hegarty Georgina Foulds	Nov 2012	Nov 2013		Suicide prevention group	<b>Ongoing:</b> User journey mapping and current initiative to improve crisis and contingency plans with users
	Work with multi-agency Surrey suicide prevention group to implement action to prevent suicide	Jane Bremner	Nov 2012	ongoing			<b>Ongoing:</b> Refresh of group, now reporting to mental health partnership board

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Financial implications: New investment of £570,000 p.a. for 3 years from Adult Social Care budget to support shift and equity of provision							
3. Embed personalisation in adult mental health services to create independence, not dependence, and promote choice and control for individuals, including carers.	Extend personalisation model to primary care and the voluntary sector	Donal Hegarty Gail McCulloch	April 2013	Dec 2013	More people, including carers, have choice and control over the care and support they receive	Surrey Mental Health Partnership Board and local accountability groups	Friends, family and community support being championed
	Continue roll out of personalisation, implement and measure impact of self-directed support (SDS) in mental health services	Alison Arnold Gail McCulloch	Dec 2012	April 2013			Roll out achieved
	Simplify SDS process and enable people to utilise advocacy and brokerage support	Gail McCulloch	April 2013	Dec 2013	More people can access support for their mental health		Ongoing; processes will be simplified as an outcome of personalisation evaluation and assessment Rapid Improvement Event (RIE)
	Explore suitability of resource allocation system (RAS) and supported self-assessment for people with mental health	Gail McCulloch	April 2013	Dec 2013			As above

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	problems and carers						
	Develop clear pathways for personalisation in substance misuse and prison services	Gail McCulloch Caroline Hewlett	April 2013	Dec 2013			Ongoing: There is a pilot underway for personalisation and substance misuse. However, there is no social care into prison services and this will not be achievable for prisons without social care input.
	Review all individuals, including carers, currently in receipt of social care funding or support, to support their transition to SDS, if appropriate	Gail McCulloch Alison Arnold	Nov 2012	Mar 2013			80% reviewed and transferred
Financial implications: To be delivered within existing programme of work to embed personalisation							
4. Improve knowledge and awareness of mental health,	Develop coherent anti-stigma programme of work: link communications and	Jane Bremner Maya Twardzicki	Nov 2012	June 2013	Fewer people experience stigma and discrimination	Surrey Mental Health Partnership Board and local	Time to Change Surrey launched and pilot project in Redhill/Merstham

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and address stigma and discrimination, to make sure mental health is everyone's business.	voluntary sector with public health and existing anti-stigma programmes to have one consistent message; work in partnership with Public Health to develop public interactive campaigns to reduce stigma				People have better experiences of care and support	accountability groups  Health and Well-being Board	currently being evaluated, with positive findings emerging.
	Work with partners, including service users, to deliver mental health awareness training to GPs and wider public sector	Donal Hegarty	April 2013	Dec 2013			As part of Time to Change Surrey pilot, this will be delivered in the pilot area from June 2013. Plans for 14/15 roll out.
	Support delivery of mental health services in the community (see 2)	Donal Hegarty Janine Sanderson	Nov 2012	April 2013			Community Connections services established in each district and borough of Surrey
	Engage with health and well-being board to promote 'no health without mental health'	Donal Hegarty Diane Woods	Nov 2012	ongoing			Mental health a priority for 13/14 and being delivered via partnership board
Financial implications: To be delivered within existing resources							

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5. A focus on improving the mental health and well-being of Surrey County Council's workforce	In partnership with HR and Public Health, develop programme to support workforce mental health and well-being, including links to carers work	Abid Dar	Nov 2012	April 2013	A healthier workforce in Surrey County Council	Corporate Leadership Team	Workforce project group set up to deliver identified outcomes
	Work with unions to roll out health checks in Surrey County Council	Abid Dar	Jan 2013	July 2013			Workforce project group set up to deliver identified outcomes
Financial implications: Potential of invest to save around workplace interventions for anxiety/depression							
6. Ensure high quality services, by making sure people who use services and carers are involved in developing and delivering the services and ensuring services reflect the outcomes of this PVR.	Robust performance management arrangements with providers (see 1)	Donal Hegarty Diane Woods	Nov 2012 April 2013	ongoing	People have a better experience of care and support		Achieved
	Mandate person-centred, self-defined outcomes to recovery planning for individuals (via recommendation 1)	Donal Hegarty	Nov 2012/April 2013	ongoing	More people will recover		Achieved
	Develop workforce for mental health, starting with pilot in Mole Valley	Ken Akers Donal Hegarty	Nov 2012	June 2013	Pressures on carers, including young carers, are reduced		In development

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	Develop joint health and social care 'dashboard' to monitor whole systems working, standards and outcomes. Use existing data such as LINK intelligence, user/carer surveys, staff satisfaction. Also explore gaps in data such as people's experiences of the pathway through mental health services.	Jane Bremner Linda Moore Diane Woods Ann Stevenson	Feb 2013	July 2013			Work progressing with Diane and CCGs for joint Health and Social care outcomes dashboard
	Work with Clinical Commissioning Groups to plan and align commissioning of mental health services	Donal Hegarty Diane Woods	Nov 2012	ongoing			Joint commissioning strategy in development
	Implement Surrey wide governance arrangements for mental health (see 1)	Donal Hegarty Diane Woods	Jan 2013	ongoing			<b>Achieved</b>
	Through commissioning arrangements, mandate user/carer feedback and involvement in delivering (e.g. peer	Donal Hegarty Diane Woods	Nov 2012/Apr 2013	ongoing			<b>Achieved</b>

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	support) and developing services (see 1 )						
Financial implications: To be delivered within existing resources							
7. 'Think family' when working with people with mental health needs and include mental health indicators as part of Surrey's Family Support Programme.	Implement Family Support Programme including developing mental health indicators to measure impact	Sean Rafferty Donal Hegarty	Nov 2012	ongoing	More people have better mental health  More resilient families	Children and Families Select Committee  Family Support Programme Board	Mental health involved in local panels and collaborative working has been enhanced.
	Secure funding to provide a substance misuse worker to family support programme	Donal Hegarty	Nov 2012	April 2013	Carers, including young carers, are better supported	Surrey Mental Health Partnership Board and local accountability groups	Achieved
	Work across health and social care boundaries for services for children, young people, adults and older people to develop and enhance existing joint projects to 'think family'	Donal Hegarty	Nov 2012	ongoing			Mental health supporting programme and contributing to public service transformation business plan
Financial implications: Funding for substance misuse workers to be secured through Surrey Drug and Alcohol Action Team (DAAT)							

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8. Value and support carers, by building on the delivery of successful carers' support in the mental health field.	Review carers liaison workers roles to widen the group of carers who can receive a service	Jane Bremner Chrissie Caines	April 2013	Dec 2013	Carers, including young carers, are better supported	Carers commissioning group	Role change part of mental health workforce review, welcomed by carers groups
	Promote personalisation for carers and use of carers pathway to support emotional health and well-being of carers	John Bangs Gail McCulloch Mikki Toogood	Nov 2012	ongoing	More carers can access support	Surrey Mental Health Partnership Board and local accountability groups	Opportunity to further strengthen through implementation of care bill
	Continue to commission specialist mental health carers support and links with generic carers services, including young carers, through carers pathway	John Bangs	Nov 2012	ongoing	Pressures on carers, including young carers, are reduced		Ongoing
	Action findings of Carers survey 2011 with Carers Commissioning Group	John Bangs Jane Bremner Debbie Hustings	Dec 2012	June 2013	Improved measures to support carers' health		Some progress but still concerns about access to counselling via NHS
	Improve identification and response to young carers through carers pathway	John Bangs	Nov 2012	ongoing			Good progress through SABP and Surrey Young Carers. Making it real for young carers gives

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							opportunities for further development
	Promote use of 'Partners in recovery' guidance	Donal Hegarty John Bangs	Nov 2012	ongoing			Working with SABP to achieve
	Inclusion of carers in early intervention and prevention approaches (see 2) and mental health commissioning representation on carers commissioning group	Donal Hegarty John Bangs Jane Bremner	Nov 2012	ongoing			Ongoing. Regular attendance and input at carers commissioning group
Financial implications: To be delivered within existing resources and programmes of work							
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' approach to mental health and emotional well-being.	Inform, support and utilise the carers pathway	Jane Bremner	Nov 2012	ongoing	Whole systems approach to mental health		Ongoing involvement
	In partnership with users, carers, voluntary sector, districts and boroughs, primary care, improving access to psychological therapies services (IAPT) and secondary mental health services, develop and implement joined up care pathway with a range of access routes and clear	Donal Hegarty Diane Woods	Jan 2013	Dec 2013	People have a better experience of care and support  More people with mental health problems have better		Part of work to develop joint commissioning strategy for mental health.

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	handover and information sharing protocols, linked to other relevant pathways of care				physical health		
	Work in partnership to address how people access support in a crisis	Donal Hegarty Diane Woods	Nov 2012	ongoing		Part of work to develop joint commissioning strategy for mental health.	
	Engage with suicide prevention group to ensure multi-agency approach to preventing suicide (see 2)	Jane Bremner	Nov 2012	ongoing		<b>Ongoing:</b> suicide prevention group relaunched	
	Link with rapid response service work with Surrey and Borders (see 2)	Donal Hegarty Georgina Foulds	Nov 2012	Nov 2013		<b>Ongoing:</b> User journey mapping and current initiative to improve crisis and contingency plans with users	
	Empower people to have more control over their care and support pathway (see 1)	Donal Hegarty	Nov 2012/Apr 2013	Ongoing		Achieved through governance structure and ongoing co-design	

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	Local accountability for mental health including local communication, knowledge and relationships (see 1 and 4)	Donal Hegarty	Jan 2013	ongoing			New governance implemented and ongoing
	Address physical health needs of people with mental health problems: health checks, well-being programmes, promoting access to stop smoking services	Maya Twardzicki	Nov 2012	ongoing			Public health working with CCGs to target this more effectively
	Work with providers to scope demand for therapeutic and well-being groups	Donal Hegarty	April 2013	April 2014			Working in partnership with community connections providers to identify local demand
	Through commissioning 'community connections' services, address geographical inequalities of access to services	Donal Hegarty Janine Sanderson	April 2013	ongoing			<b>Achieved</b>
Financial implications: To be delivered within existing resources and programmes of work							

Recommendation	Action	Lead (s)	Start date	Due date	Outcome (s) from this recommendation	Monitoring arrangements	Progress
10. Explore how we deliver social care outcomes and innovations in delivering Adult Social Care mental health services.	Explore options to strengthen the role of social care for people with mental health problems and their carers and deliver social care outcomes in a more effective way	Donal Hegarty Steve Meredew	Jan 2013	Jan 2014	More people will recover  More people will have better mental health  More carers supported to have a life outside of caring	Health Scrutiny Committee  Surrey Mental Health Partnership Board and local accountability groups  Surrey and Borders Joint Management Board	Work complete. Working with Surrey and Borders to increase adult social care profile and monitoring of outcomes through performance monitoring framework.
	Bring together group of key stakeholders to appraise the options and assess impact of proposals on whole system, including younger and older people's services	Donal Hegarty Steve Meredew	Jan 2013	Jan 2014			
Financial implications: To be delivered within existing resources and programmes of work							
11. Provide support for people with mental health and other needs by making links with other specialist areas of work such as learning disability	Work with partners to address gaps for people with a dual diagnosis of substance misuse and mental health problem	Donal Hegarty	April 2013	ongoing	More people will have better mental health  Carers will be supported better	Drug and Alcohol Action Team Executive  Surrey Mental Health Partnership Board and local accountability groups	New commissioning arrangements have been established with public health
	Work with existing military and veteran health forums to ensure mental health on the agenda	Donal Hegarty Janine Sanderson	Nov 2012	ongoing			Involvement in established mental health of veterans forum



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services and substance misuse services, ensuring links with carers pathway: ensuring equality of access to mental health services regardless of other needs.	Work in partnership to deliver universal offer for people with autism	Donal Hegarty Jo Poynter	Jan 2013	July 2013		Autism Board	Autism partnership board working to deliver national strategy
	People with a learning disability to be able to access mainstream mental health services, with support from learning disability specialists	Donal Hegarty Jo Poynter	Jan 2013	ongoing		Learning Disability Partnership Board	Improved access and focus on personal recovery plans
	Make links with county wide domestic abuse programme of work to raise awareness of mental health services	Jane Bremner Caroline Hewlett	Jan 2013	ongoing			<b>Ongoing:</b> Links with domestic abuse development group established
	Link pathways of care for people with long term conditions and mental health problems (see 9)	Donal Hegarty	Jan 2013	ongoing			Linking in and influencing emerging CCG commissioning plans
	Mental health of prisoners: link with existing work to raise awareness of mental health services	Caroline Hewlett	Nov 2012	ongoing			Ongoing: Trust work as there is no social care input into prisons.
	Joined up approach to carers' mental health through carers pathway	Donal Hegarty John Bangs	Nov 2012	ongoing			Some progress but still concerns about access to counselling via

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							NHS
Financial implications: To be delivered within existing resources and programmes of work							
12. Improve housing options and support to maintain tenancies by working in partnership with districts and boroughs, NHS Surrey/Clinical Commissioning Groups and housing providers, to enable people to find and maintain appropriate housing.	In partnership with districts and boroughs, identify different levels of supported housing and commissioning of services to meet local need	Peter Floyd	Nov 2012	April 2013	More people will recover  More people will have accommodation and support that meets their needs and desired outcomes	Surrey Mental Health Partnership Board and local accountability groups  Supporting People Commissioning Body/Joint Management Board	New round of contracts for preventative services agreed with Providers and districts and boroughs for 2014-2017
	Commitment to Supporting People programme, enabling people to maintain tenancies	Donal Hegarty	Nov 2012	ongoing			JMB and Provider consultation group continuing to feed into commissioning intentions
	Explore innovative new ways to support people in supported accommodation	Peter Floyd Support Providers	April 2013	Oct 2013			Remodelling of existing services and commissioning of new services underway for new contracting round
	Further develop shared lives scheme	Shared Lives co-ordinator	Dec 2012	April 2013			Ongoing

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	Proactive review of residential and nursing placements, including out of area placements, to reduce inappropriate placements and align with health commissioning	Peter Floyd	Nov 2012	April 2013			On-going work with the CCG Commissioners to make best use of new commissioning opportunities
	With districts and boroughs, develop or maintain special needs housing panels	Peter Floyd	April 2013	ongoing			Now operating in 10 Boroughs with panel re-established in Elmbridge
	Involve housing departments and providers in care plans and hospital discharge	Peter Floyd Caroline Hewlett	April 2013	ongoing			Ongoing
	Enable people to use personal budgets (PBs) to enhance the range of accommodation with support options	Peter Floyd Caroline Hewlett	April 2013	ongoing			Supported housing providers have been encouraged to use PBs to offer more flexible accommodation solutions
Financial implications: To be delivered within existing resources and programmes of work							

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13. A focus on young people and transition, by working as one team to scope the needs of young people who do not meet the criteria for young people's or adult services, yet need support.	Develop more affordable accommodation with support options to meet local need for young people with emotional and behavioural difficulties	Peter Floyd Donna Leadham Ben Byrne	April 2013	Nov 2013	A whole systems approach to mental health  More people will have better mental health	Children and Families Select Committee  Transitions Board  Surrey Mental Health Partnership Board and local accountability groups	New tender underway for a comprehensive supply of varied accommodation options led by young people's commissioning
	Adult Social Care to be a stakeholder in children's emotional well-being re-commissioning to ensure shared vision and outcomes of PVR delivered across	Jane Bremner	Nov 2012	April 2014			Ongoing involvement
	Develop a project across children and adult directorates to scope 'vulnerable adults' service	Jane Bremner Peter Floyd	Nov 2012	April 2013			Transition staff contributed to the service specification for the tender and specified the needs of this cohort
	Use evidence from young people's rapid improvement event to shape future services.	Peter Floyd Donna Leadham/Ben Byrne	Nov 2012	ongoing			Completed, the evidenced helped shape the new service specifications
Financial implications: To be delivered within existing resources and programmes of work							

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14. Promote access to information, support inclusion and reduce inequalities by implementing the PVR communication strategy and measuring providers on equalities outcomes: equality for all	Link with welfare benefits advice commissioning, user led hubs, carers support, advocacy and other generic services to ensure the needs of people with mental health problems are included	Jane Bremner	Nov 2012	ongoing	Fewer people experience stigma and discrimination  More people will have better mental health	Surrey Mental Health Partnership Board and local accountability groups	Ongoing; links and relationships established
	Promote Surrey Information Point as single trusted source of information	Donal Hegarty Siobhan Abernethy	Nov 2012	ongoing			Ongoing
	Implement mental health communications strategy	Donal Hegarty Siobhan Abernethy	Nov 2012	ongoing			Achieved
	Ensure services are accessible to all who may require them and who may have different communication needs (through recommendation 1)	Donal Hegarty Janine Sanderson	April 2013	ongoing			All community connections providers have varied forms of contact: phone, email, SMS

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	Local services reach out to those who may not traditionally engage with services (through recommendation 1)	Donal Hegarty Janine Sanderson	April 2013	ongoing			Ongoing
	Monitor services on equalities outcomes (see 1)	Donal Hegarty Janine Sanderson	Nov 2012 April 2013	ongoing			Ongoing
	Work with Clinical Commissioning Groups and Health and Well-being Board to advance the goal of parity of mental health and physical health services	Donal Hegarty Diane Woods	Nov 2012	ongoing			Ongoing work delivered through mental health partnership board
Financial implications: To be delivered within current programmes of work and resources							

NB All recommendations and underpinning actions have equality of access to services at the heart of them: please see Equality Impact Assessment, communications plan and co-design findings for more detail.

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