

Health and Wellbeing Board
Thursday 13 March 2014

Promoting Emotional Wellbeing and Mental Health Priority

Purpose of the report: Performance Management / Policy Development and Review

The purpose of this report is to review progress made against the 'Promoting Emotional Wellbeing and Mental Health' priority action plan, consider proposed next steps and agree actions going forward.

Introduction



1. Positive mental health is a foundation of individual and community wellbeing. The communities in which we live, the local economy and the environment all impact on an individual's mental health. Through extensive public consultation, residents and partner organisations told the Health and Wellbeing Board (the Board) that emotional wellbeing and mental health was one of the most important issues in Surrey. Promoting emotional wellbeing and mental health therefore became one of five priorities agreed as part of Surrey's joint Health and Wellbeing Strategy.
2. The Board want to promote good mental health for the wider population, early intervention to support people with emerging mental health needs and effective treatment and support services for people with enduring mental health problems. Doing so will contribute to achieving the following outcomes:
 - More people will have good mental health
 - More people with mental health problems will recover
 - More people with mental health problems will have good physical health
 - More people will have a positive experience of care
 - Fewer people will experience stigma and discrimination.
3. The Board is made up of partner organisations, all of which have a key role to play in supporting the delivery of the strategy. The Board translated the high level priority into an Emotional Wellbeing and Mental Health action plan in June 2013, with lead Health and Social Care Commissioners for Mental Health Services.

4. Actions within the plan are aligned to four themes: stigma and discrimination; whole systems pathway; accommodation and employment; and governance. These themes were prioritised by the Board in June 2014.
5. This report demonstrates progress against the actions within the four themes since the action plan was approved in June 2013 (see Annex 1 for presentation on priority actions) and also highlights an additional and vital workstream being undertaken with the emergency services. This report also sets out the planned actions for coming year.

Review of progress against actions

6. Mental health awareness, stigma and discrimination

This theme was agreed to tackle the stigma, discrimination and inequalities experienced by people with mental health problems and their carers in Surrey. Identified actions sought to improve understanding of and encourage positive attitudes towards mental health and increase the confidence and ability of people with mental health problems, their families and carers to address discrimination and have equal access to employment and housing opportunities. Examples of the progress that has been made include:

- The 'Time to Change'¹ campaign has been publicised through various channels, including the Surrey County Council website, mental health events and 'Surrey Matters' magazine. The campaign aims to raise awareness of mental health issues and reduce stigma and discrimination. [A Time to Change Surrey](#) web page has been set up; from January-November 2013 there were 498 unique visitors to the webpage and 60 published pledges to end mental health discrimination. Organisations are continuing to add to and sign up to pledges. An initial evaluation of Time to Change Surrey has been completed and Adult Social Care and Mental Health commissioners are currently developing a plan to roll out the campaign across Surrey.
 
- The Workplace Wellbeing Charter has been signed up to by all local authorities in Surrey. The Charter aims to meet the same mental health outcomes as the Mindful Employer Scheme². Public Health England has commissioned a review of the Charter and the development of a toolkit to support local government in the implementation of the scheme. These are due to be published in April 2014 and implementation of the Surrey scheme will commence once published. Mental health and wellbeing is one of the eight standards that businesses and organisations are required to address to improve the health and wellbeing of their workforce.
 
- A Time to Change pilot project has been run in Merstham and Redhill (as an area with high mental health need) to include:

¹ Time to Change – Surrey is a cross-sector alliance which recognises Surrey's challenge to change the stigma surrounding mental health problems, linking up with the national Time to Change campaign run by the leading mental health charities Mind and Rethink Mental Illness.

² Mindful Employer Scheme is a charter for organisations to sign up to. The charter contains a set of principles that are positive about mental health e.g. Ensuring that all staff involved in recruitment and selection are briefed on mental health issues and The Equality Act 2010

- Workforce mental health first aid training for local employers
- Mental health awareness training for local health, social care and voluntary sector organisations
- A local mental health ambassador scheme (whereby people with experience of mental health problems received training and support to deliver face-to-face contacts with the public around mental health and community events,
- Drama based mental health awareness plays for students and training sessions for staff in East Surrey College, and for borough and district council staff.
- The 'Flashpoint' play (about a man's mental health problems following redundancy) was performed to district/ borough representatives at the



Health and Wellbeing Board workshop on Mental Health. As a result of the play's impact, Reigate & Banstead Council commissioned two further performances of the play and accompanying mental health awareness training for their housing and client facing staff.

The pilot has finished and the evaluation will be published in March 2014. Initial findings indicate:

- An increase in confidence among the 135 people that attended the workplace mental health first aid lite training in supporting others with a mental health problem after the training.
- The mental health ambassador scheme has given 12 local people with experience of mental health problems a 'sense of purpose', and has visibly improved their health, outlook and confidence. Being an ambassador has empowered the participants to speak to their community openly about mental health. Ambassadors made about 440 mental health related contacts with members of the public at community based events in Redhill and Merstham

- The 'Breaking Point' play at East Surrey College resulted in a shift in knowledge and attitudes for the majority of the 278 people in the audience - for example an awareness that virtually anyone can develop a mental health problem, being able to recognise signs of possible mental health problems and being more able to help someone access mental health support.



7. Whole Systems pathway

The priority to establish a whole systems pathway for people with mental health problems originates from feedback from people who use services in the 2012 public value review. People who use services cited examples where services that were not joined up could potentially result in people 'falling through the net' where they may not meet eligibility criteria and be at risk of having no support when they needed it. The public value review consulted over 850 people and the overwhelming response was that people wanted joined up connected services with clearly defined routes of care, which are easily understood.

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Commissioners of Mental Health services are therefore developing an integrated strategy for emotional wellbeing and adult mental health in Surrey. This will outline a coherent and systematic approach to mental health promotion, early intervention and effective treatment and support. It will set the priorities for the next five years in a challenging economic environment. The strategy is being prepared and will be completed by April 2014. Examples of the progress that has been made include:

- To inform the strategy, independent benchmarking work has been taking place and an engagement event for people who use services and carers held in December 2013. A further four events are planned in February and March 2014, to continue the ongoing co-production with residents and prioritise the emerging themes (see Annex 4 for the engagement events presentation including emerging themes). The strategy's objectives will be defined and prioritised throughout this engagement with residents, although mental health service commissioners recognise that mental health promotion and prevention will be the first key objective.
- The Surrey Emotional Wellbeing and Adult Mental Health Partnership Board and a steering group comprising commissioners from health and social care, the mental health trust, voluntary sector organisations and service user and carer representation has been established to lead the implementation of the strategy, with confirmed lead personnel from each organisation.
- Working with the emergency services to tackle the rising number of people with mental health problems in crisis being managed by emergency services. Mental health commissioners and representatives of the integrated mental health services (Surrey and Borders Partnership NHS Foundation Trust, SaBPT) have met with the police to enhance our joint commitment to ensuring people with mental health problems are not detained in police custody as a result of being detained under section 136 of the 1983 mental health act. Commissioners have agreed to monitor local activity on section 136 at the regular meetings between SaBPT and the police as well as looking at establishing close operational relationships between the police and approved mental health services within SaBPT.
- An Emergency Service Collaboration Project is underway as part of a wider Public Service Transformation Programme in Surrey to transform the way emergency services in Surrey and Sussex work together. The project will deliver a five year strategy with the shared aim of improving performance and jointly responding to the changing pattern of demand, and reducing costs by removing overlaps between these services. As part of this project

health and social care commissioners have begun to work closely with Surrey Police, South East Coast Ambulance Service and the Fire Service to coordinate management of people with mental health problems. Longer term, this work could expand to include the role of the emergency services in supporting prevention and early intervention.

- Initial discussions have led to the agreement to hold a workshop in March 2014 to explore where mental health fits into an integrated emergency response and move forward to a multi-agency approach. Specialist mental health advice is also being provided to the Emergency Services Collaboration project board to ensure that emergency services better take account of exciting pathways to care and support for people with mental health problems. The outputs of these discussions are a positive step closer to agreeing and committing to a local Mental Health Crisis Declaration, following the recently published national concordat³.

8. Employment and accommodation

Actions were identified in the priority plan aimed at increasing the access to and sustainability of people with mental health problems in relation to securing employment and accommodation. Examples of the progress that has been made include:

- An Employment Working Group has now been set up to deliver the prioritised actions:
 - Set up targeted apprenticeship schemes for people with mental health problems
 - Extend the existing six month NEET⁴ scheme to include people with mental health problems subject to GP recommendation
 - Promote the benefit of employing people with mental health problems through work with Jobcentre Plus.
- A training course application has been submitted to the Surrey Joint Training Partnership for three tailored courses on mental health awareness for borough and district council housing staff and staff within the community mental health recovery teams.
- An Accommodation Working Group has been established to develop and agree shared protocols between borough and district housing departments and health and social care services. Membership includes borough housing staff and staff from secondary mental health services. Reducing evictions for people with mental health problems is a priority agenda item. This group will also focus on:
 - Designing and delivering ways to achieve a better understanding among GPs around the range and criteria for accessing accommodation, for example producing a local directory of services.
 - Ensuring that information sharing is robust and available to all partners

³ <https://www.gov.uk/government/news/better-care-for-mental-health-crisis>

⁴ NEET: people not in education, employment or training

- Mental Health Commissioners are also working in partnership with Housing Needs Managers from borough and district councils and third sector housing providers to develop bids for capital funding from the Homes and Communities agency to provide special needs housing schemes. Examples are eight new supported self contained units in Runnymede for people with long term mental health problems funded by the national 'Empty Homes Scheme'⁵ and a further eight units opening in Runnymede in summer 2014; three units in Mole Valley; four units opening in Guildford in 2014 and a 12 unit self contained scheme opening in Woking in 2015. The Housing Departments support the allocation of capital grants, the third sector deliver the supported service and Surrey County Council contributes to the revenue costs.

9. Governance

In order to ensure the outcomes set out in the Health and Wellbeing Strategy are achieved, there needs to be suitable structures in place. These governance structures should be both local and county wide to carry out the development, implementation and monitor progress of the priority action plan and wider Emotional Wellbeing and Mental Health Strategy. Examples of the progress that has been made include:

- The implementation of the agreed governance structure has been taking place with the establishment of the emotional wellbeing and adult mental health partnership board that has agreed terms of reference and has harnessed leadership from across the range of stakeholders.
- The emotional wellbeing and adult mental health partnership board have met on three occasions through 2013/14. As part of the strategy development the Partnership Board has agreed key performance areas for mental health from the national outcome frameworks that will be monitored by the Partnership Board and reported to the Health and Wellbeing Board. This dashboard will be developed over the next few months in preparation for the strategy's launch. The draft dashboard is included in Annex 4).
- The establishment of the Integrated Commissioning Group for emotional wellbeing and mental health is moving forward with the expected first meeting to take place in March 2014. This is to ensure that commissioners across health and social care in children, adults, substance misuse and specialist commissioning bring together their respective planning so that emotional health and mental wellbeing is not planned for in siloed areas of activity
- The four local stakeholder forums for mental health have continued. Their terms of reference will be reviewed and updated to reflect the new governance arrangements being developed and the engagement and involvement work that will be set out in the strategy.
- Whilst the dashboard to use from 2014/15 is being finalised, a self assessment RAG rating of performance in 2013/14 is included below. This is based on national indicators from Department of Health (2012) No Health Without Mental Health Implementation Framework.

⁵ The National Empty Homes Loans Fund (NEHLF) is a new loans fund that enables people to borrow the funds necessary to get empty homes back into use <http://www.emptyhomes.com/>

No health without mental health (DH, Feb 2011) Implementation Framework (DH, July 2012)

The Vision

More people will have good mental health
More people with mental health problems will recover
More people with mental health problems will have good physical health
More people will have a positive experience of care and support
Fewer people will suffer avoidable harm
Fewer people will experience stigma and discrimination

Going Further - Translating vision into reality

Outcome	Measure	Rating ourselves 2013/14 RAG
Mental health has parity of esteem with physical health within the health and care system	Local planning and priority setting reflects MH across full range of services and agencies	Amber
	Collaborative programme of action to achieve ambition of mental health being on a par	Red
	Integrate MH from the start and take into account how physical & MH are interconnected	Red
	Mental Health & Wellbeing is Integral to the work of CCG's, HWBB's and other new local org's	Amber
People with mental health problems, their families and carers, are involved in all aspects of service design and delivery	Full involvement in planning, priority setting, commissioning, design & delivery	Amber
	Choice and control over treatment and care options	Red
Public services improve equality and tackle inequality	Services actively promote equality and consider the needs of most vulnerable groups	Red
	Services are accessible, acceptable and culturally appropriate	Red
	Public and NHS Bodies reduce inequalities and meet their Act obligations and duties	Unknown
More people have access to evidence-based treatments	Increase access to psychological therapies, CYP, Older people, BME, LTC, SMI and MUS	Amber
	Providers monitor outcomes, and adjust and improve services accordingly	Red
	Research into mental health is promoted, and academic career pathways are strengthened	Unknown
Public Health system includes mental health from day one	Public Health Outcomes Framework includes Mental Health Measures	Amber
	Local public health deliver clear plans for Mental Health	Amber
	Universal health services and campaigns include Mental Health & Wellbeing	Green

	All organisations recognise value of promoting good Mental Health	Amber
Public Services intervene early	Children and parents receive evidence-based Mental Health promotion from birth	Amber
	Schools/colleges promote good MH for all alongside targeted support for those at risk of MH	Amber
	Services recognise people at risk of MH and take appropriate timely action & innovative services	Red
	Health service intervene in early stages of psychosis	Green
	Health service intervene in early stages of crisis	Red
Public services work together around people's needs and aspirations	People receive faster, high-quality care when they are in crisis	Red
	Health and care services focus on recovery, rehabilitation and personalisation	Amber
	All services underpinned by humanity, dignity and respect	Amber
	Public services recognise & address the wider determinants of MH&W, including differences	Red
Health services tackle smoking, obesity and co-morbidity for people with MH	Local public health campaigns target people with MH problems	Red
	Services address people who use mental health services physical health problems	Amber
	Mental Health is mainstreamed into core public health priorities	Amber
	Services tackle co-morbidity of physical/MH and support dual diagnosis of MH/substance misuse	Amber
People with MH problems have better experience of employment	Employers promote mentally healthy workplaces and tackle causes of mental ill health at work	Red
	Employment support organisations use effective approaches to help people find and keep work	Green
	Services work together to support people maintain or return to employment	Amber
Tackle stigma and discrimination faced by people with mental health problems	Frontline workers across full range services trained to understand MH & principles of recovery	Amber
	More individuals and organisations join the Time to Change campaign	Amber
	All organisations challenge poor reporting, and praise good reporting of MH issues in media	Amber

Borough and district level highlights

11. Borough and district councils in Surrey have a key role in commissioning and delivering services that promote good emotional wellbeing and mental health. In addition to collaborating with mental health commissioners on accommodation and housing projects, borough and districts organise a range of leisure and community-focused services.
- 11.1 Alongside the development of the Promoting Emotional Wellbeing and Mental Health priority action plan, borough and district council officers have actively engaged with the agenda by coming together to share good practice in commissioning and service delivery. New ways of working have been identified with each other, social care, public health and clinical commissioning groups – some highlights of which are included in 11.2.

11.2 Promoting Emotional Wellbeing and Mental Health: Borough and district level highlights

Delivering 'Vitamin G', arts & community Garden project tailored to isolated residents

A new economic strategy & action plan is developing ways to encourage employment

Developing a '5 ways to wellbeing' campaign to be delivered locally.

'Welcome packs' being provided to new residents in the borough.

A Young People's mental health pilot is underway, including a Young man's anger management group with the Child and Adolescent Mental Health Service (CAMHS) and discussions taking place with CCG and SCC commissioners for an in-between CAMHS and Community Mental Health Recovery Service.



Leisure providers displaying emotional wellbeing promotional material at leisure centres.

Young Workers Scheme has been established to encourage employment.

Linking with 'Corner House' on commissioned services that are offered locally

Commissioning Alzheimer's Society to provide dementia peer support assistant to run sessions in community settings.

A multi-agency action plan is being developed to set out opportunities for improvement, shared vision and evidence base for mental health and emotional wellbeing.

Artisans Project focuses on older men: volunteers provide guidance with maintenance & DIY to provide new skills and help reduce social isolation.

Borough council staff worked with mental health ambassadors and Let's Link to deliver a day of mental health awareness raising.

Working with the Live Smart Hub in Redhill, providing residents with free local advice, health checks, travel advice and information on accessing wellbeing services.

Actions for the year ahead

12. Based on achievements this year, the following table summarises actions identified for the year ahead.

Theme	Action	Lead	By when
Stigma and discrimination	Deliver implementation plan to roll out Time to Change across Surrey.	Jane Bremner, Maya Twardzicki	March 2015
	Implement the Workplace Wellbeing Charter in Surrey	Julie Nelson	March 2015
	Implement the recommendations from the pilot evaluation for the whole community pilot project in Merstham and Redhill.	Jane Bremner, Maya Twardzicki	March 2015
	Work with borough and district councils to identify further ways to promote emotional wellbeing and mental health.	Jane Bremner, Maya Twardzicki	March 2015
Whole system pathway	Publish and promote joint mental health strategy.	Diane Woods	April 2014
	Identify CCG and borough and district council level services in the pathway, where appropriate.	Emotional Wellbeing & Mental Health Partnership Board	April 2014
Employment and accommodation	Deliver Mental Health Awareness training programme to borough and district council staff and staff from Community Mental Health Recovery teams.	TBC	TBC
	Accommodation Working Group to define and implement joint means of reducing the number of evictions for people with mental health problems.	TBC	TBC
	Accommodation Working Group to produce a local directory of services available and access criteria.	TBC	TBC
	Employment Working Group to define and implement ways to promote the apprenticeship scheme.	TBC	TBC
Governance	Integrated Commissioning Group to be established.	Diane Woods	April 2014
	Develop the Mental Health Outcomes Dashboard to ensure success can be demonstrated.	Diane Woods & Donal Hegarty	April 2014
	Continue to build on work of mental health partnership board	Ros Hartley, Diane Woods, Donal Hegarty	March 2015
	Continue to support and develop local mental health stakeholder groups	Diane Woods, Donal Hegarty	March 2015
Working with the emergency services	Undertake a joint workshop with health and social care commissioners, health and social care providers, the police, fire service and ambulance service to understand each others' bottlenecks and define a better coordinated response for residents.	Donal Hegarty	March 2014

Conclusions:

13. The progress made within the Emotional Wellbeing and Mental Health priority since June 2013 has largely focused on developing the governance arrangements of the joint strategy and subsequent working groups; with many objectives and tasks yet to be defined. Since the focus has been establishing working arrangements, many of the actions in the plan have been noted as amber.

13.1 In order to make substantial progress against the outcomes in the Health and Wellbeing Strategy, it is recognised that actions for next year need to be clear, tangible and provide more detail around what is expected.

Recommendations:

14. The Board is asked to:

- a) Note and comment on the progress made against actions agreed in June 2013
- b) Agree to receive update on proposed actions.

Next steps:

15. The next steps are:

- Nominated Priority Leads to refresh the Promoting Emotional Wellbeing and Mental Health Priority Action Plan, as agreed by the Board.
- Nominated Leads for priority area to ensure implementation of action plan.
- Nominated Priority Leads to report back to Health and Wellbeing Board, as per the agreed method.

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Sources/background papers:

- Annex 1: Surrey's Joint Health and Wellbeing Strategy: turning strategic priorities into actions Promoting emotional wellbeing and mental health 13 June 2013
- Annex 2: Promoting Emotional Wellbeing and Mental Health Priority Plan with commentary
- Annex 3: Presentation: Co-Production events update on Emotional Wellbeing and Mental Health Strategy

