

**Mental Health and Wellbeing Strategy  
Detailed Implementation Plan**

**NOTE**

**Please note that this document is a living document and will change during the lifetime of the Mental Health and Wellbeing Strategy. This version contains action up to March 2017, the Mental Health and Wellbeing Partnership Board will develop further action during the life Strategy to deliver on the remaining objectives and priority areas.**

This implementation plan should be read in conjunction with the Wiltshire Mental Health and Wellbeing Strategy. It outlines the objectives and priority areas of activity for the period of the strategy, the priority areas for the initial two years of the strategy for Wiltshire Council and NHS Wiltshire Clinical Commissioning Group and the detailed actions for delivery in 2014-2015.

There are 6 over-arching outcomes for the strategy which we have aligned to the objectives of the National Mental Health strategy:

- 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

**Success Measures:**

For each of these outcomes, we have selected a small number of key measures (outcomes measures and numerical indicators) which will help us to understand whether we are being successful. Most of these measures form part of an existing national 'outcomes framework' (either NHS, Public Health or Adult Social Care). Each key area of activity in the strategy will additionally have milestones against which progress will be measured. The key measures for each of the 6 outcomes above are shown in the table below:

Outcome	Key Measures	Frequency	Brief Definition of measure
More people will have good mental health	1. Self-reported wellbeing (PHOF)	Annual (FY)	1. % of respondents scoring 0-4 to the question "Overall, how satisfied are you with your life nowadays?" (Annual Population Survey (APS); Office for National Statistics (ONS).)
More people with mental health problems will recover	2. Employment of people with mental illness (NHS OF) 3. People with mental illness or disability in settled accommodation (PHOF). 4. The proportion of people who use services who have control over their daily life (ASCOF) 5. Number of clients treated (utilising additional funding) by the Early Interventions in Psychosis team (local measure)	All Annual	2. The percentage point gap between the percentage of working age adults who are receiving secondary mental health services and who are on the Care Programme Approach recorded as being employed (aged 18 to 69) and the percentage of all respondents in the Labour Force Survey classed as employed (aged 16 to 64) 3. % of adults (age 18-69) who are receiving secondary mental health services on the Care Programme Approach recorded as living independently, with or without support 4. Adult Social Care Survey Question 3a: 'Which of the following statements best describes how much control you have over your daily life?' - percentage of people responding either 'as much as I want' or 'adequate' 5. Local numerical measure
More people with mental health problems will have good physical health	6. Excess under 75 mortality rate in adults with severe mental illness (NHS OF & PHOF, Placeholder)	Annual (FY)	6. The ratio (expressed as a percentage) of the observed number of deaths in adults in contact with secondary mental health services to the expected number of deaths in that population based on age-specific mortality rates in the general population of England.
More people will have a positive experience of care and support	7. Patient experience of community mental health services (NHS OF) 8. Overall satisfaction of people who use services with their care and support (ASCOF) 9. The proportion of people who use services who say that those services have made them feel safe and secure (ASCOF)	All Annual	7. National patient survey programme. Figures will be based on the community mental health survey, which is completed by a sample of patients aged 16 and over who received care or treatment for a mental health condition, including services provided under the Care Programme Approach (CPA) 8. Adult Social Care Survey Question 1: "Overall, how satisfied or dissatisfied are you with the care and support services you

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			receive?" – percentage of people responding 'extremely' or 'very' 9. Adult Social Care Survey Question 7a: "Which of the following statements best describes how safe you feel?" – percentage of people responding "I feel as safe as I want"
Fewer people will suffer avoidable harm	10. Safety incidents reported. (NHS OF) 11. Safety incidents involving severe harm or death (NHS OF) 12. Hospital admissions as a result of self harm (PHOF) 13. Suicide (PHOF)	1.TBC 2.TBC 3. Annual (FY) 4. Annual (FY)	Number of incidents recorded Number of incidents recorded Currently not being recorded. Local measure for number of self-harm presentations at hospital can be utilised as a proxy Age-standardised mortality rate from suicide and injury of undetermined intent per 100,000 population
Fewer people will experience stigma and discrimination	14. National Attitudes to Mental Health survey (Time to Change)	Annual	Results for this only available by region? Need to work with WSUN/HealthWatch to look at local ways of measuring attitudes.

**1. Prevention and early intervention**

**2014 – 2021 Objectives**

- To promote emotional wellbeing and deliver appropriate education and information programmes
- To keep up to date with the latest knowledge and research regarding prevention and early intervention for mental ill health and ensure that this informs the development of services.
- To pilot and evaluate new approaches to wellbeing and mental wellbeing and consider for further roll out as appropriate
- To deliver action that will improve prevention and early intervention
- To ensure that the strategy is linked to other relevant strategies involved in optimising people's mental health and wellbeing, emphasise the prevention aspects of their activities and that their outcomes are being achieved.

Key Area of Activity - Prevention and early intervention						Comments	Status
	Action	Milestones	Lead Agency	Partners	Outcomes		
Provide support and education in acquiring life skills e.g. parenting, employment, healthy lifestyle choices.	<p>Ensure appropriate links with the Childrens' Strategy.</p> <p>Invite Childrens' representative to sit on the adult Mental Health and Wellbeing Board</p> <p>Work with colleagues to complete Children and Young People's Emotional Wellbeing and Mental Health Needs Assessment (HNA)</p> <p>Utilise data children's HNA to inform the adult version particularly around transition, ensure transition data included.</p> <p>Identify any additional actions which may be required through the adult strategy</p>	<p>By August 2016</p> <p>End 2016</p> <p>End 2016</p>	Wiltshire Council	Oxford Health CAHMS, CCG, AWP, Other Providers,	<p>More people will have good mental health</p> <p>Fewer people will experience stigma and discrimination</p>	<p><b>October 2016 Update:</b> Children's' Emotional Health and Wellbeing representative invited to MH &amp; W Partnership Board and are already represented on the suicide reduction steering group.</p> <p>The draft of the Children and Young People's Emotional Wellbeing and Mental Health Needs Assessment has been completed and presented to the EWMH subgroup. The Assessment included some information about transitions to adult services and recommends that further data about this be sought for the adult needs assessment.</p> <p>Additionally information about parental mental health was included which has highlighted a need to better understand this area. The Needs Assessment will be used to feed into CAHMS recommissioning process from September 2016 onwards</p>	On schedule

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Key Area of Activity - Prevention and early intervention						Comments	Status
	Action	Milestones	Lead Agency	Partners	Outcomes		
Respond to known rising triggers to poor mental health e.g. loneliness, unemployment, boredom, alcohol and drug use and self-harm	Evaluate and extend Arts on Prescription service with GP Practices	Summer 2016	Wiltshire Council	Integrated teams, GP's, Artlift	More people will have good mental health  More people with mental health problems will recover	<b>October 2016 Update</b> Evaluation of the first year of the programme has been received and indicates very positive outcomes. The scheme has continued at a slightly reduced level for 2016/17. Final evaluation will be completed this year and ArtLift will be engaging locally to see if there are other options for future funding (funded by CCG in Gloucestershire). The early adopter GP practice has decided to continue funding ArtLift using its own CCG funding. There are now several move on groups in operation which are operated by the participants themselves	On schedule
	Consider options to consolidate and extend the current provision for reading/poetry groups in libraries. <ul style="list-style-type: none"> <li>Existing Dementia memory groups to be brought in house</li> </ul>	End 2016 options paper to MH & W PB  July 2016 for existing group transfer	Wiltshire Council	Adult Social Care Libraries team	More people will have good mental health  More people with mental health problems will recover	<b>October 2016 Update:</b> Funding for The Reader Organisation provision of dementia memory/reading groups in libraries ceased in June 2016. The existing volunteers will continue to run the groups and will be co-ordinated by Public Health. Alternative options are being currently being considered for reading groups in libraries including with the potential to extend to other population groups.	On schedule
	Define and explore the potential for a Social Prescribing Service tailored to the appropriate patient cluster groups.	Dec 2015 for scoping  October 2016 options paper to MH & W PB	Wiltshire Council	CCG, GPs,	More people will have good mental health  More people with mental health problems will recover	<b>October 2016 Update:</b> A review of social prescribing options including a literature review to explore things that work has been completed. Salisbury Medical Practice was presented with a range of options some of which they are in the process of putting into place. The October meeting of the MH & W Partnership Board will receive a presentation on Social Prescribing for discussion and the JCB will be discussing in November	First stage complete  2 <sup>nd</sup> stage on schedule
	Start to plan for future population change e.g. military personnel. (Links to action 3.1 Needs Assessment will inform this planning)	April 2017	Wiltshire CCG & Wiltshire Council	GP's, AWP,	More people will have good mental health  More people with mental health problems will recover	<b>October 2016 Update:</b> The Mental Health Needs Assessment which will inform planning and future service provision has been scoped and that scope has been approved. Data collection to include military personnel has started.	On schedule
Signpost to resources and education that promote and support mental health and wellbeing	Work with HealthWatch to ensure that the web portal 'Your Care Your Support' has good quality information on mental wellbeing with a view to developing a virtual Wellbeing College* in the longer term	Meet with HealthWatch by October 2016	Wiltshire Council	CCG, Providers	More people will have good mental health  More people with mental health problems will recover	<b>October 2016 Update:</b> An initial 'Plan on a page' for a virtual Wellbeing College' was considered by the mental health JCB in Spring 2015. It was agreed that development of this needed to link in with the 2 <sup>nd</sup> phase of the Health and Social Care portal as some of the Wellbeing College function will be delivered by this. HealthWatch are part of a project connected to a Dementia Roadmap which will map community assets. The information gathered from this can inform content for the 'wellbeing' elements of a future virtual college. The PH specialist will link into this work.	In progress

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Key Area of Activity - Prevention and early intervention						Comments	Status
	Action	Milestones	Lead Agency	Partners	Outcomes		
Improved evidence base around mental health to improve understanding and inform service development. This should include evidence on what a good mental health system should look like for Wiltshire to inform the system wide review	Conduct a Mental Health Needs Assessment for adult mental health in Wiltshire improving understanding of the epidemiology of mental ill health and mapping current services	Scope August 2016  Complete January 2017  -	Wiltshire Council  Council and CCG	CCG, Providers	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	<b>October 2016 Update:</b> The scoping for this project has been completed and approved and data collection is underway..	On schedule
Improved pathways and provision for perinatal and infant mental health	Design and Implement perinatal and infant mental health training for midwives and health visitors to support the implementation of a multi-agency pathway.	Design by March 2015 Implement Jan 2016	Perinatal and Infant Mental Health Group	Wiltshire Council, NHSE, AWP, CCG, Acute Trusts	More people will have good mental health  Fewer people will suffer avoidable harm	<b>October 2016 Update:</b> PIMH Pathway for HVs and MWs signed off Sept 15. Full implementation – Jan 16. PIMH training to support implementation of pathway; piloted Sept 15 and rolled out from Oct 15. Over 80% of Health Visitors and Midwives across Wiltshire have accessed local training on the new pathway and screening tool and increased their knowledge and skills around perinatal and infant mental health.	On schedule
	Improve advice, support and treatment available to women with peri natal and infant mental health (PIMH) problems within existing provision						NHSE, AWP, CCG, Acute Trusts
	Identify gaps in peri-natal mental health provision and explore an appropriate response to address these	2016/17	NHSE, Wiltshire Council, AWP, CCG, Acute Trusts	<b>October 2016 Update:</b> Proposal drafted to enhance IAPT provision for PMH in anticipation of national transformation funding for PMH. Awaiting detailed guidance.	On schedule		

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**2. Promoting emotional well-being & improving understanding of mental ill health**

**2014 – 2021 Objectives**

- To raise awareness about emotional wellbeing and mental ill health across Wiltshire help reduce stigma and discrimination
- To ensure that there are awareness raising resources within the community to support and encourage people to seek advice when they have concerns about their mental health or wellbeing
- To work with local communities and employers so that they are inclusive and supportive of people with mental ill health and their carers' and family.

These objectives will, in turn, help to reduce stigma and discrimination

Key Area of Activity - Promoting emotional well-being & tackling stigma & discrimination						Comments	Status
	Action	Milestone	Lead	Partners	Outcomes		
Work with communities to ensure community life in Wiltshire supports mental health and wellbeing by promoting better understanding and awareness – Links in with Demonstrator Sites at 6.2	Develop a programme of mental health awareness raising and supporting information pack to be delivered in communities and work places.	Development of programme by March 2016	Wiltshire Council	Area Boards	More people will have good mental health	<b>October 2016 Update:</b> Mental Health Awareness Raising session developed and piloted with staff/councillors and delivered to some area boards with further sessions scheduled. Info Pack/Toolkit in progress. This has received a really positive response. We have identified a set of potential volunteers to receive training to deliver the awareness raising session and this will be progressed over the winter period.	On schedule
	Explore the possibility of establishing a Mindful Employers network	Options document to be produced for October 2016	Wiltshire Council	Chamber of Commerce Mind	More people will have good mental health	<b>October 2016 Update:</b> Strong links have been made with the Swindon Mindful Employer network and interest has been expressed by a number of local employers. Funding is not available at present but we are seeking other ways of delivering this. We have now received permission from the provider of the Wiltshire Council online e-learning package for Mental Health awareness to offer this to employers and communities for their own use and this offer will be made as part of the roll out of the awareness raising programme above	On schedule

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**3. Personalised recovery based services**

**2014 – 2021 Objectives**

- To work with integrated teams and specialist health services to ensure optimisation of independence and quality of life

Key Area of Activity -Personalised recovery based services						Comments	Status
	Action	Milestone	Lead	Partners	Outcomes		
To jointly commission a range of flexible services to enable patients to create their personalised recovery plan	Investigate models to improve the management of those with Personality Disorders in the community, particularly within the accommodation pathway  Utilise recommendations from the Needs Assessment to establish priorities for a business case in relation to the Personality Disorder care pathway.	Setting up of Steering Group by Dec 2015  April 2017	Wiltshire CCG		More people with mental health problems will recover  More people will have a positive experience of care and support	<b>October 2016 update:</b> Personality Disorders Integrated Care Pathways Steering Group established. The group is completing gap analysis and pathway mapping of provision for those with a personality disorder and shaping a business case for personality disorder therapeutic intervention. Key stakeholders such as Housing Providers will be engaged in the development of provision and any additional services. An update was provided to the November Housing Provider Forum.	On schedule
Educate service users to understand their own health issues and aid themselves in a journey of health and wellbeing	Explore the implementation of integrated Personal Health budgets (PHB) in Mental Health  Provision of technical advice on the on PHB included in the PHB workstream  Care for people close to home or their place of choice ensuring continuity of care where possible and appropriate	PID for PHB been approved and will go back to JCB	Wiltshire CCG	Providers	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	<b>October 2016 update:</b> Personal budget local offer for people with MH issues published on CCG website	On schedule
Ensure that clinical pathways are robust and support patients in transition between care	Undertake a service review to develop improvements in liaison between Primary Care and AWP	Q2 2016/17	Wiltshire CCG	Primary Care Liaison	More people will have a positive experience of care and support	PCLS review commenced December 2015, due to complete during 2 <sup>nd</sup> Quarter 2016.	On schedule

**4. Effective and efficient use of resources**

**2014 – 2021 Objectives**

- To ensure that systems and processes are effective
- To share knowledge and good practice.

Key Area of Activity - Effective and efficient use of resources						Comments	Status
	Action	Milestone	Lead	Partners	Outcomes		
Multi-agency working, training and care between mental health, emergency, prison and probation services.  (where appropriate, all training should be provided with multi-agency attendance to promote sharing of experience as part of	Ensure that mapping of current training available for agencies and providers is included in the MH Needs Assessment.  Explore how to meet any unmet need	Scoping of Needs Assessment August 2016	Wiltshire Council	AWP Wiltshire CCG	More people will have a positive experience of care and support  Fewer people will suffer avoidable harm		In progress

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Key Area of Activity - Effective and efficient use of resources						Comments	Status
	Action	Milestone	Lead	Partners	Outcomes		
learning)	Ensure the provision of Section 12 Doctors and a Wiltshire rota to support the robust implementation of the Section 136 pathway and Mental Health Act assessments	Initial collation of information and discussion paper to be completed by mid-June 2016	Wiltshire CCG	AWP Wiltshire Council	More people will have a positive experience of care and support  Fewer people will suffer avoidable harm	<b>October 2016 update:</b> Review of this service is now underway	In progress - Priority
Review mental health provision in the out of hours period to ensure that people can access to the right type of care or advice whenever the need arises	Ensure that out of hours provision is included in the MH Needs Assessment.  Make appropriate links with Dementia Strategy action plan and with out of hours provision for physical health	Scoping of Needs Assessment August 2016	Wiltshire Council	CCG, AWP GP's	More people will have a positive experience of care and support	<b>.October 2016 update:</b> Scoping approved and gathering of data now underway. Completion due by February 2017	In progress
Continue to work closely with our partners to ensure that care at times of crisis is appropriate (Crisis Care Concordat)	Evaluate Street Triage project	Sept 2016	CCG	Swindon CCG, Police	Fewer people will suffer avoidable harm	<b>October 2016 Update:</b> Further funding now secured and evaluation is being revisited to ensure it meets the purpose and informs any future re-commissioning.	On schedule
	Promote Safe Places across the County	October 2016	Wiltshire Council Public Health	Safe Places, Mental Health and Wellbeing Partnership Board		<b>Oct 2016 Update:</b> Safe Places are being promoted widely particularly through Dementia Aware Wiltshire. A report will be presented to the January meeting of the Partnership Board to facilitate a decision regarding wider learning and promotion to MH service users.	In Progress
Design and deliver mental health and wellbeing within the county through Joint Commissioning	Produce Joint Commissioning Intentions statement	2016/17 Statement finalised July 2016	Wiltshire Council and Wiltshire CCG	AWP and other providers	More people will have a positive experience of care and support	<b>October 2016 Update:</b> Outline 2016/17 commissioning priorities statement which includes Public Health information has been produced. For 2017/18 there will be a move towards commissioning intentions for the whole system/care pathway.	On schedule
Ensure that there is a fit for purpose protocol and process in place to enable continued healthcare placements and aftercare packages following hospital discharge: N.B these placements may require referrals to funding panels. This will include ensuring that the applications made are of high quality to avoid time wasting and that subsequent placement reviews are undertaken in a timely fashion.	Review of existing protocol to be undertaken with a view to improving processes overall and reducing delayed transfers of care	March 2017	Wiltshire Council	Wiltshire CCG	More people will have a positive experience of care and support	<b>October 2016:</b> No update currently	In progress
	Consider options/benefits of re-commissioning of Herbert House as part of the approach to step down care	March 2017	Wiltshire Council	Wiltshire CCG	More people will have a positive experience of care and support	<b>October 2016 Update:</b> Agreed between Housing, Commissioning and CCG that this is a task that will be considered when capacity allows. Herbert House is a Council-accredited residential service and will remain so currently. Work needs to be undertaken around what could replace the service.	In progress

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**5. Closer engagement with service users, families and carers**

**2014 – 2021 Objectives**

- To ensure that the customer is at the centre of the services we develop.
- To ensure that there are good quality services in place that are able to appropriately support people with mental ill health and their carers' at more difficult times in their lives.

**2014 – 2016 Commissioning priorities**

- Continue to work to promote and improve services and information for carers, including carers breaks
- Develop community therapeutic activities.
- Support to make improve the quality of care in different settings including care homes.

Key Area of Activity - Closer collaboration with service users, families and carers in the development of services						Comments	Status
	Action	Milestone	Lead	Partners	Outcomes		
Undertake analysis of gaps or duplications in service for specific areas of need and explore options for further development of services where gaps exist.	Ensure that Mental Health Needs Assessment maps services across all specific areas of need to enable gaps to be identified.	Jan 2017 For completion	Wiltshire Council	CCG,AWP, Other providers, service users & carers	More people with mental health problems will recover  Fewer people will suffer avoidable harm	<b>October 2016 Update:</b> Work on scoping of Needs Assessment is complete and data collection is underway.	On schedule
Evaluate the ease of access and spread across the county of our services	Ensure that Mental Health Needs Assessment maps ease of access to services county wide. Engage with service users and carers as part of this process	Jan 2017 for completion	Wiltshire Council	CCG,AWP, Other providers, service users & carers	More people will have a positive experience of care and support	<b>October 2016 Update:</b> Work on scoping of Needs Assessment is complete and data collection is underway.	
User Involvement and participation in development of services and Develop relationships with HealthWatch	Set up a partnership board/steering group for mental health to include opportunity for service users to be involved	Dec 2015 for formulation of Board	Wiltshire Council	CCG		<b>October 2016 Update:</b> Partnership Board meeting in April 2017 received a presentation from Louise Rendle about the options for service user involvement and agreed a format. Call for service users was sent out in September 2016 and service user involvement should be in place and this should be in effect by January 2017	In progress



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**6. Integrated working between statutory services with wider community and voluntary sector involvement**

**2014 – 2021 Objectives**

- More people will be managed in the community through increased access through integrated teams.

Key Area of Activity - Joint working with a wider group of statutory services						Comments	Status
	Action	Milestone	Lead	Partners	Outcomes		
Work towards wider multi-disciplinary teams who work together to achieve positive outcomes for those with mental health issues and their families	Alignment of mental health social work teams with secondary care providers	Agreed Project Plan – by end April 2017	AWP/CCG	Wiltshire Council	More people will have a positive experience of care and support	<b>Oct 2016 Update:</b> At an operational service level AWP and WC management staff meet monthly to review services, issues etc. and have keen to move forward on this issue. For example moving WC teams into three to reflect the CCG areas (NEW, WWKYD and Sarum).	In progress
Widen multi-agency mental health first aid training for staff with public facing roles to provide greater awareness	Wider promote existing Mental Health First Aid training and ensure targeted at priority groups including the integrated community teams  Review current provision to look at alternative delivery models	2015/16	Wiltshire Council	All partners, MHFA England, learning and development teams	More people will have a positive experience of care and support	<b>October 2016 Update:</b> During 2015/16 10 MHFA courses were delivered successfully, each course had a wide range of participants from across public and VC sector organisations. The funding for this course has now ceased, We are part of a regional initiative to deliver Applied Suicide Intervention skills training and 1 course has been delivered. This was well attended by a variety of agencies and VCS organisations and feedback was generally positive. A further 5 courses will be delivered in Wiltshire by March 2018 and are booking to capacity.	On schedule
Share and keep up to date good practice, skills, knowledge and relationships across teams, across disciplines, across employers, across the county	Sharing Good news – better communication  Through the Public Health offer, determine what Area Boards/Health and Wellbeing groups can do to assist with knowledge sharing and facilitate moving on to the next step.	End 2016	Wiltshire Council	CCG and all partners	More people with mental health problems will recover.  More people will have a positive experience of care and support  Fewer people will suffer avoidable harm		In progress
Ensure clear pathways through mental health services (primary and secondary) to help service users and professionals understand what is available and how to access	Ensure partners are aware developments (through updates to the Mental Health and wellbeing Partnership Board) of progress on the overarching Mental Health and Learning Disability JCB workplan.  Standing item to be introduced onto the Mental Health and Wellbeing Board agenda.	Standing agenda item to be introduced by October 2016	CCG		More people with mental health problems will recover.  More people will have a positive experience of care and support  Fewer people will suffer avoidable harm	<b>October 2016 Update:</b> Crisis Care Concordat group have completed a process mapping exercise of pathways. Personality Disorders Integrated Care Pathways Steering Group established. This group meets on a bimonthly basis. AWP Perinatal and Infant Mental Health Working group has been set up, scheduled to meet quarterly.	On schedule

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Key Area of Activity - Joint working with a wider group of statutory services						Comments	Status
Action	Milestone	Lead	Partners	Outcomes			
Build on existing protocols (AWP and Turning Point) to ensure that links between referrers and Turning substance misuse treatment providers are robust and that there is seamless service provision		Wiltshire Council	CCG, AWP, Turning Point, other providers			<b>October 2016 update:</b> Dual Diagnosis steering group has continued to meet quarterly throughout 2016, involving AWP, Wiltshire Substance Misuse Service (WSMS) and Wiltshire Addiction Support Project. An early action of the group has been to summarise the joint working protocol document to ensure better alignment of services. Additionally, Link Workers have been meeting quarterly, sharing examples of good practice and practice that could have gone better. Link Workers have also started attending each other's team meetings, and are communicating on at least a monthly basis to improve client care. Consent processes are improving for sharing information between the services, and this has led to clear escalation processes being established for when there are differences of opinions. The dual diagnosis group has also audited clients working with both AWP and WSMS. There has also been a service user survey of what clients think of dual diagnosis treatment within WSMS, we await the results which will inform future delivery. Finally there has been a recovery festival, promoting all types of recovery.	In progress
Continue to develop and promote mutual expectations documentation between providers and secondary mental health services to assist with preventing avoidable crisis. Mutual expectation documents identify what providers can expect of each other. It helps to clarify what is and what isn't appropriate for the interface between providers to reduce the possibility of confusion or inappropriate referral.	Work with Swan Advocacy during 2014/15	CCG	AWP, Providers			<b>October 2016 Update:</b> Work in 2014/15 concentrated on the interface between Swan Advocacy and AWP inpatient wards, The advocacy contract has now changed to another provider. This has not been progressed further.	In Progress
Develop a Mental Health Market Position Statement for Wiltshire to provide a strategic overview of the provider market for mental health services and identify the future direction of those services	April 2017	Wiltshire Council	Wiltshire CCG			<b>October 2016 update:</b> This is currently underway	In Progress

Additional Priority Areas						Comments	Status	
Ref.	Action	Milestones	Lead Agency	Partners	Outcomes			
Accommodation								
	Work with partners to explore ways of addressing the barriers presented by lack of suitable accommodation. Including: - Gaining or maintaining employment - Engaging with services or community events - Sustaining wellbeing	Continue to work with internal and external partners to better identify current and future accommodation needs and provision ensuring a proactive not reactive approach	March 2017	Wilts council	Housing providers	More people with mental health problems will recover  More people with mental health problems will have good physical health	<b>October 2016 Update:</b> Large scale review of MH supported housing services underway (alongside wider supported housing work lead by Housing Team – who also manage a large number of services) Current contracts will be extended to 31/03/18 to allow for work to be undertaken. We currently commission blocks of units and hours within building-based services. Initial thoughts are to commission short term (approx 2 years) move-on services alongside floating support services for people in their own tenancies in the community. Customers will have individually tailored service.	In progress