

Mental Health and Wellbeing Strategy – Annual Report on Progress to August 2016

Introduction

The Wiltshire Joint Mental Health and Wellbeing Strategy was developed by Wiltshire Council and NHS Wiltshire Clinical Commissioning Group (CCG) and was presented as a draft to the Wiltshire Health and Wellbeing Board, CCG Governing Body and Cabinet in July 2014. Approval for the draft strategy to be published for a three month consultation period to run from September 2014 until December 2014 was agreed and in May 2015 an update on the consultation process, the updated strategy and a draft implementation plan was taken to the Health and Wellbeing Board, CCG Governing Body and Cabinet.

Approval was granted at these meetings to form a Wiltshire Mental Health and Wellbeing Partnership Board to ensure delivery of the outcomes within the strategy and to return to the Health and Wellbeing Board with a finalised implementation plan and an update on progress. In April 2016 the final implementation plan for delivery was approved by the Health and Wellbeing Board, CCG Governing Body and Cabinet, to be published and sit alongside the Mental Health and Wellbeing Strategy, and it was agreed that an annual report on progress would be provided to the Health and Wellbeing Board with the first report scheduled for November 2016.

The overarching aim of the Joint Mental Health and Wellbeing Strategy is to create environments and communities by 2021 that will keep people well across their lifetime, achieving and sustaining good mental health and wellbeing for all. This report sets out some of our achievements against the priority areas for the strategy from commencement until September 2016.

The six priority areas within the Wiltshire strategy reflect and work towards the three main priority actions within the NHS Five Year Forward View for Mental Health. Wiltshire's strategy and implementation plan sets out how all partners must develop, collaborate and take forward actions in order to deliver real change across the Five Year Forward View priority areas of:

1. A 7 day NHS – right care, right time, right quality
2. An integrated mental and physical health approach
3. Promoting good mental health and preventing poor mental health – helping people lead better lives as equal citizens.

Mental health is 'everybody's business', and to ensure that the mental health and emotional wellbeing of Wiltshire residents are met we are committed to working together with individuals, families, employers, educators, communities and the public, private and voluntary sectors. In order to ensure that services commissioned and delivered in Wiltshire meet the needs of the population, anticipate future demand and are accessible to all the Wiltshire Mental Health and Wellbeing Partnership Board was formed. The Board is responsible for monitoring delivery of the aims and outcomes within the mental health and wellbeing strategy and will provide new opportunities for service users and carers to be involved in the design and development of services.

Progress on delivery against outcomes

The Wiltshire strategy will deliver on six overarching outcomes through six key areas of activity which are consistent with the outcomes outlined in the national strategy No Health Without Mental Health. The six overarching outcomes in the Wiltshire strategy are:

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

The following sections in this annual report detail some of the progress to date within the six key areas of activity identified within the implementation plan to work towards delivery of these six overarching outcomes.

Key Area of Activity 1: Prevention and early intervention

Education in acquiring life skills

The strategy identifies the importance of providing an education in acquiring life skills to improve resilience and help people to achieve their full potential; individuals with a range of better outcomes in life such as education, employment, housing and social relationships, are less at risk of experiencing mental ill health and are more able to manage their own recovery if they do become unwell. In order to deliver this aim across the life of the strategy a focus on education and life skills in children and young adults was identified, in addition to the development of a robust evidence base on current need and service provision across Wiltshire.

In 2015 strong links between the Children and Young People's Emotional Wellbeing and Mental Health (EWMH) Strategy and the Wiltshire Mental Health and Wellbeing Strategy were developed which has enabled both groups to identify synergies across the two strategies and highlight additional actions relating to education which are required at key points within the life course. A representative of the Children and Young People's EWMH board became a member of the adult mental health partnership board and in 2016 a Health Needs Assessment and Evidence Review for Children and Young People's EWMH was developed and produced jointly by these two boards.

The needs assessment provides information to ensure the continuity of a safe and effective Child and Adolescent Mental Health Service to meet the needs of Wiltshire's children and young people, and also provides valuable information on the transition to adult services and the mental health of new and expectant mothers. This evidence will help to inform future service development in 2017 for provision of life skills education in line with the aims of the Mental Health and Wellbeing Strategy. An adult mental health needs assessment is currently under development following the completion of the Children and Young People's Needs Assessment and these two information resources will dovetail to ensure support, interventions and prevention activities are clearly assessed across the life course.

Respond to known rising triggers to poor mental health

With a focus on developing a diverse range of opportunities and interventions to prevent poor mental health a number of schemes have been set up and run across Wiltshire such as arts on prescriptions, community reading groups, peer support groups and men's groups. These schemes encourage prevention and early intervention and respond to known rising triggers to poor mental health.

As an example Public Health have been funding an arts on referral scheme since 2014 to evaluate its value and impact on better mental health outcomes for participants. This is a primary health intervention where care providers and professionals refer patients to an eight week art programme, usually delivered in a community or primary care setting. Patients are referred for a range of reasons: to reduce stress, anxiety or depression; to improve self-esteem or confidence; to increase social networks; alleviate symptoms of chronic pain or illness; distract from behaviour related health issues; and improve overall wellbeing.

Using a model called Artlift an intervention was piloted in South East Wiltshire and hosted at Whiteparish Surgery. After the successful pilot programme in April 2015, Artlift was able to offer additional courses at Whiteparish Surgery and Salisbury Medical Practice, and in September 2015 at Malmesbury Primary Care Centre and Corsham. In January 2016, sessions began in Tidworth allowing Artlift to deliver the programme in five diverse locations across Wiltshire. Patients who have completed Artlift programmes have been encouraged to continue with their art activities using a 'Move On Group' approach. Some former attendees have created their own art 'Move On' Groups or have joined other existing local art programmes. This innovative approach encourages sustainability and helps the participants to maintain the improved outcomes achieved during the programme.

The funding for the pilot phase of the programme will finish at the end of 2016/17 and the trailblazer practice in Whiteparish has already completed its quota of funded sessions. We are delighted to report that the practice has been so pleased with the results generated by the pilot programme that they have decided to continue provision of future courses using their own core funding.

Early intervention and prevention of mental ill health

Shared community reading groups have a focus on early intervention and prevention of mental ill health and began as memory reading groups for people with dementia and their carers. These sessions now provide shared facilitated reading groups across a variety of audiences and explore literature in terms of the participants own experience. Called 'feel better with a book', these groups take place in some of the counties' libraries with certain groups located in places that enable us to target populations that are considered to be at higher risk of experiencing mental ill health. During 2016 the project has become self-sustaining with the volunteers who run the groups now being managed within Wiltshire Council; these existing volunteers will share their knowledge and expertise gained during training, which was funded during the initial stages, with aspiring volunteers in the future.

Peer support groups provide an opportunity for individuals to share their thoughts and experience, and across Wiltshire six peer support groups are run by Wiltshire MIND on a weekly basis which provide a safe environment for discussion, run activities for participants, signpost to other services and host speakers on lifestyle topics such as money management, healthy eating and home safety. In addition the wellbeing of carers of individuals with mental ill health is a focus within the strategy and Wiltshire MIND also provide two groups in partnership with Carers Support Wiltshire to support individuals and provide a forum to share experiences with other carers and provide key information specific to the role of a carer on topics such as the Care Act to improve wellbeing and promote resilience.

Maintenance of wellbeing

To improve prevention of mental ill health, it is important for people to understand how to maintain their wellbeing and to promote their own recovery when they have experienced mental ill health. We have been looking at options for a virtual Wellbeing College provided as a web-portal to signpost people to local resources and educational materials that promote and support mental health and wellbeing. The concept of a Virtual Wellbeing College was developed using national evidence from Public Health England and evaluation data on accessibility and outcomes from other areas where Virtual Wellbeing Colleges have been run was assessed. This was reviewed in 2015 by the Mental Health

Joint Commissioning Board where it was agreed that the development of this virtual college will link with the future development of the health and social care portal Your Care Your Support Wiltshire which already has a section for mental health and wellbeing and this work will progress with the support of HealthWatch Wiltshire throughout 2017. The data gathered within the Children and Young People's Needs Assessment and the Adult Mental Health Needs Assessment will help to map community assets and gaps to ensure that the content of the virtual college is based upon local evidence and need.

Effective evidence base

High quality data is vital to ensure an understanding of the local population need, enabling robust plans and services to be commissioned and delivered effectively. The scoping stage for a Mental Health and Wellbeing Needs Assessment for adults in Wiltshire has been completed and will include the following to be available by February 2017:

- describe the epidemiology of emotional wellbeing and mental health of adults in Wiltshire
- determine the evidence of effective intervention, using national and local policies and guidance
- identify current universal, targeted and specialist mental health services available and identify gaps in provision
- determine priorities for planning and commissioning to improve mental health and well-being in people living in Wiltshire aged 18 years and over.
- understand needs and demands based on an understanding of the epidemiology and through eliciting Wiltshire service users and provider's views (including reviewing existing reports and information in relation to this)
- identify existing provision and determine evidence based commissioning priorities based on GAP analysis, national guidance, demographic/epidemiological data, and consultation with service users
- provide recommendations based on the gaps, priorities and changes to meet the needs and demands of the population

Early identification and timely support

Perinatal mental illness (during pregnancy and the first year after pregnancy or birth) has the potential to negatively impact both the mother and her developing child. Babies born to mothers experiencing perinatal mental illness are at increased risk of prematurity, low birth weight, infant mortality, suboptimal growth, illnesses, neurodevelopmental problems and behavioural, social or learning difficulties. To improve early identification of perinatal mental illness a multi-agency group of professionals (from public health, adult mental health, children and adolescent mental health, children's centres, maternity and health visiting services) came together to develop the first phase of a perinatal and infant mental health pathway for Wiltshire. All women are now routinely screened in pregnancy and in the first year after birth to ensure early identification of perinatal mental illness; brief interventions are delivered to those with mild concerns; and there are clear pathways and improved access to primary and secondary care services for women with concerns ranging from mild to severe. Health visitors also routinely assess parent-infant attachment and deliver a relationship based intervention where appropriate.

In addition the Wiltshire Improving Access to Psychological Therapy service deliver a 'Wellbeing After Baby' psycho-educational group course, this has continued and has been enhanced throughout 2016/17, and can be accessed by women and men during the perinatal period. The IAPT service provide a range of additional group courses and one to one sessions depending on the identified level of need. The service has continued to improve the accuracy of PMH data collection and is able to demonstrate the outcomes of the courses which can now be used to inform commissioning intentions across the wider mental health service.

Addictive Behaviours Pathway

Within the consultation period of the strategy development, a key message from professionals was the need to have better joined up services which would help to avoid gaps in provision for individuals with specific health conditions such as a dual diagnosis of a mental health issue and a substance misuse issue. To improve the links between these two service areas Avon & Wiltshire Mental Health Partnership Trust and Turning point now have regular interface meetings to ensure there is good communication between the staff who have dual diagnosis lead roles in AWP services and the Turning point link workers who link into the AWP teams.

There is also an interface meeting between the local delivery unit senior management, the AWP Consultant Nurse for Dual Diagnosis and Senior staff in Turning point. This interface has resulted in a jointly developed and ratified protocol which sets the standards for how the services will work together. A joint audit was undertaken to assess implementation of the protocol which showed that this is, in the main, working well to support people who may have connections with both services. The audit did highlight that the number of individuals where both agencies were involved were low and therefore has prompted a further level of interface to be developed which is in the process of being set up between operational managers of both organisations.

Transition arrangements

The point at which young people who need help and support from mental health services transfer from services provided for children to those which are provided for adults is known as transition and can be a very difficult time. Adolescence is a period of intense change for young people and in order to improve the transition care for Wiltshire's young people a 'Transition Panel' has been set up and now meets on a monthly basis to ensure that young people at the point of transition are reviewed, assessed and supported. The panel has been set up between Child and Adolescent Mental Health Services (CAMHS) and Avon and Wiltshire Mental Health Partnership Trust (AWP) and is now fully embedded into the pathways of care as part of business as usual for both organisations.

Key Area of Activity 2: Promoting emotional well-being and improving understanding of mental ill health

Raise awareness within communities of mental ill health

In order that less people will experience stigma and discrimination relating to mental ill health, it is important to raise awareness within communities, workplaces and amongst individuals of the prevalence of mental ill health and the impact it can have on people's life. Providing education to improve skills and make tools available that can help people to understand how they can help someone they may come across who is living with mental ill health is a focus for creating communities and environments that will support our population to stay well.

An interactive mental health awareness raising session was developed in 2016 which has been run for Wiltshire Council staff and councillors. The awareness raising session has been offered for delivery at Area Boards and health and wellbeing groups across the county. An information pack is being co-produced to run alongside and enhance this session for delivery across communities. In order to roll this out more widely across different areas in Wiltshire a number of volunteers are being identified for training who will be able to deliver the session in communities and workplaces throughout 2017.

Improving the emotional wellbeing of staff

Nationally, mental ill health is a major reason for sickness absence in the workplace and for this reason it is important to help local employers consider ways in which they can improve the emotional wellbeing of their staff. One way to do this is through sharing good practice and this has been done successfully in other areas by establishing a Mindful Employers Network. Interest has been expressed in developing this approach by local employers in Wiltshire and through existing links with a network already running in Swindon a sustainable approach for a similar scheme in Wiltshire is being reviewed. In addition, we have recently gained permission to offer our partners and other local employers a mental health e-learning package which was originally developed for Wiltshire Council staff in 2016. The e-learning package covers general information about the different types of mental ill health and provides tips on how to spot mental ill health in others and the help that can be accessed. The roll out of this learning package will be promoted widely across the county and at present the most appropriate on line platform for dissemination is being established.

In addition Wiltshire MIND offers Mental Health awareness training to local businesses across Wiltshire to enable businesses to prevent poor mental health amongst their staff and identify those who would benefit from help and support.

This year we have also run an awareness raising stand in the Atrium and County Hall for World Mental Health Day on 10th October 2016 and

the Wiltshire Mental Health Forum provided information for libraries across the county during this week.

Perinatal and infant mental health

Perinatal and infant mental health (PIMH) training was developed locally in late 2015 and delivered to over 80% of all health visitors and midwives across Wiltshire to support the implementation of the aforementioned perinatal and infant mental health pathway and to increase their knowledge and skills.

In April 2016 a Wiltshire PIMH Network, jointly chaired by the CCG and Local Authority, was established to work across organisational and professional boundaries to improve perinatal and infant mental health and wellbeing. The network brings together organisations, commissioning and provider services that prevent, identify, support and/or treat perinatal and infant mental health problems experienced by women and their families in Wiltshire.

Key Area of Activity 3: Personalised Services based around helping people to recover

Investigation of models to improve the management of those with personality disorders in the community

Borderline personality disorder is characterised by significant instability of interpersonal relationships, self-image and mood, and impulsive behaviour. With formal psychiatric assessment and appropriate treatment, symptoms improve sufficiently so that at least 50% of people no longer meet the criteria for borderline personality disorders 5-10 years after diagnosis. However, personality disorders are associated with significant morbidity and increased mortality, sometimes individuals are excluded from health and social care services because of their diagnosis or their behaviour. Wiltshire CCG have established a Personality Disorders Integrated Care Pathways Steering Group which will utilise NICE quality standard [QS88, 2015] to consider the options and opportunities for future service development to improve the management of those with personality disorders in the community. The steering group is completing a gap analysis and pathway mapping, and will be developing an options appraisal seeking to further develop provision of therapeutic intervention; this will be informed by the updated data from the Wiltshire Joint Strategic Assessment. Key stakeholders will be engaged in the development of this service provision.

Specialist Community Perinatal Mental Health Service Proposal

A bid from the CCG was developed jointly with the local authority and submitted in September 2016 to NHS England for the new perinatal and mental health community services development fund which aims to:

Support quality improvement

Support service development

Demonstrate the impact of access to specialist clinicians, quality care and interventions for women and their babies and families.

The proposal that was submitted identified a service that would realise the NHS five year forward views objectives for perinatal mental health, with a key objective to increase the number of women able to access a specialist service. The proposal submitted presented a service model spanning Banes, Swindon and Wiltshire, with a need to support approximately 300-600 women per year identified. At the time of writing this annual report the outcomes of the submitted bid are as yet unknown.

Personal Health Budgets

To help with educating service users to understand their own recovery the CCG are looking into the implementation of personal health budgets in mental health. We have produced a Local Offer for personal health budgets which is a statement that explains to members of the public what we are offering and which groups of people it will be available for. Initially personal budgets will be available only for a very small and defined group of mental health service users. The Local Offer has been published on the CCG website and explains that we are currently in the early stages and signposts to when and where people will be able to access additional information.

Older Adults Mental Health and Dementia Services and Pathway Audit

While most older adults have good mental health, many are at risk of developing mental disorders, neurological disorders or substance misuse problems. Furthermore, older people face special physical and mental health challenges which need to be recognised, for example as people age they are more likely to experience several conditions at the same time. Wiltshire CCG are undertaking an Audit for service provisions for older adults experiencing mental ill health or dementia. Through the outcome of this audit service provision, quality and effectiveness of service delivery in primary and secondary care service will be improved for older adults experiencing mental ill health and/or Dementia.

AWP Primary Care Liaison Service Review

Wiltshire CCG are currently undertaking a review of the Primary Care Liaison Service to which GP's can refer adults with mental ill health. The service acts as a gateway/point of entry service for GP's, both for consultation and for screening/assessment for transfer to a secondary service. The service review will look at current and historical service provision, and will make recommendations for improvements to the service into the future to ensure that it is meeting the needs identified effectively.

Social Inclusion and Advocacy

Social exclusion refers to the extent to which individuals are unable to participate in key areas of economic, social and cultural life which lead to disadvantages in both mental and physical health. Social inclusion for people with mental health problems is vital and this year contracts for Social Inclusion and Independent Advocacy services were retendered with new agreements commencing 1 April 2016. Richmond Fellowship is the new provider of social inclusion services, with Rethink providing independent advocacy services across the county. These contracts are jointly commissioned and funded by Wiltshire Council and Wiltshire CCG who have worked, and continue to work, closely to monitor the implementation of each service and the quality and effectiveness of what is provided.

Key Area of Activity 4: Making effective and efficient use of resources

Working together to improve the system of care

The 2014 Mental Health Crisis Care Concordat commits to “working together to improve the system of care and support so that people in crisis because of a mental health condition are kept safe and helped to find the support they need – whatever the circumstances in which they first need help – and from whichever service they turn to first”. This important national policy initiative proposes a range of countrywide NHS England/DoH/ Home Office/CQC/Public Health England and Royal College initiatives together with a desire for local organisations to sign up to the commitment to work together to address these issues.

The Crisis Care concordat for Wiltshire brings together the Police, AWP, CCG, Wiltshire Council and Public health who are currently refreshing the action plan to enable closer working with colleagues in Swindon so that the full care pathway for Wiltshire residents who are in crisis can be mapped, assessed and improved in line with the national commitment.

Places of calm and AWP intensive teams

Places of calm provide alternative locations within the county for individuals who are at risk of a mental health crisis or who need support to recover where an admission is not the most appropriate option. To improve the provision of places of calm across Wiltshire a suite of bids were submitted to the Department of Health jointly by the CCG, local authority and lead provider Alabare Christian Care and Support in September 2016. If successful these capital funds bids will provide ‘Places of Calm’ in the form of crisis café’s and overnight accommodation as alternatives to admission. In addition there will also be provision of an out of hour’s venue for safe assessments to take place in the community which is not something currently available in Wiltshire. At the time of writing this report the outcome of these bids is unknown, it is anticipated that successful bids will be notified by November 2016.

Intensive Teams commissioned by the CCG provide a 24/7 service to support adults with severe mental health presentations. A review of the Intensive Teams is scheduled for Q3/Q4 2016/17 by the CCG to assess the effectiveness and efficiency of the service and to inform future commissioning of the service to meet the needs of the Wiltshire population.

The CCG are working collaboratively as appropriate with Swindon CCG to ensure the timely provision of Section 12 Doctors is adequate and a robust system is implemented ensuring the Section 136 and Mental Health Act assessment pathways are efficient and effective. The update report on progress towards this service provision will be presented to Health and Wellbeing Board in December 2016.

The Street Triage project

The Wiltshire Street Triage project is a service where mental health professionals work in partnership with Wiltshire police to provide appropriate support for individuals that come to the attention of the police where mental health is a point of concern. The project aims to reduce the number of individuals who are removed to a place of safety under section 136 of the mental health act when a more appropriate alternative to support these individuals could be determined. A phase 2 evaluation of the Street Triage project is currently underway and initial figures

highlight that there has been a 23% decrease in the number of Section 136s during the second quarter of 2016 compared to the same quarter the year before. This is at a time when nationally the use of Section 136 is actually increasing. September 2016 also saw the first ever month where no Section 136s went to police custody.

Key Area of Activity 5: Improving engagement with service users, carers and families.

The Partnership Board

A key focus in the first year of delivering the Wiltshire Mental Health and Wellbeing Strategy's aims was to set up a Wiltshire Mental Health and Wellbeing Partnership Board bringing together representation from a wide range of both statutory and voluntary sector agencies for the first time in Wiltshire with a focus on mental health and wellbeing. The first meeting of the board was held in December 2015. Terms of reference for the group have been agreed and confirm that the Mental Health & Wellbeing Partnership Board is responsible for monitoring the delivery of the implementation plan which supports the Wiltshire Mental Health and Wellbeing Strategy. The board agree to ensure that services commissioned and delivered in Wiltshire meet the needs of the local population, anticipate future demand where possible and are accessible to all. All changes to existing services will recognise the aspirations of Wiltshire's Mental Health and Wellbeing Strategy underpinned by Department of Health guidelines.

The Partnership Board meet on a quarterly basis and at each meeting two designated areas of action from the implementation plan are reviewed in detail whilst a comprehensive electronic update on the full detailed action plan is shared prior to each meeting to highlight any key actions requiring exceptions reporting to the board.

Service Users

The importance of including service users in the work to improve mental health and wellbeing is well researched and documented. Users are experts in their own illness and need for care, they are able to develop alternative approaches to mental health and illness and some user involvement may encourage greater social inclusion. Service User representation at the Mental Health and Wellbeing Partnership Board is a key priority and there is currently a call for interested service users being circulated across appropriate networks and organisations. Wiltshire & Swindon Users' Network (WSUN) will facilitate service user involvement and the two service users who will act as representatives will receive comprehensive induction training and briefing in order that they can feel they have an effective voice at the board.

A regular partnership board newsletter is being started in order that wider service user involvement can be explored and encouraged and can enable and support the inclusion of people who may not feel able to attend a regular meeting. Consideration will also be given to facilitation of service user engagement events during the life of the strategy. Service User representation will also be sought for the engagement events to be held as part of the development of the Adult Mental Health and Wellbeing Needs Assessment. This needs assessment will map services across all areas of need to enable gaps to be identified and to assess ease of access across the county. A priority going forward will be to seek carer representation for the Mental Health and Wellbeing Partnership Board.

Key Area of Activity 6: Improving integrated working between statutory services with wider community and voluntary sector involvement

Development of a Mental Health Market Position Statement for Wiltshire

A market position statement sets out the vision of organisations for the care and support that their population should receive as well as their commissioning intentions. By setting out priorities and intentions in this way it is our aim that providers can plan ahead confident that they are delivering a service that is required by the people we represent. To this end a market position statement, relating specifically to mental health in Wiltshire, is currently being written jointly between Wiltshire Council and Wiltshire CCG. This is the first time both organisations will have a mental health focussed document, having previously completed one in the areas of learning disabilities and autism. Service provider and customer feedback will very much be incorporated into the development of the document, to ensure that it is of use to as wide a range of stakeholders as possible and gives the full picture of mental health need in the county, the services available, where the gaps are and how these can be addressed.

Supporting liaison and issue resolution

When a number of organisations are involved in the care of individuals the working relationships and liaison across agencies is vital to support recovery and resolve issues. In Wiltshire work has been done to improve the alignment of mental health social work teams with secondary care providers to support this type of liaison and resolution of any issues and there are now regular interface meetings between the social care and AWP managers. There is alignment of the three sectors for services across Sarum, WWYKD and NEW. In Sarum the Social Care team is now based in the same building as the AWP teams and this co-location is really helping to improve the interagency working across the two services.

Alignment of Substance Misuse and Mental Health Services

Support and treatment for individuals who have co-existing mental health and alcohol and drug difficulties can require a range of solutions to help and support their complex needs, and to add further complexity these solutions and support services are delivered by different agencies. To facilitate alignment of substance misuse and mental health services in Wiltshire the 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, the Link Workers have been meeting quarterly, where examples of good practice and practice that could have gone better is discussed. The 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.

Preventing Avoidable crisis

Some of the difficult and challenging behaviour that can be exhibited by individuals suffering with poor mental health can be due to a lack of clarity or consistency relating to service provision. Work to develop a mutual expectations document to overcome some of these difficulties in Wiltshire was started with SWAN advocacy, and this single page document sets out, in simple terms, what the providers and secondary mental health services would provide and how they would support each other. Such as ensuring language used was understood by both parties and actions that would be taken are clear to ensure safety of all on AWP inpatient wards. This work will be progressed to other partner organisations across Wiltshire where there has been agreement from agencies to get involved in this work.

Current and future accommodation needs

A large scale review of all mental health supported housing services, and the processes for accessing these, is currently underway. This is part of a Council-wide review of existing supported housing services. We will be assessing what works and what doesn't with existing models of housing and support, very much taking into account customer and provider views. We are aware of the limitations of the current services and will be, during 2017, re-commissioning mental health supported housing to ensure what we fund meets customer needs, ensures appropriate move-on processes are in place and provides value for money.

Mental Health and Suicide Intervention Training Courses

Teaching people how to identify, understand and help a person who may be developing a mental health issue has been provided across Wiltshire during 2015/16 through ten Mental Health First Aid training courses which were delivered to a wide range of participants from across the public and voluntary sector. The benefits of this two day nationally accredited course are promoted across the county to ensure that organisations are aware of the training and how it can help to recognise those crucial warning signs of mental ill health across our communities and environments.

In England, one person dies every two hours as a result of suicide. When someone takes their own life, the effect on their family and friends is devastating. Many others involved in providing support and care will feel the impact. Wiltshire is now part of a regional initiative to deliver

Applied Suicide Intervention Skills training in Wiltshire. This is an internationally recognised and accredited course operated by Living Works and the regional funding allowed two Wiltshire representatives to undertake a 5 day training for trainers course to enable them to deliver the course for people who live or work in the county. The first course was delivered in May 2016 and was well attended by a variety of organisations with positive feedback. A further 5 courses will be delivered by March 2018 and are currently booked to capacity. Raising awareness of the risks factors for suicide and providing support and training to individuals on suicide intervention will help to build suicide prevention networks within communities.

Progress against the strategic measures and targets

Delivery of the six overarching outcomes of the Mental Health and Wellbeing Strategy will be measured by a suite of strategic measures and targets which were agreed as part of the implementation plan for the strategy. The six overarching outcomes include:

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

And these outcomes will be delivered through action in the six key areas for action detailed above.

The measures include a range of nationally validated and recognised indicators and these will be monitored for trends in improvements towards 2021.

Strategic Measures and targets by 2021:

1. Increase by 10% (to an average of 70%) the number of people with mental illness or disability in settled accommodation by 2021 (Public Health Outcomes Framework (PHOF)/Adult Social Care Outcomes Framework (ASCOF)).

Year	Percentage of people with MI in stable accommodation. (Wiltshire)	South West	England
2011/12	43.6	44.8	54.6
2012/13	62.9	50.1	58.5
2013/14	61.5	50.5	60.8
2014/15	51.3	53.8	59.7
2015/16	54.8	55.8	58.6

The calculation of this measure was changed in 2013/14. Previously outcome scores were calculated from annual totals from the Mental Health Minimum Dataset, whereas now the outcome is calculated each month and the ASCOF measure for the year is derived as an average of these monthly scores. Therefore, comparisons with figures prior to 2014/15 are not appropriate and should be interpreted carefully. This indicator will be monitored by the Partnership Board for trend data with a new baseline year of 2015/16.

2. Maintain at an average of 12% of people with mental illness in employment to 2021 (NHS Outcomes Framework)

Indicator Name	Area	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
% with MI in Employment	Wiltshire	18.4	10	13.4	9.7	10.7	12.1
% with MI in Employment	ENGLAND	9.5	8.9	8.8	7	6.8	6.7
% with MI in Employment	South West	12.3	9.3	10.1	7.3	8.4	9.4

This measure is currently on target for delivery and is above the England and regional average.

3. Decrease the variation in excess mortality for adults with severe mental illness by 1%

Dataset currently in development.

4. Increase overall satisfaction of people (who use services) with their care and support (ASCOF) by 1% by 2021

Indicator Name	Area	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Overall satisfaction of people who use services with their care and support	Wiltshire	71.9	68	61.3	64.6	72	64.7
Overall satisfaction of people who use services with their care and support	ENGLAND	62.1	62.8	64.1	64.8	64.7	64.4
Overall satisfaction of people who use services with their care and support	South West	63.7	64.4	65.2	66.4	67.4	66.3

Whilst this indicator remains higher than the England average a level of variation can be seen between years. This will be reviewed by the partnership board on an ongoing basis when annual figures are released.

5. Increase the proportion of people who use services who say that those services have made them feel safe and secure (ASCOF) by 1% by 2021

Indicator Name	Area	2011-12	2012-13	2013-14	2014-15	2015-16
The proportion of people who use services who say that those services have made them feel safe and secure	Wiltshire	72.4	83.8	75.9	87.4	85.3
The proportion of people who use services who say that those services have made them feel safe and secure	ENGLAND	75.5	78.1	79.1	84.5	85.4
The proportion of people who use services who say that those services have made them feel safe and secure	South West	73.4	82.5	80	86.9	87.1

This indicator shows a consistently high proportion of people who say that services have made them feel safe and secure and will continue to be monitored by the partnership board.

6. Increase the percentage of people with positive attitudes to mental health by 5% (local measure to be developed and baselined)

Dataset in development.

We will additionally measure and seek to maintain or improve:

7. The percentage of people reporting good overall wellbeing (Annual Population Survey ONS)

Life Satisfaction: Overall, how satisfied are you with your life nowadays? Where 0 is 'not at all satisfied' and 10 is 'completely satisfied'.

	2011/12	2012/13	2013/14	2014/15	2015/16
Area Names					
UNITED KINGDOM	7.42	7.46	7.51	7.61	7.65
ENGLAND	7.41	7.44	7.5	7.6	7.64
SOUTH WEST	7.53	7.55	7.56	7.66	7.73
Wiltshire	7.59	7.65	7.67	7.72	7.83

Worthwhile: Overall, to what extent do you feel the things you do in your life are worthwhile? Where 0 is 'not at all worthwhile' and 10 is 'completely worthwhile'.

	2011/12	2012/13	2013/14	2014/15	2015/16
Area Names					
UNITED KINGDOM	7.67	7.7	7.74	7.82	7.84
ENGLAND	7.66	7.69	7.74	7.82	7.83
SOUTH WEST	7.78	7.76	7.78	7.86	7.89
Wiltshire	7.87	7.86	7.89	7.83	7.96

Happy: Overall, how happy did you feel yesterday? Where 0 is 'not at all happy' and 10 is 'completely happy'.

	2011/12	2012/13	2013/14	2014/15	2015/16
Area Names					
UNITED KINGDOM	7.29	7.3	7.39	7.46	7.48
ENGLAND	7.29	7.29	7.38	7.46	7.47
SOUTH WEST	7.39	7.36	7.43	7.5	7.54
Wiltshire	7.54	7.48	7.52	7.5	7.61

Anxiety: Overall, how anxious did you feel yesterday? Where 0 is 'not at all anxious' and 10 is 'completely anxious'.

	2011/12	2012/13	2013/14	2014/15	2015/16
Area Names					
UNITED KINGDOM	3.13	3.03	2.92	2.86	2.87
ENGLAND	3.14	3.04	2.93	2.86	2.87
SOUTH WEST	3	2.99	2.87	2.82	2.8
Wiltshire	2.92	2.8	3.01	2.86	2.74

Improvements in all of the indicators above relating to good wellbeing have been seen across the time period of assessment.

8. The number Hospital admissions as a result of self-harm (PHOF)

Hospital Stay for Self Harm				
	Count	Value	South West	England
2012/13	1093	237	240.1	188
2013/14	1135	245.3	254.8	204
2014/15	920	197.6	249.2	191.4

Whilst the number of hospital admissions for self-harm have reduced recently this still remains a key area of focus and the partnership board will retain close links to the Wiltshire Suicide Prevention steering group and the Wiltshire and B&NES self-harm reduction steering group.

9. The proportion of people (who use services) who feel they have control over their daily life (ASCOF).

Indicator Name	Area	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Ctrl over daily life	Wiltshire	82.7	79.2	76.4	80.4	84.7	79.2
Ctrl over daily life	ENGLAND	75	75.1	76.1	76.8	77.3	76.6

The proportion of people who feel they have control over their daily lives has remained relatively constant over the last six years and will continue to be monitored by the partnership board as the implementation plan progresses.

Conclusions

This first annual report has highlighted a number of the key action areas that have been developed and delivered across Wiltshire by the Wiltshire Mental Health and Wellbeing Partnership Board. The Mental Health and Wellbeing Strategy and associated implementation plan work towards delivery of the overarching aim that by 2021 we will have created environments and communities that will keep people well across their lifetime, achieving and sustaining good mental health and wellbeing for all. Whilst a number of action areas within the implementation plan will remain, be updated or added to during the life course of the strategy to achieve this aim by 2021, this first annual report demonstrates that the core foundation work to improve the evidence base of mental health and wellbeing across Wiltshire, developing key relationships across the system and delivering improvements across a number of different service areas has begun.

The Partnership board will continue to monitor progress of the actions within the implementation plan and utilise the newly developing local research and evidence to inform future actions towards delivery of the 2021 aim.

Recommendations

It is recommended that an annual report be produced in November 2017 to enable the board to review progress against the implementation plan and approve developments and additions to deliver on the outcomes between now and 2021.

It is recommended that a separate review of the strategic measures and targets is produced in November 2017 when sufficient trend data is available across the indicator set to provide analysis and interpretation.