

Report of:	Cabinet Member for Health and Social Care
To:	Health and Social Care Overview and Scrutiny Committee
Date:	29th September 2015

Progress Report on Implementation: Mental Health – Working in Partnership with Criminal Justice Agencies

Review Information

Date approved at City Council:	7 th January 2014
Member who led the original review:	Councillor Waseem Zaffar MBE JP
Lead Officer for the review:	Rose Kiely/Baseema Begum
Date progress last tracked:	11 th November 2014

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member for Health and Social Care, to report on progress towards these recommendations to this Overview and Scrutiny Committee.
2. Details of progress with the remaining recommendations are shown in Appendix 2.
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorized for each.

Appendices

1	Scrutiny Office guidance on the tracking process
2	Recommendations you are tracking today
3	Recommendations tracked previously and concluded

For more information about this report, please contact

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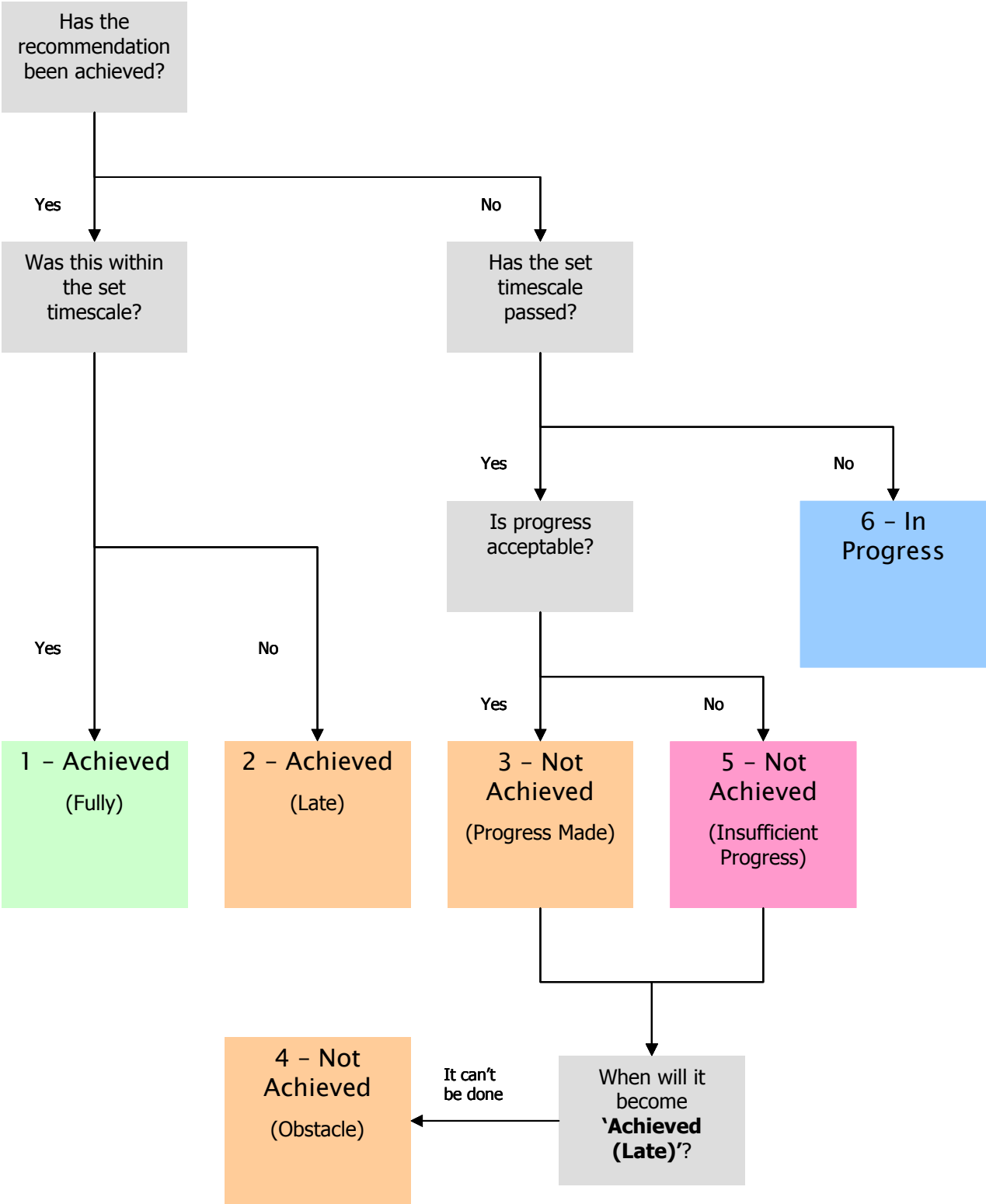
Appendix I: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress/ key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
1: Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
2: Achieved (Late)	The evidence provided shows that the recommendation has been fully implemented but not within the timescale specified.
3: Not Achieved (Progress Made)	The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
4: Not Achieved (Obstacle)	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation).
5: Not Achieved (Insufficient Progress)	The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
6: In Progress	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.

The Tracking Process



Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	That the Birmingham Joint Commissioning Team for Mental Health and NHS England (who commission Tier 4 CAMHS services) should be responsible for and take urgent action to commission age appropriate mental health inpatient and community services for young people aged 16 and 17.	Cabinet Member for Health and Social Care working with Cabinet Member for Children Services, Birmingham Integrated Commissioning Board (ICB) and Childrens Strategic Partnership Board (CSPB)	July 2014	1

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CAM: 1 –

"Services for young people aged 16-17 have been part of a wider review of services to young people up to the age of 25. There is currently procurement in process for a mental health service to cover all young people in Birmingham under the age of 25. This is an NHS procurement led by Birmingham South Central CCG. The outcome will be announced in January 2015

The Joint Commissioning Team has been part of the planning, consultation and procurement. The new service will provide a more age appropriate service, and will mean that there is no need to transition from children's to adult services at 18, which will mean continuity of service during thus vulnerable time."

Update: Services for young people under 25 have been re-procured, the tender has been won by Forward Thinking Birmingham (a consortium led by Birmingham Children's Hospital). Services will transfer from the existing provider in a stepped fashion between October 2015 and March 2016.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R03	That, if proven to be successful, the coordinated trial multi-agency response as exemplified by the Street Triage Pilot currently being piloted by West Midlands Police, be mainstreamed across Birmingham and made permanent.	West Midlands Police West Midlands Ambulance Service BSMHFT Joint Commissioning Board	January 2015	1

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CMA 3 –

"The street triage scheme has been in operation since January 2014 and is Department of Health funded to 31st December 2014. It provides a crisis response service for 999 calls which involve mental health. It can help prevent admission to psychiatric hospital and divert people from A&E departments, as well as putting people in touch with mental health teams and other sources of support. It has been reviewed by the three agencies which provide it (West Midlands Police, West Midlands Ambulance Service and Birmingham & Solihull Mental Health NHS Foundation Trust) and the Mental Health Joint Commissioning Team. The outcome was positive support by all for the scheme. A bid will therefore be put to WMP, WMAS, and the Clinical Commissioning Groups for Birmingham to request that the scheme can be continued into 2015. There is agreement among commissioners and providers that street triage has been an important development in the management of urgent care. People who have received the

service have said how it is a more personal , individual response which they have welcomed. West Midlands Police - A business case is currently being formulated to provide a roll out of the Triage in to a commissioned service. The evidence has proved positive with improved outcomes and reduced demands on acute health and police / ambulance resources. The wider health benefits are still under review however from a patient experience perspective and improved quality of care it links directly to the Crisis Care Concordat principles.”)

Update: The scheme is funded to 31st March 2016. Meetings are taking place in September to finalise the business case for 2016-17.

The figures for January-July 2015 are: total referrals to street triage 1659. Of these, 969 were seen face to face, 679 dealt with by phone. 562 were seen in a public place, 1088 on private premises, which shows a development of the scheme in this direction. Without the scheme, police would have taken 259 to the Place of Safety under the Mental Health Act, the actual figure was 80. Ambulance staff diverted 484 away from Accident & Emergency departments. Ambulances would have been called out on 963 occasions, police on 629 occasions. The scheme uses a car rather than an ambulance. 108 people were taken to the new Psychiatric Decision Unit.

There is also now a dedicated Homeless Street Triage (HOST) car, introduced on a trial basis on 17th August. It will respond to calls re homelessness, begging and anti-social drinking in the city centre. The car is provided by Midland Heart, and will carry a plain clothes police officer and two outreach workers, including a substance abuse specialist, and will operate from 9 am to 9 pm Monday-Friday. In its first two weeks it dealt with 69 calls.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R04	That, in order to support the work of the West Midlands Strategy Group, the Mental Health Champion reviews arrangements to provide patient, carer and third sector oversight of the implementation of the Mental Health and Learning Disabilities Summit Action Plan. This oversight should be extended to recommendations contained within this report.	Cabinet Member for Health and Social Care BCC Mental Health Champion	To report back on progress July 2014	2

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CAM: 2 –

“The Mental Health Partnership Forum has representatives from patient and third sector organisations and would be a natural focus for the work. The Forum is chaired by Councillor Paulette Hamilton. Stonham is the voluntary organisation providing support to carers for mental health, and Mencap has the council contract for support to all carers. These organisations can be used to identify carers to participate.

Work is now under way to agree the people/groups who will participate, and this is expected to be achieved by the end of November 2014.”)

Update: Attendance at the Mental Health Partnership Forum has been agreed. Governance of mental health is now headed by the Systems Strategy Board, with senior representation from CCGs, local authority, third sector, police and probation. Service User representatives are currently being selected.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R05	That BSMHFT work with the Police, the City Council, the Clinical Commissioning Groups, the Joint Commissioning Team and the Third sector to: (1) Map what mental health support services are currently available for ethnic minority groups in Birmingham; and (2) investigate best practice provision	Birmingham and Solihull Mental Health Foundation Trust	Report back on progress July 2014	6

	of community outreach to ethnic minority groups and commission a culturally sensitive early mental health support service in Birmingham.			
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>(November 2014 report: CMA: 2 –</p> <p>"Mapping is currently taking place as part of the work to review mental health support to primary care, and this will involve helping third sector organisations, including those for BME communities, to align more accurately across the city. This work is being done by commissioners in partnership with Birmingham & Solihull Mental Health Foundation Trust and other partners. Birmingham & Solihull MH Trust provides an Early Intervention Service aimed at those who are having a first episode of serious mental illness, primarily working with young adults. The council's review of its third sector funding will also take into account the support to the city's diverse communities.")</p> <p>Update: The work undertaken by Birmingham City Council and the CCGs in relation to support for third sector funding will lead to changes and possible re-procurement of services. The emphasis will be on prevention and recovery, resilience/maintenance for people with long-term conditions, and ensuring better access to service for people from all ethnic groups. BSMHFT's plans in the "New Dawn" proposals include strengthening the access to services and links with primary care, and greater involvement of service users in planning their care. BSMHFT's Healthy Minds service has created specific talking therapies aimed at people from ethnic minorities.</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R06	That consideration be given as to how existing provision in the community can best be utilised to provide more community focused intervention across the city to support the hospital based places of safety.	Chair of Birmingham Community Safety Partnership in their capacity as relevant member of the Health and Wellbeing Board Birmingham Integrated Commissioning Board (ICB) Childrens Strategic Partnership Board (CSPB)	January 2015	2

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>(November 2014 report: CMA: 6 –</p> <p>"The urgent care pathways for mental health are currently under review. This includes the use of the Place of Safety, which has diverted those with mental health problems from police custody. The review will also cover the liaison service in acute hospitals, street triage, and the use of psychiatric acute beds. The development of Street Triage has been done in conjunction with the Place of Safety, and has resulted in people being diverted into community alternatives. The PoS remains for those who come to police attention and are needing a route to acute psychiatric hospital admission.")</p> <p>Update: A business case will be submitted to continue the street triage scheme in 2016-17. The Psychiatric Decision Unit is being reviewed and a decision will be made whether to continue it. Birmingham & Solihull Mental Health Trust has published plans to re-design its services (the "New Dawn" proposals) which included strengthening the links between the Trust and primary care, social care and third sector.</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	That frontline local authority staff who have face to face dealings with people who may be experiencing mental health difficulties receive additional basic training to enable them to recognise where mental health issues exist and to make an appropriate referral.	Cabinet Member for Inclusion and Community Safety	January 2015	6

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CMA: 6 –

"There is a training programme through Birmingham Care Development Agency, which offers training, action learning sets, e-learning and other ways to enhance the skills of those working in the care field, and who will be working with vulnerable people. Details of the training programme are circulated on the council's global email. Managers can include training requirements in the Personal Development Reviews.")

Update: A 2-day course is planned for February 2016 covering adult and children's social care, Housing, Youth Justice, Probation, police and NHS staff. Additional training is provided on gangs and substance misuse.

The Birmingham Community Safety Partnership's Vulnerable People Delivery Group has commissioned Birmingham MIND (Birmingham Association for Mental Health) to deliver First Aid Mental Health Training to frontline professionals within public and third sector organisations .

The training has been re-commissioned following a huge demand by frontline workers to rerun the series of sessions that took place in 2014 - 15.

MIND will provide accredited mental health first aid trainers to deliver a series of 2 day training courses and half day training courses from October 2015 to March 2016 at the Bond, Digbeth. These sessions will be available to frontline officers from across the City.

Objectives of the course:

- **Train practitioners who work with people experiencing mental health, raising their awareness on how to identify problems to provide best possible responses and services.**
- **Recognise the crucial warning signs of mental ill health and make referrals to appropriate agencies.**
- **Practitioners to recognise that mental health can be the primary factor leading to anti-social behaviour.**

The two day training course will include:

- **Mental Health First Aid**
- **Suicide and depressions**
- **Anxiety Disorders**
- **Psychosis**

Mental Health First Aid LITE: Half Day course

Mental health awareness introductory session includes:

- **Identifying discrimination around mental health**
- **Defining of mental health and some Common mental health issues**
- **Relating to peoples experiences**
- **Looking after your own mental health**

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R09	That the Birmingham Integrated Commissioning Board should explore the best way of establishing a single telephone service for the whole of Birmingham. It should provide a single point of access which people experiencing mental health issues, family members, Councillors and other individuals who come into contact with mental health patients, can use to access advice, referral or signposting to specialised services and assessment by a mental health professional.	Birmingham Integrated Commissioning Board (ICB) working with Chairs of Clinical Commissioning Groups	January 2015	2

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CMA: 6 –

"Birmingham & Solihull Mental Health Foundation Trust - We have had some local discussions within the Trust about the development of a 'crisis line' we have developed a Single Point Of Access for the GPs to refer to. The 'crisis line' will be available to all people known to services who need to access support out of hours. Patients known to the Trust are given contact details for Home Treatment Teams out of hours.

The work on primary care mental health is considering how the single point can be widened to those using primary care. This work will then be discussed with Birmingham & Solihull Mental Health Foundation Trust, with a view to having arrangements which provide an agreed care pathway, and which provides access to those in crisis."

Update: The 111 NHS service now covers mental health, and is available to all citizens.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R10	That BSMHFT promote and further develop the Community Forensic Mental Health Team and replicate this service on a wider basis, to divert people with mental health issues from the criminal justice system towards appropriate support and interventions in the community.	Birmingham and Solihull Mental Health Foundation Trust	January 2015	6

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CMA: 6 –

"Birmingham & Solihull Mental Health Foundation Trust - The completion date for this recommendation is January 2015

BSMHFT is committed to the provision of a Forensic Community Mental Health Service consistent across the whole of our catchment area. However the national specification produced by NHS England only covers Forensic Outreach services and local CCGs have not as yet commissioned any specific community services for these patients over and above the outreach service commissioned by NHS England. NHS England have only partially funded the forensic outreach service in 14/15, limiting the investment for the additional part of the service required by the opening of the new Tamarind Medium

Secure Unit, although for 13/14 the service has run as a cost pressure to the Trust. NHS England & BSMHFT have agreed funding for a reduced caseload for Forensic Outreach Services, recognising the need to continue to provide a service that assists in diverting people away from the CJS and into appropriate care pathways and recovery. There has been a recent communiqué describing the requirement to reduce caseloads to a manageable level given the current financial envelope. This is being worked through and where appropriate, transfers to local services are occurring. BSMHFT has begun dialogue internally and with local CCGs to work out the logistics of potential transfer of Forensic Outpatients into Assertive Outreach Teams and CMHTs across the City. The Trust has prepared and considered a Clinical Quality, Equality Impact assessment relating to the changes to the service.”)

Update: Forensic mental health services are commissioned by NHS England. We are awaiting the latest position from BSMHFT.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R11	That statutory agencies should support third sector organisations by: (1) examining opportunities to commission primary care services which can be delivered by small third sector organisations where appropriate capacity and expertise already exists within the third sector; and by (2) providing support in areas where statutory agencies have expertise such as bid writing and signposting to potential sources of funding.	Birmingham Integrated Commissioning Board (ICB) Birmingham and Solihull Mental Health Foundation Trust	July 2014	6

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CMA: 3 –

“(1) Birmingham City Council is reviewing its work with third sector organisations as part of its service reviews.

The Joint Commissioning Team is reviewing the use of third sector organisations, with a view to improving how they relate to primary care services. This includes organisations which provide counselling, day services, help with employment and benefits. A public consultation has told us that people want services which are more accessible and which are able to serve across very diverse communities.

The Joint Commissioning Team holds regular meetings and reviews of third sector contracts, and advises third sector organisations about (i) council and NHS strategies/plans which affect third sector activity, including how the third sector works with both primary and secondary care (ii) review and discuss contracted activity (iii) advice on sources of funding and bids.

West Midlands Police – 1) West Midlands Police as part of their response to Disability Hate Crime (DHC) have a Disability Hate Crime reference group. The group consists of key members of organisations who represent people with a wide range of disabilities such as visual, hearing & physical disability.

The group has been running for two years & meet quarterly, their aim is to raise awareness & reporting of crime and non crime incidents. The group have been recognised by a Tri Service HMIC inspection for their ground breaking work partnering with an NHS Trust to raise awareness of DHC.

The group are planning a major new awareness campaign of DHC to link in with the new Anti Social Behaviour Powers. The group also review any concerns/issues raised by service users in relation to poor service/issues with case progression.

(2) Birmingham Voluntary Service Council provides advice and assistance to third sector organisations, including ways of accessing funding and writing bid applications.

Birmingham & Solihull Mental Health Foundation Trust has worked with voluntary organisations on joint funding bids.”)

Birmingham City Council has conducted a public consultation on its third sector funding, and further work is under way as a result. Third sector mental health services funded by the NHS have continued to receive funding during 2015-16. The CCGs continue to review how the services can be more firmly linked to primary care. The Joint Commissioning team will continue to ensure that health and social care funding works in a joined up fashion, and meets regularly with third sector providers.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R12	That (1) The West Midlands Police explore how to increase the reporting of disability hate crime and ensure a structured approach to identifying and progressing cases; and (2) BSMHFT consider how best to educate the public and raise awareness about mental health issues with a view to changing cultural perceptions and reducing the stigma associated with mental ill health.	West Midlands Police BSMHFT	July 2014	2

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

(November 2014 report: CMA: 3 –

"West Midlands Police - work is on going with 300 voices to increase awareness. Triage have been busy attending community events across the city to improve awareness. CI Russell has taken the project to the BBC One Show to reduce the stigma associated with Mental health and is currently in dialogue with Channel 4 to commission a two part series relating to the police response to mental health crisis. Internally WMP has seen a significant shift in the reduction of stigma associated with MH since the deployment of the triage team.

Birmingham & Solihull Mental Health Foundation Trust works with local groups and with families of people with mental health problems to promote better understanding of mental health, and the ways in which people can get help for mental distress.")

Update: The work outlined in November 20124 is continuing. The 300 Voices project has put on a number of public events to increase awareness about mental health, including services to black and ethnic minorities.

Appendix ③: Concluded Recommendations

These recommendations have been tracked previously and concluded. They are presented here for information only.

concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment
R02	That Clinical Commissioning Groups and Birmingham and Solihull Mental Health Foundation Trust provide local named contacts for Local Policing Units and the Birmingham Community Safety Partnership Safer Communities Groups that undertake case work on serious and persistent Anti-Social Behaviour cases.	Birmingham Community Safety Partnership to pursue directly with Clinical Commissioning Groups and Birmingham and Solihull Mental Health Foundation Trust	November 2014	1
R07	That the lessons learnt from Serious Case Reviews, Domestic Homicide Reviews and other parallel processes in relation to the offences committed by mental health patients are reviewed.	Birmingham Community Safety Partnership support officers to co-summarise these by approaching relevant Safeguarding Board/Domestic Homicide Reviews leads.	November 2014	1
R13	That an assessment of progress against the recommendations and suggestions made in this report should be presented to the Social Cohesion and Community Safety Overview and Scrutiny Committee.	Cabinet Member for Health and Wellbeing	November 2014	2