



# Joint Integrated Commissioning Strategy for Adult Mental Health 2021 – 2025





## Foreword


Our goal in publishing the latest Leicester City Joint Integrated Commissioning Strategy is to continue the progress we have made in preventing mental ill health and building resilience in people and communities. We will continue to work with our partners to ensure that people with emerging and long-term mental health challenges are able to secure good quality housing where they feel safe and also to provide employment, education and volunteering opportunities to provide meaning and a sense of purpose for those experiencing mental health challenges.

We recognise that the last year has been a challenging one for the whole country as we dealt with the impact the Covid pandemic has had and continues to have on us as a society. There has undoubtedly been a mental health impact due to the isolation, financial pressures and anxiety brought about by the pandemic and subsequent lockdown measures. We will continue to develop our understanding of and response to this.

Our continued goal is to achieve parity of esteem between mental and physical health across the life course of this strategy. This will require working in partnership with NHS services and other organisations in an integrated care system that helps people to get the right support near to them, contribute to their local communities, have a home that meets their needs, apply for and maintain meaningful employment, and build and sustain supportive relationships with others.



Tania Shah, Chair, Mental Health Partnership Board



Cllr Vi Dempster, Assistant City Mayor Health and Chair of the Health & Wellbeing Board



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## Introduction

Leicester City Council and Leicester City Clinical Commissioning Group developed Leicester's first Joint Integrated Commissioning Strategy 2015-2019. Whilst there have been significant achievements in line with national priorities there is still much to be done. Working and living in times of austerity provides challenges for communities, commissioners and providers of services. It is vital that every penny of funding achieves results for people experiencing mental health problems and their families.

In 2016 the UK Government published **The Five Year Forward View for Mental Health**, setting out a plan for more responsive and accessible mental health services. Key aims included increasing parity of esteem between physical and mental health services, tackling wider issues that impact on mental health (such as employment opportunities, a decent place to live and good quality relationships), and finally tackling inequalities.

To support the ambition that mental health should have “parity of esteem with physical health” and in recognition that mental illness is now recognised as the largest single cause of disability in the UK, we have identified the following three themes as the focus of this strategy:

**Prevention:** We will ensure that a range of preventative services are available to help people from all communities manage their mental health and increase their resilience and wellbeing. Initiatives to reduce mental health stigma will be supported and we will continue to support work to prevent suicide. We will increase physical health checks for people with a serious mental illness

**Accommodation:** Mental health needs will be considered equal to physical health needs in the allocation of housing. People will have a choice of housing to allow them to maintain contact with friends and family and to maximise their independence.

**Employment, Education and Volunteering:** We will support people with mental ill health to maintain and retain meaningful employment. Education and training opportunities for people experiencing mental ill health will be identified and supported. We will identify and promote volunteering opportunities for people with mental ill health.



## Strategic Context

Our three key priorities of prevention, accommodation, and employment, education and volunteering are based on the following statutory responsibilities and key drivers.

### Prevention

#### **Statutory responsibilities**

The Care Act 2014 confirms a statutory duty on the care and support system to “actively promote wellbeing and independence, and not just wait until people reach crisis point”. Local authorities have a responsibility for prevention that applies to all adults, regardless of whether they have eligible needs that are met by the authority.

#### **Key drivers**

The Five Year Forward View for Mental Health dictates that health and social care economies should have a focus on prevention of mental ill health and confirms the “importance of the role of local government in the promotion and prevention agenda” and that “more needs to be done on prevention to reduce inequalities”.

Key Local Policies/Strategies: Sustainability and Transformation Plan; LPT Step up to Great Mental Health Programme; Prevention Concordat; Future in Mind; LLR Strategic Approach for Suicide Prevention (2020-2023).

Key National legislation/guidance: The Care Act 2014; Mental Capacity Act 2005; 5 Year Forward View for Mental Health 2016; Future in Mind; NICE Guidelines for Mental Health and Wellbeing.


### Accommodation

#### **Statutory responsibilities**

The local authority has a duty to provide services to people with mental health issues who reach the threshold for services. These services include ensuring that people are appropriately accommodated or supported to live as independently as possible in supported living or their own homes. The Care Act 2014 confirms that local authorities must consider housing in exercising their duty to promote the integration of health and wellbeing and also that housing is now recognised explicitly as “health related provision”. The Five Year Forward View for Mental Health 2016-2021 states that “Housing is critical to the prevention of mental health problems and the promotion of recovery.”

#### **Key drivers**

The All Party Parliamentary Group on Mental Health report “Progress of the Five Year Forward View for Mental Health: On the Road to Parity” states that: “There has been a failure to make long lasting changes to areas such as housing and welfare” and recommends that health and social care economies “monitor settled housing outcomes for people with mental health needs”. The report confirms that housing “must be seen as an essential prevention and recovery service”.



Key Local Policies/Strategies: Leicester City Council Homelessness Strategy 2018-2023; Leicester City Strategy for Independent and Supported Living 2018-2028; LPT Step up to Great Mental Health Programme

Key National legislation/guidance: 5 Year Forward View for Mental Health 2016; The Care Act 2014; Homelessness Act 2017; Housing Act 1996; Localism Act 2011.

## Employment, Education and Volunteering

### Statutory Responsibilities

The Five Year Forward View for Mental Health confirms that “Stable employment [is a] factor contributing to someone being able to maintain good mental health and [is an] important outcome for their recovery”. National statistics confirm that between 60-70 per cent of people with common mental health problems are in work but the Five Year Forward View for Mental Health states that “people with mental health problems are also often over-represented in high-turnover, low pay and often part-time or temporary work”. The Equality Act 2010 stipulates that employers should think about making “reasonable adjustments” if employees are at a major disadvantage compared to other people that do not have a mental health problem.

### Key drivers

Engagement with people using mental health services and their carers has confirmed that employment is an important component in maintaining good mental health and supporting recovery, but that employment needs to be meaningful and an unrewarding job can be worse than having no job at all. Educational and volunteering opportunities for people experiencing mental ill health are vital steps in gaining meaningful employment.

Key Local Policies/Strategies: LLR Sustainability and Transformation Plan; LPT Step up to Great Mental Health Programme; Leicester and Leicestershire Enterprise Partnership Strategic Economic Plan; Leicester Employment Hub.

Key National legislation/guidance: 5 Year Forward View for Mental Health 2016; The Care Act 2014; Equality Act 2010; Progress of the 5 Year Forward View for Mental Health: On the Road to Parity.



## Governance and Accountability

This strategy has been co-produced in partnership with people using mental health services and carers and we will ensure that the key outcomes are monitored and evaluated following the principles of co-production with the assistance and support of people using services and their carers.

We can only achieve the aims above by working with partners across the NHS, Department of Work and Pensions, Job Centre Plus, registered social and private landlords, local businesses and residents in Leicester.

This strategy is owned by all partners that contribute to the work of the Mental Health Partnership Board.

While it is imperative that focus is given to the development of an effective relationship between Leicester City Council commissioners and operational teams and Leicester City Clinical Commissioning Group, there are a number of other partners who will need to engage with the work in order to enable success. These partners include, but are not limited to, Leicestershire Partnership NHS Trust, University Hospital of Leicester NHS Trust, voluntary, community and social enterprise (VCSE) sector providers, Department for Work and Pensions and Job Centre Plus, universities and faith groups.

The Mental Health Partnership Board is accountable to and operates within the framework provided by the Health and Wellbeing Board. Yearly reports will be provided to the Health and Wellbeing Board to update on progress.



## Local Context

### Our progress to date

Leicester City Council and Leicester City Clinical Commissioning Group developed Leicester's first Joint Integrated Commissioning Strategy 2015-2019. The key themes under this strategy were:

- Building wellbeing and resilience
- Personalisation
- Accommodation
- Health
- Employment, education and training
- Carers

As a result of the previous strategy, there have been developments in the provision of wellbeing and resilience service across Leicester, Leicestershire and Rutland.

Personalisation is embedded across the Council's social care offer and integrated personal health budgets are now available for people with mental health conditions. Leicester Leicestershire and Rutland's Future in Mind programme is leading the transformation of children and young people's mental health services.

Step up to Great Mental Health (SUTG) is the Leicester Leicestershire and Rutland (LLR) sustainability and transformation partnership (STP) programme designed to improve mental health services. The programme has four key elements:

- Neighbourhoods
- Integrated community services
- Urgent and Emergency Care
- Inpatient

Leicester City Council has recently published its Transitions Strategy to help ensure that that the staff working to support young people as they transition into adulthood are clear about the work that needs to be done to make sure young people have a good experience as they leave children's services and become adults.

There have also been significant national developments in mental health including the 5 Year Forward View for Mental Health.



## Our commitment to the armed forced community

Leicester City Council re-signed the Armed Forces Covenant on the 23rd June 2018 to demonstrate our commitment to removing disadvantages so that armed service personnel, past and present, get the same treatment and access to services as the civilian community. We recognise that members of the armed forces may face specific mental challenges because of their experiences during service and when integrating into local life. We are committed to removing discrimination and other barriers that the armed forces community face when accessing mental health support.

### What we provide and how it's used

As at February 2020, Leicester City Council recorded 511 people with an active package of care whose primary reason for requiring care is mental illness. 277 of these people receive their personal budget as a direct payment with the remainder using services commissioned by Leicester City Council. The types of service used are as follows<sup>1</sup>:

|                         | Direct Payment | Commissioned | Total |
|-------------------------|----------------|--------------|-------|
| Community Opportunities | 0              | 42           | 42    |
| Domiciliary Care        | 168            | 119          | 287   |
| Day Care                | 98             | 0            | 98    |
| Other                   | 18             | 3            | 21    |
| Supported Living        | 34             | 132          | 166   |
| Nursing Care            | 0              | 32           | 32    |
| Residential Care        | 0              | 412          | 412   |
| <b>Total</b>            | <b>318</b>     | <b>740</b>   |       |

One of the key aims of **Leicester City Council's Supported Living and Extra Care Housing Strategy 2021-2031** is to offer people greater independence and reduce the use of more traditional forms of support such as residential care. A programme of work is ongoing to identify individuals, currently in residential care, to move into supported living accommodation, where appropriate.

There has been a noticeable impact on the use of some of our services due to the COVID-19 Pandemic. Although many services have adapted, using technology to continue to provide their services remotely, there is still a clear decline in the use of services corresponding with the Pandemic which is reflected in the data below.

<sup>1</sup> While there are 511 people receiving services, the total number of services being commissioned comes to a total of 1,058. This is because a person can be using more than one service.



## Advocacy Services

Our Independent Mental Health Advocacy (IMHA) and Independent Mental Capacity Advocacy (IMCA) services are provided by POhWER on a joint basis across Leicester, Leicestershire and Rutland (LLR). Our Independent Care Act Advocacy (ICAA) service is also commissioned jointly across LLR. The ICAA service is provided by Age UK.

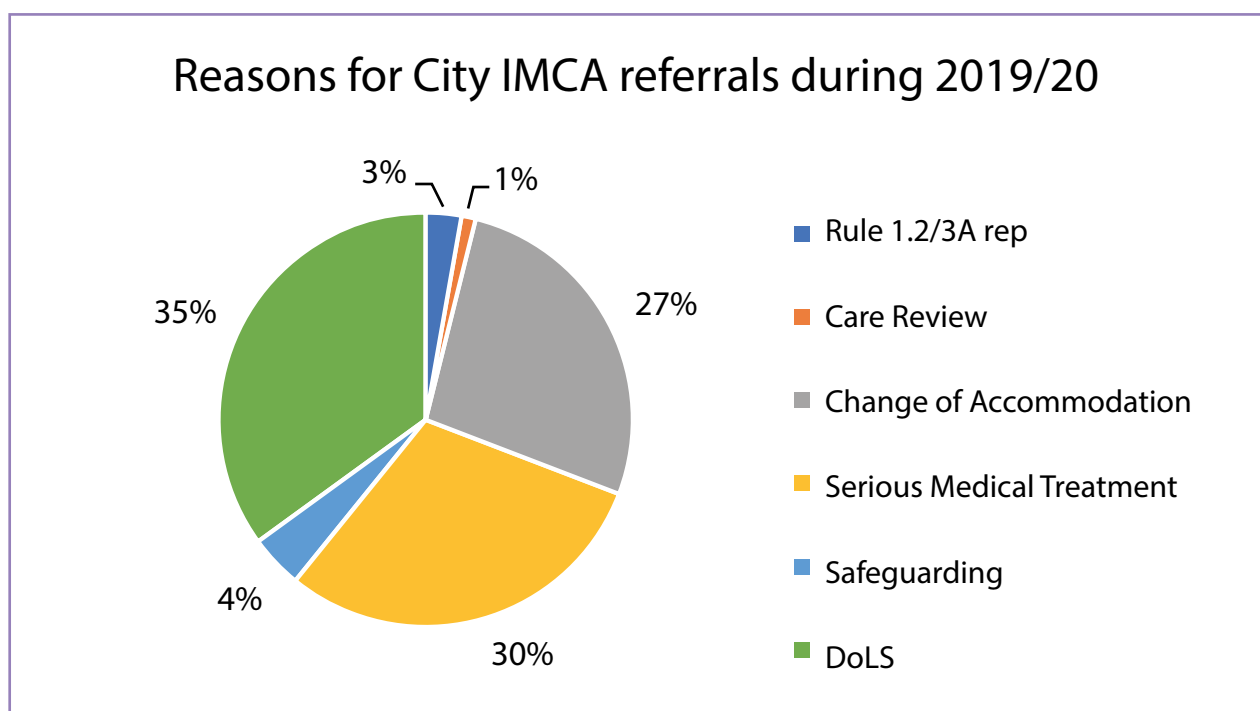
The IMHA service's role is to support people who are subject to the Mental Health Act to enable them to better understand their rights under the Act, exercise their rights, and participate in decision-making about their care and treatment.

During the financial year 2019/20, there were 1692 new issues/cases raised with this service across LLR and 824 during the first half of 2020/21.<sup>2</sup>


The IMCA service provides an independent safeguard to support people who lack mental capacity to make important decisions if they have no one to appropriately consult with regarding the decision. The IMCA's role is to:

- Support and represent the person who lacks capacity
- Obtain and evaluate relevant information
- Ascertain as far as possible the person's wishes and feelings
- Ascertain alternative courses of action
- Support applications to the Court of Protection

During the financial year 2019/20, there were a total of 159 new cases in Leicester City, with reasons for referrals being as follows:



<sup>2</sup> This includes both instructed cases where the individual made use of an advocate, and non-instructed cases where the person was advised on how to access the service but did not necessarily make use of it.



This shows that the primary reasons that the service is accessed are for Deprivation of Liberty Safeguards (DoLS), decisions on changes of accommodation and decisions on serious medical treatment. In the first half of the financial year 2020/21, there have been a total of 55 new cases in Leicester City.

Since the outbreak of the COVID-19 Pandemic, there has been a decrease in referrals made to the IMCA service. With referrals ordinarily being made by social workers, GPs and hospital staff, the Pandemic saw their usual way of working come to a standstill as their time was initially taken up by responding to the Pandemic. Planning for their clients and responding to the needs of the NHS meant that some work had to be put on hold.

Advocacy services have continued to support people remotely and taken measures to support people face to face where easing of lockdown measures permits.

Following the 2019 amendment of the Mental Capacity Act, Deprivation of Liberty Safeguards are to be replaced with Liberty Protection Safeguards (LPS). This is designed to protect the liberty of people who lack the mental capacity to make decisions, and to simplify the DoLS process. The code of practice for LPS has not yet been released, but Leicester City Council are anticipating a future need to develop a service to support this change in the future.

Our Independent Care Act Advocacy (ICAA) service is in place to provide an independent advocate for any person who experiences substantial difficulty in being involved in their care and support assessment, care planning, or review or safeguarding enquiry / review where there is no appropriate person (e.g. a family member or friend) to support their involvement.

So far this financial year, the ICAA service has supported 74 people in the City whose primary disability is Mental Health.

## **Mental Health Wellbeing and Recovery Support Service**

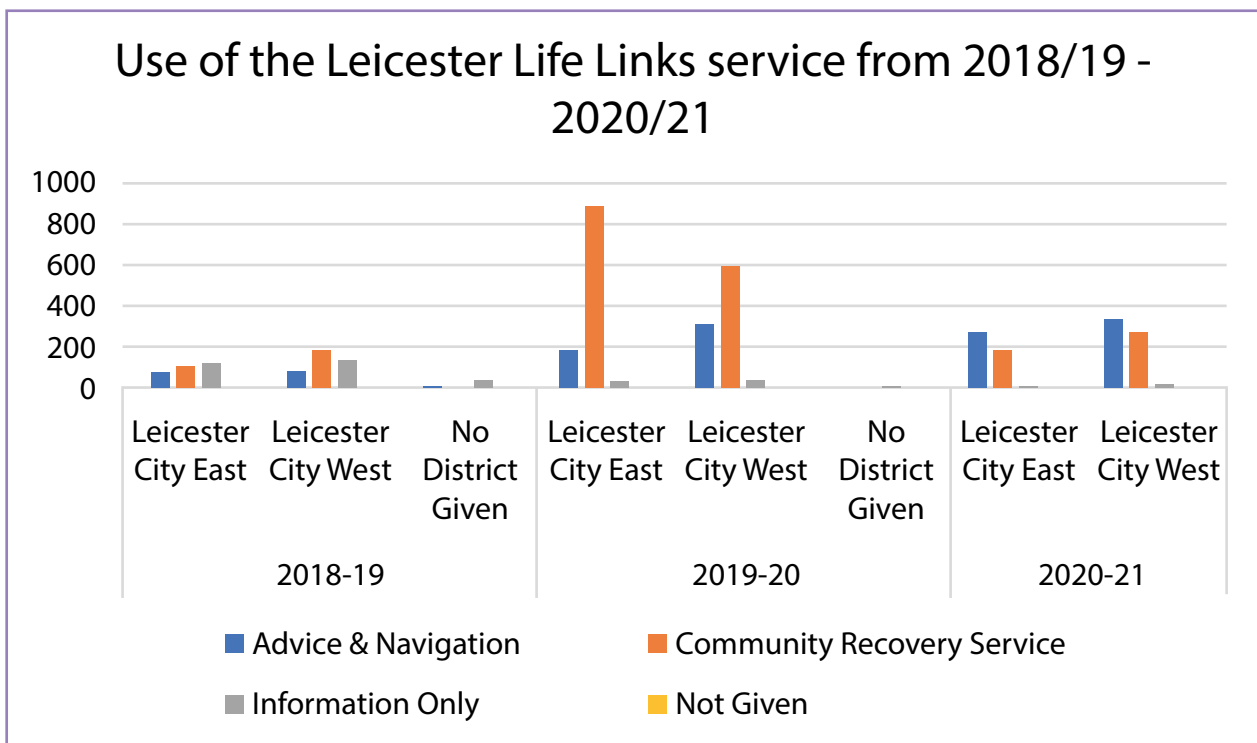
Our Mental Health Wellbeing and Recovery Support Service, known as the Leicester Life Links service, is provided by Richmond Fellowship to:

- Provide support to people experiencing mental health distress and require advice and information on mental health and wellbeing services in the locality.
- Increase understanding of common mental health disorders across local communities and raise awareness of sources of support, with the purpose of challenging the stigma and discrimination associated with mental illness.
- Enable individuals to maintain and improve their mental health wellbeing, or recover from mental illness, through better use of community resources.

- Promote independence by building individuals' emotional, social and economic wellbeing, through better access to self-help strategies, peer support and mainstream services.

These outcomes are delivered through the provision of Community Recovery Support, Information and Advice & Navigation. Since the beginning of the contract, the service has embedded itself in Leicester's diverse communities by establishing a physical presence at local events and venues. The extent to which the service can do this has been impacted by the COVID-19 Pandemic, but the service has adapted by engaging with community organisations to deliver virtual workshops that give people the skills and knowledge to manage their mental health.

Over the past three financial years, the service has been accessed as follows:





## Supported Living

Leicester City Council recommissioned its Supported Living services in 2019 with the new arrangements due to go live in June/July 2021. The new arrangements include the following provision for people with a mental health problem:

**The Enablement Supported Living Service:** This service includes support for people with enduring Mental Health needs, people who have been discharged from hospital after being detained for assessment and/or treatment under the Mental Health Act (1983), and people with a dual diagnosis or Mental Health and Learning Disability. The overall aim of this service is to enable people to live as independently as possible, achieving their potential in relation to physical, intellectual, emotional and social capacity.

**The Recovery Supported Living Service:** This service will support people with severe and complex mental health diagnoses being discharged from hospital or at risk of hospitalisation who require an accommodation-based service to help them develop or regain skills to aid their recovery journey. The aim of this service is for people to feel supported to effectively manage their mental health condition and achieve permanent settled accommodation following their placement.

## Support for people with a dual diagnosis of mental health and substance misuse


There are clear links between mental health difficulties and drug misuse or alcohol dependency with 64% of people presenting to substance misuse treatment services having mental health treatment needs identified in 2019/20. <sup>3</sup> In 2017/18, there were 630 drug-related mental health hospital admissions in Leicester, representing an increase in admission rates since 2013/14.<sup>4</sup> This means that joined up services that can respond to complex needs are invaluable.

The Specialist Substance Misuse Service, currently provided by Turning Point, is commissioned by Leicester City Council's Department of Public Health as a 'front door' for people experiencing a substance misuse problem to access the services they need. The service provides information and advice, assessments, and treatment, as well as referring people on to other services including inpatient detox, supported housing and recovery services such as Dear Albert. Integrated practices between Turning Point and Leicestershire Partnership NHS Trust are in place, through for example Turning Point in-reach at the Bradgate unit, to help ensure improved outcomes for people with a dual diagnosis of mental health and substance misuse issues.

For people with alcohol or drug dependency that are experiencing homelessness or insecure accommodation, The Recovery Hub is commissioned to provide a drop in service to facilitate access into alcohol and drug treatment and address the holistic

<sup>3</sup> Leicester Joint Strategic Needs Assessment (JSNA). Health and social care needs associated with drug use., Leicester City Council, 2020, p. 14.

<sup>4</sup> Leicester JSNA. Drug use., Leicester City Council 2020, p. 7.



needs of people accessing the service such as housing, health and employment support. This service is currently provided by Inclusion Healthcare and has established links with health and social care partners so that the mental health needs of people accessing the service are responded to appropriately.

For people who are in the early stages of recovery and where the risk of homelessness is an issue Unity House, run by Home Group provides substance misuse housing-related support which includes an 11-bed supported accommodation and floating support. Staff play an important role here in providing support and signposting around mental health issues which may come more to the fore as an individual adapts to life without drink or drugs.

The specialist substance misuse service is currently being recommissioned and a new contract will be in place in April 2022. The recovery hub contract finishes in March 2023 and a commissioning review will begin this year. Meeting the needs of people with a dual diagnosis through joined up working will continue to be a priority in the new services.

## Strategic Approach for Suicide Prevention

The most recent data on suicide rates show that 8.1 people die by suicide for every 100,000 people in Leicester.<sup>5</sup>

There is ongoing partnership working through the LLR Suicide Audit and Prevention Group (SAPG) in order to deliver on the current **suicide prevention strategy**, the key priorities of which are to:

- Target support at key high-risk groups
- Support Primary Care in its suicide prevention role
- Prevent suicide in public places
- Protect people with a history of self-harm
- Engage with Private Sector to enhance their efforts to prevent suicide
- Support provision of enhanced suicide awareness training
- Support local media (including social media) to deliver key messages about suicide prevention
- Raise awareness by using real time surveillance data
- Work with key partners to provide a coordinated mental wellbeing approach to COVID-19.

Supporting these key priorities will be key in the delivery of the Prevention outcomes of this strategy.

In recognition that individuals bereaved by suicide are themselves at increased risk of suicide, suicide ideation, depression and poor social functioning, Leicester City Council commissions a service supporting people bereaved by suicide, currently delivered by the Tomorrow Project.

<sup>5</sup> Suicide Prevention Profile, Public Health England.



# Prevention

## Outcomes

In Leicester we will be measuring our success in prevention on the following four outcomes:

- an increase in resilience and wellbeing reported through commissioned preventative mental health services
- a reduction in the suicide rate
- an increase in physical health checks for people with a serious mental illness (SMI)
- a reduction in mental health stigma reported through Time to Change Hub

## Commissioning Intentions

To achieve these outcomes, we have the following commissioning intentions:

- Leicester City Council will conduct a commissioning review of the Mental Health Wellbeing Recovery Support Service to ensure that all of Leicester's communities benefit from the preventative mental health service.
- Public Health and CCG will provide a programme of mental health awareness training to faith groups and community leaders.
- We will support the work of the Leicester, Leicestershire and Rutland Suicide Prevention Group to continue to reduce the suicide rate in Leicester.
- Leicester City CCG will ensure that 60% of people with a registered serious mental illness (SMI) receive a physical health-check on an annual basis.
- Leicester City Council and CCG will engage with voluntary, community and social enterprise (VCSE) groups to identify community-based offers in Leicester that will reduce isolation and build mental health resilience in all of Leicester's communities with a focus on those communities with the poorest reported mental health outcomes.
- Support Step Up to Great (SUTG) transformation programme to improve all age mental health services in Leicester by working closely with Leicestershire Partnership NHS Trust.
- We will support the Future in Mind Initiative to improve children's mental health in Leicester.
- Leicester City CCG will deliver a programme of work to increase access to evidence-based specialist perinatal mental health services for women experiencing moderate / complex-severe mental health problems.



# Accommodation

## Accommodation

### Outcomes

We will be measuring our success in improving accommodation for people with mental ill health on the following outcomes:

- Mental health will have parity of esteem with physical health needs in the allocation of housing.
- People will have a choice of housing that allows them to maintain contact with friends and family and maximises their independence.

### Commissioning Intentions

To achieve these outcomes, we have the following commissioning intentions:

- Roll out Leicester City Council's new arrangements for Supported Living, including Enablement and Recovery services.
- We will improve our supported living and residential services by asking the people who use them how to make things better.
- We will work with housing providers, registered social landlords and housing associations to raise awareness of the risks to mental health and wellbeing associated with unsecure housing.
- We will work with Leicester City Council's housing service to raise the profile of mental health needs in housing allocations.
- We will work with local authority, health and housing providers on the development of extra care and independent living schemes to provide stable housing options for people with mental ill health, in particular when they are being discharged from hospital.



# Employment, Education and Volunteering

## Outcomes

We will be measuring our success in improving access to employment, education and volunteering on the following three outcomes:

- an increase in the number of people with mental health conditions in stable employment, education and volunteering
- improved consistent information on employment, education and volunteering opportunities for people with mental health condition
- increased partnership working with DWP, JCP and other employment focused organisations.

## Commissioning Intentions

To achieve these outcomes, we have the following commissioning intentions:

- Increase the number of people with lived experience of mental health challenges being in paid employment or volunteering to support others with mental health challenges.
- We will engage with education agencies, volunteering organisations and employers to provide information on reasonable adjustments that can support people with a range of mental health conditions.
- We will promote the work of Leicester Employment Hub and ensure that people with mental health conditions are able to access opportunities.
- We will work with people who use our services and with carers to produce case studies demonstrating the positive impact that employment, education and volunteering can have for people experiencing mental health issues.
- We will double the employment support offer for people with more severe mental illness through the Individual Placement Support model, as recommended in the Five Year Forward View for Mental Health.
- We will seek external funding opportunities to meet gaps in provision in addressing employment, education and volunteering support.
- We will work with colleagues from the Department for Work and Pension and Job Centre Plus to communicate issues raised by people using services and carers relating to benefits and support to return to work.



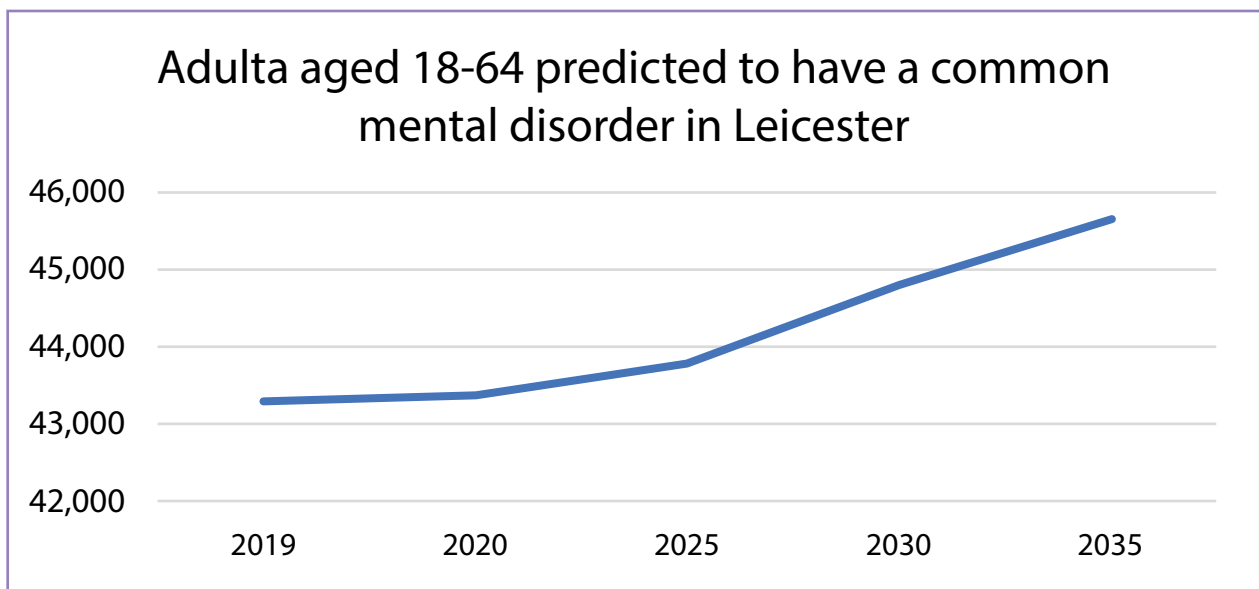
## Future Need


We are focusing on Prevention, Accommodation and Employment, Education and Volunteering because:

- These were reported by experts by experience, people who use services and carers as matters of concern.
- We can do something to improve these areas.
- These issues are not being addressed with a Leicester City focus in other strategies and plans.
- There is recognition that not enough progress has been made in these areas (locally and nationally).

### Population

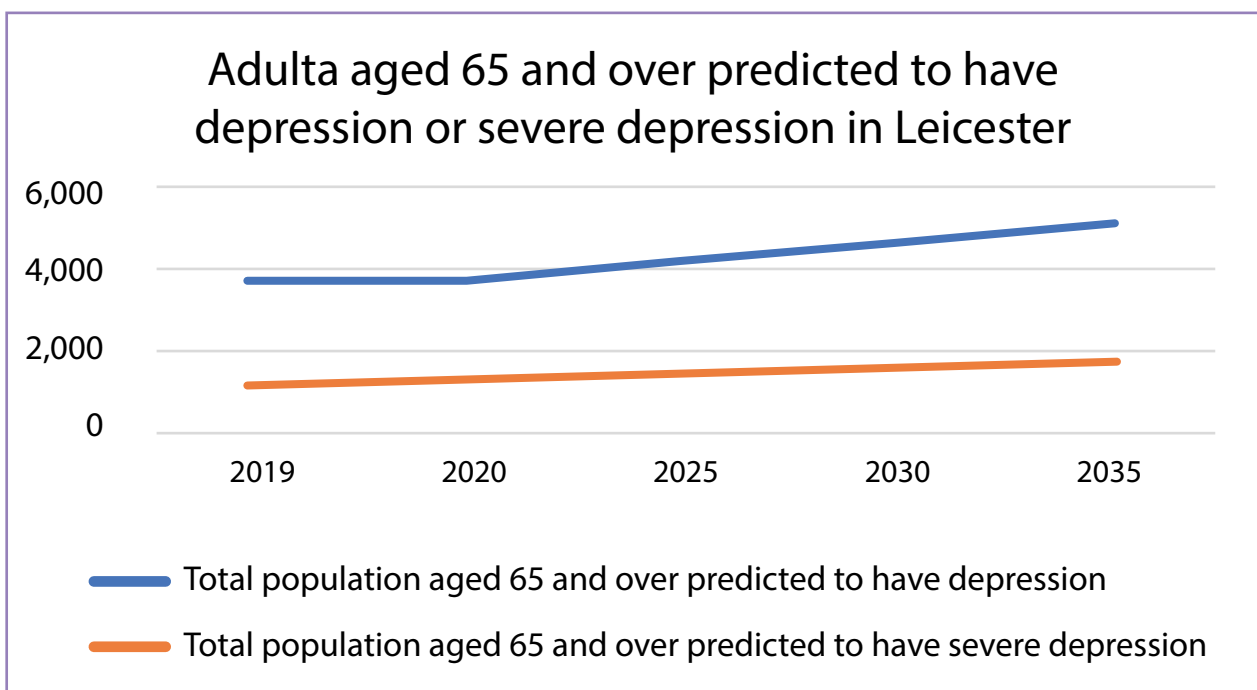
Even before the COVID-19 Pandemic, PANSI (Projecting Adult Needs and Service Information) had predicted that there will be over 2,000 more working-age adults with a common mental disorder in Leicester by 2035.





For adults aged 65 and over, POPPI (Projecting Older People Population Information) had predicted that there will be 1,389 more older age adults with depression and 476 more with severe depression.

Leicester is a diverse city with just under 50% of its residents belonging to an ethnic group that is not White.<sup>6</sup> National evidence demonstrates that there is inequality in access, experience and outcomes for people of a black, Asian and minority ethnic (BAME) background who access mental health services.<sup>7</sup> With mental health being a key pathway in which inequality can impact on health,<sup>8</sup> it is vital that we work with partners and communities to remove barriers to accessing services.



<sup>6</sup> Office for National Statistics, Census 2011.

<sup>7</sup> NHS, *Advancing mental health equalities strategy*, September 2020.

<sup>8</sup> L. Friedli, *Mental health, resilience, and inequalities*, (WHO Europe, 2009), p. 38



## The impact of the COVID-19 Pandemic

Leicester, Leicestershire and Rutland (LLR) local authorities and CCGs have undertaken work on forecasting the extent to which there will be a COVID related surge in Mental Health demand, both due to direct and indirect factors.<sup>7</sup> Direct COVID related factors in the surge include the impact of bereavement and Post ICU syndrome, whereas indirect factors include the impact of lockdown measures such as social isolation, job insecurity and strains on personal relationships.

At this point, the task group have predicted that in the most likely case, the surge in demand over the next three years will be around a 10-20% increase. As further information is collected on how services and referrals are impacted, this will be reviewed.

It is predicted that most of this surge in demand (around 80%) will relate to increased anxiety and mild to moderate depression. Using the **Stepped care model approach** this should require an initial response from services in Step 2 & 3 services such as primary care, VCSE (Voluntary, Community Social Enterprise), IAPT (Improving Access to Psychological Therapies) and early intervention services).

The task group also identified that certain groups would require extra support, this includes:

- Frontline healthcare staff
- People who are experiencing the impact of long Covid impact
- Women, particularly new mothers, and single parents
- Children & Young People, including students and those at risk of cyber bullying
- People in vulnerable employment
- People with pre-existing long-term physical conditions

This means that pro-active support offers, and self-help promotion should be targeted at these groups in particular.

<sup>9</sup> MH Modelling draft report April 2021 (LLR Mental Health Collaborative).

# Action Plan

|  | <b>Action step</b><br>What needs to be done? | <b>What difference will this make for me?</b> | <b>Key performance indicators/outputs</b><br>How will we know this is having an impact? | <b>Status</b><br>Where are we now? | <b>Indicative timescale</b><br>When should this step be completed? |
|--|--|---|---|------------------------------------|--|
|--|--|---|---|------------------------------------|--|

## Prevention

|   |  |   |   |   |           |
|---|--|---|---|---|-----------|
| 1 | <p>Leicester City Council to conduct a commissioning review of the Mental Health Wellbeing Recovery Support Service to ensure that all of Leicester’s communities benefit from the preventative mental health service.</p> | <p>This will support me to:</p> <ul style="list-style-type: none"> <li>feel more able to manage my emotional health and wellbeing and access additional support if needed.</li> <li>feel more able to manage my physical health and access additional support if needed.</li> <li>feel more able to manage my home and daily living needs and access additional support if needed.</li> <li>feel more in control of my finances and know where to access additional support if needed.</li> <li>feel safer and more secure in my home and wider community.</li> <li>feel more confident in being able to manage personal risks.</li> <li>feel more able to manage relationships with the people who are part of my life.</li> <li>feel more able to engage community activities, education or volunteering. be more able to consider employment opportunities or sustain employment (if applicable).</li> </ul> | <p>Outcomes as outlined in the specification for the MHWRS – measured through quarterly reporting and regular meetings with the provider.</p> | <p>Service review has been completed and the contract extended for its final year.</p> <p>We are now working with Leicestershire County Council and Rutland County Council to recommission the service.</p> | 2021/2022 |
|---|--|---|---|---|-----------|

## Action Plan

|   | <b>Action step</b><br>What needs to be done?  | <b>What difference will this make for me?</b>   | <b>Key performance indicators/outputs</b><br>How will we know this is having an impact?             | <b>Status</b><br>Where are we now?  | <b>Indicative timescale</b><br>When should this step be completed? |
|---|---|---|---|---|--|
| 2 | Public Health and CCG to provide a programme of mental health awareness training to faith groups and community leaders.                     | My faith groups and community leaders are engaged in supporting good mental health.     | Working with Public Health and CCG to ensure we have details of faith groups and community leaders. | A programme of Mental Health First Aid training is being delivered by the County Council to community leaders. Work is ongoing to deliver this online.  | 2021   |
| 3 | Support the work of the Leicester, Leicestershire and Rutland Suicide Prevention Group to continue to reduce the suicide rate in Leicester. | There's support for people feeling suicidal and a reduced rate of suicide in Leicester. | Quarterly contract monitoring with the provider.  | Leicester City Council's Public Health department commission a bereavement support service for people affected by suicide in partnership with Leicestershire County Council. This is delivered by the Tomorrow Project. The contract is renewed on a yearly basis with the final renewal date being ... | 2021-25  |

## Action Plan

|   | <b>Action step</b><br>What needs to be done?  | <b>What difference will this make for me?</b>  | <b>Key performance indicators/outputs</b><br>How will we know this is having an impact? | <b>Status</b><br>Where are we now?   | <b>Indicative timescale</b><br>When should this step be completed? |
|---|---|--|---|--|--|
| 4 | Leicester City CCG to ensure that people with a registered serious mental illness (SMI) receive regular physical health checks.   | I have annual access to a physical health check.   | 60% of people registered as having SMI getting an annual physical health check.         | The percentage of people registered as having a SMI is reported on quarterly. In the quarter ending March 2021, the percentage for Leicester City was at 23.9%. Work is ongoing to explore how in health and social care services across LLR we can increase the rate of people with SMI getting a regular health check. | 2022/23  |
| 5 | Leicester City Council, CCG and Leicestershire Partnership Trust to engage with voluntary, community and social enterprise (VCSE) groups and Primary Care Networks (PCNs) to identify community-based offers in Leicester that will reduce isolation and build mental health resilience in all of Leicester's communities with a focus on those communities with the poorest reported mental health outcomes. | I can access offers to reduce isolation and build my mental health resilience in my local community. | Not yet available.  | Partnership led by LPT to develop a Getting Help in Neighbourhoods Pathfinder which will be rolled out in 6-8 neighbourhoods over 2021-22. Work has commenced in developing an approach.   | 2021/22  |

## Action Plan

|   | <b>Action step</b><br>What needs to be done?  | <b>What difference will this make for me?</b>  | <b>Key performance indicators/outputs</b><br>How will we know this is having an impact?   | <b>Status</b><br>Where are we now?   | <b>Indicative timescale</b><br>When should this step be completed? |
|---|---|--|---|--|--|
| 6 | Support transformational activity linked to Step up to Great (SUTG) to improve all age mental health services in Leicester. | <p>Regardless of my level of mental health need, my services will be transformed based on co-production with people who use services, carers and staff.</p> <p>This will mean:</p> <ul style="list-style-type: none"> <li>• I get a good quality assessment at whatever point I present</li> <li>• Interventions are readily available and accessible at the location most appropriate to my needs</li> <li>• I have a more seamless experience of accessing services due to joined up working between them</li> <li>• Place-based integrated mental health support will mean a greater volume and higher quality of care provided at a local community level</li> <li>• I will be supported to live in my community, and services will focus on my strengths and potential to cope and manage my mental and physical health.</li> </ul> | <p>Step up to Great will be measured by:</p> <ul style="list-style-type: none"> <li>• Delivery against a phased implementation plan</li> <li>• Measuring referrals, activity and response times</li> <li>• Patient and carer satisfaction surveys</li> <li>• Peer support workers will be visible in practice and feel capable and supported</li> <li>• Seeking the views of stakeholders who refer to the service</li> <li>• Staff survey and engagement score.</li> </ul> | <p>The Mental Health Central Access Point (MHCAP) was established in April 2020 and is a 24/7 service that local people and professionals can contact where there are mental health concerns. This is co-delivered by NHS clinicians and Turning Point who operate the first line call handling.</p> <p>A consultation has taken place for the SUTG programme, seeking views of stakeholders on how adult mental health care can be improved across LLR.</p> | 2021/22  |

## Action Plan

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|---|---|---|--|---|--|
| 7 | Support the C&YP MH Future in Mind Transformation Programme to improve children's mental health in Leicester, Leicestershire and Rutland. | Transformation of services enabling Children and young people to access the right help at the right time through all stages of their emotional and mental health development. The transformation programme includes key work streams including 18 – 25 offer and transitions. | <p>The Future in Mind Transformation Programme encompasses a number of C&amp;YP MH Services delivered by a range of providers working together system wide to provide low, medium and high level emotional, mental health and wellbeing support.</p> <p>Each service provider submits access data to the National NHSE Mental Health Data Set. LLR have a target of 35%. Alongside access data, providers report routine outcome measures (ROMS).</p> <p>Each provider submits quarter monitoring reports including service user feedback and an annual self-evaluation report. A proportionate number of providers also provide family and friends national reporting.</p> <p>The Future in Mind Transformation Programme National Service Specifications are monitored through the Monthly National NHSE/I Assurance meetings.</p> | Future in Mind Transformation Plan refresh 2021/22 has commenced in collaboration with partners across LLR. | 2021 – 2022/23   |



## Action Plan

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|---|--|---|---|--|--|
| 8 | <p>Leicestershire Partnership NHS Trust will deliver a programme of work to increase access to evidence-based specialist perinatal mental health services for women experiencing moderate / complex-severe mental health problems.</p> | <p>Women accessing specialist perinatal mental health services and maternity outreach clinics will have access to a larger range of treatments for longer.</p> <p>Fathers/partners will be assessed and signposted as required where they are identified as needing support with their mental health.</p> | <p>Perinatal mental health services will be available from preconception to 24 months after birth.</p> <p>Access to evidence-based psychological therapies within specialist perinatal mental health services will be expanded so that they also include parent-infant, couple, co-parenting and family interventions.</p> <p>Fathers/partners (of women accessing specialist perinatal mental health services and maternity outreach clinics) will be offered an evidence-based assessment for their mental health and signposting to support as required.</p> | <p>Currently, perinatal mental health services are available from preconception to 12 months after birth. Work is ongoing to have this in place for a further 12 months after birth. Work is also in progress to offer evidence-based assessments to fathers/partners.</p> | 2021 - 2024  |

# Action Plan

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## Accommodation

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| 9 | Roll out Leicester City Council's new arrangements for Supported Living, including Enablement and Recovery services. | <p>I can access supported living services that enable me to be as independent as possible and reach my full potential.</p> <p>Recovery supported living services are available to help me develop or regain skills for managing my mental health so that I can live independently in the community.</p> | <p>Both the enablement and recovery services will be measured based on whether they achieve the following outcomes:</p> <p>Experiences of people supported (and their carers where appropriate) inform and improve service development.</p> <p>The service demonstrates its ability to actively promote and support strength-based approaches to the support provided that maximises health and wellbeing.</p> <p>The enablement service will also be measured based on these specific outcomes:</p> <p>The service meets the personalised goals of the people it supports.</p> <p>The service demonstrates its ability to effectively support the journey of enablement by supporting a move to greater independence.</p> <p>And the recovery service will be measured based on these specific outcomes:</p> <p>The service recognises the recovery model and meets the personalised goals of the people it supports.</p> <p>The service demonstrates its ability to effectively support the journey of recovery and enablement by supporting a move to greater independence.</p> | Completed – these services are now operational. | 2021 |
|---|--|---|--|---|------|

## Action Plan

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|----|--|--|---|--|--|
| 10 | We will improve our supported living and residential services by asking the people who use them how to make things better.   | I have access to quality supported living and residential services. I'm included in discussions on how to make these services better.  |   | <p>Our new framework for supported living was developed based on what people had to say about how our supported living offer can be improved.</p> <p>We also launched our <b>Supported Living and Extra Care Housing Strategy</b> in March 2021. This outlines what accommodation is needed to support people with a variety of needs including mental health needs.</p> | 2021   |
| 11 | Work with housing providers, registered social landlords and housing associations to raise awareness of the risks to mental health and wellbeing associated with unsecure housing. | <p>Housing providers know how to support tenants with mental health difficulties to maintain their tenancy.</p> <p>Support is available in various ways, for example through peer support.</p> | The market has access to a range of resources to support increased knowledge and understanding. | We need to establish a programme of work to identify relevant partners to support this.  | 2022/23  |

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|----|--|--|---|--|--|
| 12 | Work with Leicester City Council's housing service to raise the profile of mental health needs in housing allocations.   | Mental health is given parity of esteem with physical health in the allocation of housing.   | Housing Allocations policy.   | <p>Leicester City Council's Housing Allocations' Policy includes 'people whose current housing conditions are having a seriously adverse effect on the physical or mental health' as part of its Band 1 criteria. This means that where someone's home is seriously impacting on their mental health, or where a traumatic event in the associated home or adjacent area is causing the applicant significant mental distress, they will be prioritised on the housing register.</p> <p>Its Band 2 criteria includes 'people whose current housing conditions are having a negative effect on the physical or mental health of the applicant or a member of their household.'</p> <p>This means that consideration is given where an applicant's current home is adversely impacting on the mental health of a household member.</p> | 2022/23  |
| 13 | Work with local authority, health and housing providers on the development of extra care and independent living schemes to provide stable housing options for people with mental ill health, in particular when they are being discharged from hospital. | <p>I have access to extra care and independent living schemes, if needed, where I am supported with my mental health.</p> <p>If discharged from hospital, support is available from housing to help me to transition into the community.</p> |   | Our Supported Living and Extra Care Housing Strategy outlines what our needs are for accommodation. We have invited accommodation developers to express interest in providing accommodation.   | 2021/22  |

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## Employment, Education and Volunteering - detail to be worked through

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| 14 | Increase the number of people with lived experience of mental health challenges being in paid employment or volunteering to support others with mental health challenges.                   | Opportunities are available for people with lived experience of mental health challenges to be appointed and trained as Peer Support Workers. These Peer Support Workers will be available to support others in neighbourhoods. | <ul style="list-style-type: none"> <li>Peer support workers are available to support individuals within neighbourhoods</li> <li>An established, accredited training course for developing peer support workers (inc. volunteers) delivered by local practitioners</li> <li>Patient and carer satisfaction surveys</li> <li>Seeking the views of stakeholders who refer to the service</li> <li>Staff survey and engagement score.</li> </ul> | There are two peer support worker training courses planned for 21/22 in April and September. The courses are being delivered in partnership with ImROC, a leader in this field. | 2021/22 |
| 15 | Engage with education agencies, volunteering organisations and employers to provide information on reasonable adjustments that can support people with a range of mental health conditions. | I can access clear information on reasonable adjustments that can support me to access employment, education and volunteering.  | Education agencies, volunteering organisations and employers have access to a range of resources to support people with a mental health condition to access employment, education and volunteering.  | We need to link with the Department of Work and Pensions to establish partners.   | 2021/23 |

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|----|--|--|---|--|--|
| 16 | Promote the work of Leicester Employment Hub and ensure that people with mental health conditions are able to access opportunities.  | I know how to access opportunities provided by Leicester Employment Hub.   | All partners are aware of and can distribute the Leicester Employment Hub offer.  | Discussion with Leicester Employment Hub regarding information and resources that can be shared with partners. | 2021/23  |
| 17 | Work with people who use services and with carers to produce case studies demonstrating the positive impact that employment, education and volunteering can have for people experiencing mental health issues. | I can contribute my experiences of education, employment and volunteering to promote their positive impact on my mental health.  | People have a way of sharing their lived experience of the effect of employment, education and volunteering.  | We need to establish a programme of work to identify relevant partners to support this.                        | 2022/23  |
| 18 | Double the employment support offer to for people with more severe mental illness through the Individual Placement and Support model, as recommended in the Five Year Forward View for Mental Health.          | Through Leicestershire Partnership NHS Trust's Employment Support Service, I can access information, advice, guidance and support to find paid work, as part of an individualised recovery plan. | This is nationally monitored through IPS Mental Health Data Set (1st April 2021)<br><br>It is also monitored through feedback of people who use the service, Friends and Family Test. | <b>Employment Support Service - Leicestershire Partnership NHS Trust</b><br><b>(leicspart.nhs.uk)</b>          | 2021/22  |

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|----|--|---|---|---|--|
| 19 | Seek external funding opportunities to meet gaps in provision in addressing employment, education and volunteering support.  | I am more able to consider employment opportunities or sustain employment.  | To be confirmed.  | We need to establish a programme of work to identify relevant partners to support this. | 2022/23  |
| 20 | 20. Work with colleagues from the Department for Work and Pension and Job Centre Plus to communicate issues raised by people who use services and carers relating to benefits and support to return to work. | Issues affecting me are raised with DWP and Job Centre Plus representatives at the Mental Health Partnership Board. | There is an effective feedback loop between people with lived experience and the Department of Work and Pensions and Job Centre Plus. | To be added as a standing agenda item at the Mental Health Partnership Board.           | 2022/23  |