

1. Commissioning to allow earlier intervention and responsive crisis services				
No.	Action	Timescale	Led By	Outcomes
Matching local need with a suitable range of services				
5	Complete the Children and Adolescent Mental Health Needs assessment and develop the CAMHS Strategy and ensure crisis care is included	September 2015	Children & Families Commissioner/Public Health Commissioner(Swindon Borough Council – SBC)	<p>Enhanced understanding of local need for mental health services building on Children and Young Peoples Mental Health Needs Assessment.</p> <p>Clear Strategic direction for future CAMHS services. SBC completing in September 2015 via JSNA group</p> <p>Action: awaiting final sign off from HWBB – FM – review at November meeting - then completed</p>
54	Street Triage pilot project in Swindon	1 Year project-evaluation at 9 months (May 2016)	Mental Health Joint Commissioner, CCG, AWP, Mental Health Liaison Officer, Swindon & Wilts Police, Wilts Commissioner,	<ul style="list-style-type: none"> • Outcomes to be agreed • Now in 3rd week of operation • Averaging >105 contacts weekly, including outreach and face to face in Swindon • X1 avoidable S136 admission, improved liaison should improve outcome at next opportunity • SWAST to be integrated in Comms plan list (Wilts police) <p>On-going feedback – overview of outcomes May 2016</p>
Improving mental health crisis services				
9	Change category response from ambulance service to Green 2	November 2015	Operations Locality Manager Wiltshire (SWAST)	<p>Brings response times for ambulance service for Mental Health for S136 conveyance and response to Mental Health emergencies into compliance with 30 minute local target</p> <p>Review being undertaken – losing Green 1 response category – ?specialist paramedic response for all mental</p>

				health responses with secure vehicle = more appropriate response, reduction is use of police cars
Ensuring the right numbers of high quality staff				
Improved partnership working in Swindon locality				
15	Incorporate measures around Mental Health calls for SWAST to ensure compliance with G2 / G4 response times and appropriateness	31 st November 2015	Operations Locality Manager Wiltshire (SWAST)	Assurance for new model and operations to comply with local ambition and national concordat SWAST to chase and feedback Action: SB confirm query from September to assist in moving action forward at November meeting
16 (& 9,6)	Emergency response times to Mental health situations to be monitored as a separate report for local area by Wiltshire Police Service	Implementation September 2015	Mental Health Liaison Officer (Wiltshire Police Service), AWP	Assurance for new model and operations to comply with local ambition and national concordat Metrics to be confirmed between Commissioner and provider November 2015
19	Monitor and review the memorandum of understanding between Court Liaison and Diversion service	On going	Service Manager, CAMHS (Oxford Health)/ Court Liaison and Diversion Service	Ensure appropriate assessment of children and young people's mental health requirements and avoid duplication of assessment Process and protocol for police to contact OSCA CARS now all ages CAMHS/CARS 6 monthly meeting Action: SB to invite CARS to participate in Concordat meetings as from November 2015

2. Access to support before crisis point

No.	Action	Timescale	Led By	Outcomes
Improve access to support via primary care				
21	Re-design of dementia services	Dementia Specialist Team (DST) AWP from April 2015	Head of Professions (AWP Swindon)/CIT	<p>Ensure timely and effective care home liaison to avoid escalation and inappropriate admission to general hospital</p> <p>Posts out to advert</p> <p>28.9.15 – team mostly recruited – outcomes to be agreed with CCG – implementation 1 December 2015</p>
22	Ensure service users with LD have access to services, including out of hours service	Out of hours response service	Adult Safeguarding Lead (SEQOL)	<ul style="list-style-type: none"> To prevent unnecessary escalation Update at September meeting (Newlands & Erica) <p>Action: AWP to update at November 2015 meeting</p>
23	Review service pathways between CAMHS and TaMHS to ensure seamless movement through services and address waiting times	September 2015	Children & Families Commissioner, Service Manager, CAMHS, (Oxford Health), Swindon Borough Council	<ul style="list-style-type: none"> Improved waiting times and seamless flow through single point of access service TaMHS is SPA – service under pressure – requires analysis to free up capacity <p>Action: CAMHS & SBC to work on shared guidance and pathways via CAMHS JSNA – report back at November 2015 meeting on progress</p>
24	Continue to train more CAMHS practitioners in IAPT models of care and supervision	On Going	Service Manager, CAMHS (Oxford Health)	<ul style="list-style-type: none"> Build on the 50% of practitioners trained in CBT, Systemic Family Practice, and Interpersonal Therapy to ensure diverse evidence based therapy options for Children and Young People DoH vision of 100% - ongoing work to improve % of trained staff 28.9.15 – now at 75% - small gap may persist

				due to new staff accessing next cohort – ongoing programme
Improve access to and experience of mental health services				
3. Urgent and emergency access to crisis care				
No.	Action	Timescale	Led By	Outcomes
Improve NHS emergency response to mental health crisis				
Social services' contribution to mental health crisis services				

Improved quality of response when people are detained under Section 135 and 136 of the Mental Health Act 1983				
38	Monitor police response to Children and young people under section and ensure that they are taken to a place of safety – agreed process following changes to S 135/36	December 2015	Mental Health Liaison Officer (Wiltshire Police) and Service Manager, CAMHS (Oxford Health)	<p>Ensure children and young people under MHA Section are taken to an appropriate place of safety and not police custody</p> <p>Govt driven changes to MHA Section 135/136 zero tolerance to under 18s in police custody</p> <p>Currently occasional admissions to custody when extreme agitation/threat of violence + ability present.</p> <p>Concerns re safety of all if exceptional custody option removed – no apparent easy solution via current local services</p> <p>Wilts Police MH to gather intelligence re actions from other forces/providers</p> <p>28.9.156 – MR reported nothing since April 15 – CAMHS OSCA = source of support/assessment + Swindon can also</p>

				<p>access Wilts or BaNES via CAMHS coordination centre – ST has contact details.</p> <p>Action: Mandy R to share number with SWAST</p> <p>Action – Mandy R and Mike H to meet outside of Concordat meetings to look at other options i.e. CAMHS PICU/secure accommodation and bring back to November 2015 meeting</p>
38a	Monitor Swindon S136s using POS suites outside Swindon due to other areas using	December 2015	(Wiltshire Police) and Service, AWP)	<p>Swindon S136s will have access to POS suites in Swindon</p> <p>Monitor usage of swindon POS facilities by other CCGs/areas and themes</p> <p>Redress through commissioning should outcomes indicate a disadvantage to Swindon population</p> <p>Action: MH has meeting 5.11.15 with AWP re OOA bed use – to feedback at next Concordat meeting 30.11.15</p>
Improved information and advice available to front line staff to enable better response to individuals				
55	Divert repeat DSH attendances at GWH A&E/callers to SWAST & Wilts Police	December 2015	CCG MHPB – AWP, CAMHS, SWAST, Wilts Police Liaison Officer	<p>CCG to obtain data regarding repeat DSH attenders & make available to providers</p> <p>Actions to be managed via CCG MHPB meetings</p> <p>AWP & CAMHS to develop individualised action plans to prevent/manage crises presentation</p> <p>Action: confirmation of DSH individualised Action Plans expected at November 2015 meeting</p>
Improved training and guidance for police officers				
41	Re-introduce training for Wiltshire Police from AWP and SBC for Acute presentation and MHA and MCA	December 2015	Head of Service (AWP Swindon) Mental Capacity Act Project Lead (SBC)	<p>Improved relationship and joint training programmes to improve consistency of response and understanding of management of mental health issues and local pathways</p> <p>MH liaison officer:</p> <ol style="list-style-type: none"> 1. Producing basic guidance for officers re MCA.

				<ul style="list-style-type: none"> 2. Awaiting MH package from College of Police 3. Forwarding number of aide memoirs 4. Liaise with Street Triage service for learning and awareness raising <p>28.9.15- National training package in February 2016 + smart phones for police offers to enhance potential for training/awareness</p>
Improved services for those with co-existing mental health and substance misuse issues				

5. Recovery and staying well / preventing future crisis				
No.	Action	Timescale	Led By	Outcomes
Joint planning for prevention of crises				
56 (repeat Of 55)	Repeat DSH Attenders At GWH A&E	CCG MHPB – actions for AWP & CAMHS		to develop individual Care plans

As at 27.7.15, there were 52 Action points – completed actions that had been greyed-out were removed.

As at 28.9.15, completed actions 6 (Implementation of Street Triage), 7 (Re-design of MHSPA), 39(Alternative to admissions group), 17 (measurement of MHSPA), were removed; action 56 introduced (repeat of 55)

Therefore, for clarity, any new points from November 2015 will be 57 onwards.