

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				
54	Street Triage pilot project in Swindon	7month extension to project-funding ceases March 2017	Mental Health Joint Commissioner, CCG, AWP, Mental Health Liaison Officer, Swindon & Wilts Police, Wilts Commissioner,	<ul style="list-style-type: none"> Meeting 3.6.16 – agreement from Wilts, Swindon & PCC to fund 7 month extension Sept 16-April 17 to enable further detailed evaluation and mainstreaming into Contract. 6.9.16. – potential for joint commissioning with Wilts CCG 17/18 onwards – not yet part of STP?- model will need to be decided – SWAST keen to be involved with ST if possible. ACTION: SB check with CCG Transformation AD re ST and STP 6.12.16 – rollover 6.12.16 – agreement from Wilts CCG and PCC via Mental Health Summit; AWP (NA) emphasized need for action to convert into BAU via successful business case ACTION: SB – contact Wilts CCG/PCC to confirm progression re business case(s), plan for transfer of funding from PCC.
62	Identify/develop	January 2017	CCG/SBC/providers/Police	Prevent unnecessary use of MHA/S136 for

	pathway for intoxicated/distressed presentations, avoiding unnecessary use of MHA/S136			<p>presentations associated with intoxication/emotional distress, where a period of time to allow de-escalation and an element of monitoring could result in recovery with minimal intervention from services.</p> <p>6.9.16 – Consultation process expected from AWP re new model of working for PoS which may provide opportunity for Urgent Assessment Area in Swindon</p> <p>ACTION: CGL to be invited to next Concordat meeting – done SB –</p> <p>6.12.16 CGL DNA</p> <p>ACTIONS: FM to provide representation at Concordat (clarity re commissioned interventions by alcohol liaison service at GWH - PH commissioned</p> <p>JP to update at next Concordat re U turn – providers for children’s services – in-reach into GWH</p>
Improving mental health crisis services				
Ensuring the right numbers of high quality staff				

57	nursing and allied health workers (The Five Year Forward)	September 2019	CCG/AWP	clear forecast needed regarding future workforce; AWP Swindon has localised workforce recruitment and retention strategy View for Mental Health 6.9.16 bursary training ends next year HEE indicate no problems anticipated in apposition to local perspective – local initiatives – AWP funding x6 places for 2 yr nurse training initiatives 6.12.16 for Agenda in CCG workforce strategy group ACTION SB to liaise with Gill May + STP Lead TG
Improved partnership working in Swindon locality				
15	Incorporate measures around Mental Health calls for SWAST to ensure PoE and compliance with Amber 19 minutes response times and appropriateness	January 2017	Operations Locality Manager Wiltshire (SWAST)	Assurance for new model and operations to comply with local ambition and national concordat 6.9.16 feedback at next meeting re pilot project and then close action if no further action required. 6.12.16 – SWAST DNA ACTION: SWAST feedback for next CC meeting
57	Perinatal Mental Health Pathway	January 2017	SBC/AWP/CCG Report by exception	Working group meet regularly to develop pathway Pathway will provide clear points of access between services to enable effective perinatal mental health interventions 6.9.16 7 June 2016 – launch date coincided with PNMH awareness week Pathway complete – awaiting sign off by GWH – PNMH group continue to meet as networking group to monitor impact of pathway and review/update pathway. 6.12.16 – JCG needs to sign off;

				STP strategy needed; Action: Bristol CCG and S Gloucs obtained funding - ?developing community or developing in-patient unit –
2. Access to support before crisis point				
No.	Action	Timescale	Led By	Outcomes
Improve access to support via primary care				
23	Review service pathways between CAMHS and TaMHS to ensure seamless movement through services and address waiting times	January 2017	Children & Families Commissioner, Service Manager, CAMHS, (Oxford Health), Swindon Borough Council	<ul style="list-style-type: none"> 17.02.16 – update – proposed CAMHS/TaMHS joint working – awaiting outcome of Transition group plan regarding patient flows <p>Action: update at next meeting from Transition Group work</p> <p>6.12.16 – actions in place to reduce waiting times – TK overseeing – daily joint screening and assessment clinics from 4.1.17</p> <p>CAHMS waiting times improved – CCG requesting further improvements – RTA 4 weeks – reporting by exception</p> <p>ACTION: JP to update re plans as above at next meeting</p>
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				

See also number 63 - **Consultation document regarding changes to PoS across Swindon and Wiltshire**

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	January 2017	Mental Health Liaison Officer (Wiltshire Police) and Service Manager, CAMHS (Oxford Health)Wilts/Swindon CCGs	6.9.16 neither CAMHS or AWP commissioned to support under 16 yrs in PoS – appears to be gap in commissioning – Oxford Health –no cross boundary agreement for under 16s ACTION SB to email Wilts/Swindon CCGs re Concordat concerns (ME and TK) – not commissioned to staff unit 6.12.16 – JP stated protocol in place – assurance required that no gap in provided services exist ACTION: NA & JP to bring protocols to next meeting for discussion and assurance
63	Consultation process to PoS across Swindon and Wiltshire	January 2017	AWP	6.12.16 Robust consultation process needed to inform development of PoS – current lack of clarity re process and progress – concerns regarding delay and threat to funding - workshop discussed – group suggest high level liaison between CCG and AWP to obtain Position Statement ACTION: SB to liaise with NM MH to seek confirmation from Home Office re any condition imposed on capitation monies re timescale

65	CCG responsibility regarding timely provision of S12 doctors for MHA assessments	January 2017	CCG	6.12.16 concerns regarding unreliable availability of S12 doctors & supporting EDS service OOHs; working group established responsibility and apparent poor governance over process. CCG working towards procuring dedicated S12 service ACTION: SB to liaise with TK and Wilts CCG and report back at next meeting + raise on Agenda for JCG meeting on 8.12.16
64	Ensure Section 140 of MHA upheld (CCG responsibility to ensure provision of psychiatric beds)	January 2017	Swindon CCG/AWP	6.9.16 Mike Hughes raised concerns re occasions when inpatient bed not available. NA confirmed that there had been no OOA acute beds for 20 months – SB confirmed that CCG commission adequate provision for Swindon residents 6.12.16 MH - arrest for offence; assessed LADs/SIS – MHA decision – application for admission – bail for original offence – escalation process. Potential for AWP Contract management of S140 requirement on CCG to provide emergency bed. Potential use of (double) room at Sandalwood Court? ACTION: SB liaise with Wilts CCG re use of Contract
Improved information and advice available to front line staff to enable better response to individuals				
55	Divert repeat DSH attendances away from GWH A&E, calls to SWAST & Wilts Police	January 2017	CCG MHPB – AWP, CAMHS, GWH, SWAST, Wilts Police Liaison Officer	6.9.16 CAHMS – anonymised care plans - small reduction –?due to intervention or move to adult services. Public Health – Swindon high for DSH by O/D ACTION email Wendy & Leighton & Jonathan re revisiting data – done SB 6.12.16 no response – Esther Schmidt (Children’s Commissioner)has data from GWH re CAHMS

				<p>ACTION: SB liaise with ES 9.12.16 re children's data and source re adults – ES to attend Concordat meetings.</p> <p>6.12.16 ED front door 24/7 RMN at GWH from November 2016</p>
58	Alert cards	January 2017	CCG, SEQOL, AWP, CAMHS	<p>People with mental health needs will have the opportunity to develop and carry Alert Cards, assisting with effective engagement at point of crisis by overcoming communication difficulty, and will include young people and people with autism and learning disability, although not exclusively.</p> <p>6.9.16 – Swindon Autism – re-launch 29th November 2106. ACTION: Paul Hawkins to send contact details</p> <p>ACTION : Alex Chesterton agreed to provide examples And report back at next meeting 6.12.2016</p> <p>ACTION: Suzanne Baxter – to look into MIND initiative and report back at next meeting 6.12.2016</p> <p>6.12.16 – details received from Paul Hawkins</p> <p>ACTION: rollover from Ac and SuB -to next meeting – share details from PH with Concordat Group</p>
59	Police Welfare Checks	January 2017	Wilts Police/AWP/CCG	<p>Clear protocol for requesting Police Welfare Checks used by all local services to avoid unnecessary use of police resources and ensure individuals are not subject to unnecessary police intervention, whilst maintaining safety.</p> <p>ACTION – Newlands Anning following up with Mark Dean and report back at next meeting on 6.12.16</p>

				6.12.16 Update - welfare check protocol going live this week – ACTION: check at next concordat meeting that action complete
Improved training and guidance for police officers				
41	Training for Wiltshire Police & SWAST from AWP and SBC for Acute presentation and MHA and MCA	March 2017	MD (AWP Swindon) Mental Capacity Act Project Lead (SBC) MIND Swindon	<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. 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> <p>6.9.16. Police MHL officer identified difficulty releasing officers to complete training.</p> <p>Public Health (Frances Mayes) ASSIST (suicide) training remains available – ongoing training being rolled out another 4 courses expected</p> <p>MIND (Suzanne Baxter) - first aid light training available</p> <p>ACTION: SBC contact needed re MCA/MHA training – SB</p> <p>6.12.16 Roll over to next meeting</p>

Improved services for those with co-existing mental health and substance misuse issues				
See also Number 62 - Identify/develop pathway for intoxicated/distressed presentations, avoiding unnecessary use of MHA/S136				

5. Recovery and staying well / preventing future crisis				
prevention of crises Joint planning for				
No.	Action	Timescale	Led By	Outcomes
61	Integrated working between AWP Recovery team and MIND Wellbeing Coordinators	January 2017	AWP/MIND	<ul style="list-style-type: none"> • Mitigation of impact of closure of MIND Respite House by • implementing integrated working systems secondary and third sector services • effective intervention with service users progressing in their recovery or experiencing deterioration in their mental health • prevention and management of deterioration in mental health • improved confidence in MIND members • working systems that represent an improvement in mental health service provision, as compared to pre-closure. <p>6.9.16 - working with Ivor B in AWP - JD done – Newlands and Suzanne B to work together – meeting set up – approx. 4 staff – MIND providing presentation to AWP</p> <p>Update 6.12.16 – x2 recovery coordinator already in post – outreach work with AWP – from Monday – start January 2017 ACTION: confirm update at next meeting & action as complete</p>

Summary

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.

As at 14.12.15 – Action 5 complete – CAMHS JSNA completed and signed off by HWBB; Action 21 – DST – complete – service implemented and outcomes measurement agreed

As at 17.02.16 – Action 19 complete – MOU between CARS and CAMHS in place; Action 38a – complete – future link back to 38 re PoS proposals; Action 56 absorbed into 55

**As at 1.6.16 – Action 9 complete - Change category response from ambulance service to Green 2; Action 16 complete - Emergency response times to Mental health situations to be monitored as a separate report for local area by Wiltshire Police Service; Action 22 complete - Ensure service users with LD have access to services, including out of hours service
New Actions: Action 60 alert cards; Action 61 integration of AWP Recovery Team/MIND Wellbeing coordinators; Action 62 pathway to avoid unnecessary use of S136 for intoxicated/distressed presentations**

As at 6.9.16 – Action 24 complete - Continue to train more CAMHS practitioners in IAPT models of care and supervision – satisfactory level of training at around 90%

6.12.16 – new action 65 re MHA Section 12 doctors