

**WELL BEING AND SOCIAL INCLUSION SERVICE
ADULT MENTAL HEALTH
SEPTEMBER 2007
RESPONSE TO JOINT CITY / COUNTY OVERVIEW AND
SCRUTINY COMMITTEE**

1. INTRODUCTION TO RESPONSE

- 1.1 The development of a Well Being and Social Inclusion Service follows the Day, Social Inclusion and Vocational Services Review and public consultation process, resulting in approval for the development of the service in February-March 2007 by the Trust Board and Overview and Scrutiny Committee.
- 1.2 The revised model, agreed after the consultation process, set out three distinct domains of activity to be developed:
- Arts and Culture.
 - Sports, Leisure and Well Being.
 - Vocational.
- 1.3 In addition, a Transitional function would assist people already using the services to access the support and activities. The Consultation process was commended both in its thoroughness and recognition of concerns in the revised model.

2.0 PRESENTATIONS REQUESTED BY THE OVERVIEW AND SCRUTINY COMMITTEE

- 2.0.1 Details of the Implementation Plan and progress to date.
- 2.0.2 An overview of how the Trust's services are working together – an operational perspective and details of how transitions will be managed.
- 2.0.3 Information on how services are being enhanced and how the new domains and pathways are to work.
- 2.0.4 Information on access and use of resources such as buildings.
- 2.0.5 Evidence of continued service user involvement and the involvement of partners.

2.1 IMPLEMENTATION PLAN

- 2.1.1 A Steering Group was established by Julie Gardner (the General Manager) responsible for the Well Being and Social Inclusion Service. Peter Bates is a national lead for Social Inclusion and will chair this group in its early stages, providing both expertise and support to help establish implementation plan. To date there have been two meetings. Key agencies and managers are members and the membership will be

continuously reviewed and extended to ensure all key stakeholders are included. The Terms of Reference for the Steering Group are now agreed and will be reviewed in January 2008.

- 2.1.2 Funding has been identified to support the commitment to provide paid work opportunities for service users and carers to support these service developments, including membership of the Steering Group. The detailed plans for paid work options and service user forums/reference groups will be developed as a priority with a group of service users and carers.
- 2.1.3 A six month post of Service Manager for the Wellbeing and Social Inclusion Service has been appointed to and will commence on 3rd September 2007, key tasks include managing the services and steering the service developments agreed by the Steering Group.
- 2.1.4 The Implementation Plan will identify the service development priorities and timescales linked closely to service user/carer forums/reference groups, linked to both specific domains and the national outcome indicators framework being developed by the National Social Inclusion Team.

2.2. OVERVIEW OF TRUST SERVICES LINKED TO THE WELLBEING AND SOCIAL INCLUSION SERVICE

- 2.2.1 The successful development of these services will be linked to their ability to work effectively and seamlessly alongside all other key services and partners. The re-configuration of Community Mental Health Services into specialist functional teams (as required by the National Service Framework) is underway. It provides a unique opportunity to ensure an effective single point of access, self referral, linked care pathways and service user choice are delivered, linking all the integrated services together to support both preventive strategies and community integration and social inclusion.
- 2.2.2 Extensive service user mapping of needs and preferences has been undertaken for both individuals and consultation within the domains.

The range of service options and service user / carer involvement mechanisms will be developed now in detail alongside the Implementation Plan, service user/carer forums / reference groups and considering possible use of service user advocates to support individuals currently using services during the service re-configuration.

2.3 SERVICE CHANGE, DOMAINS, PATHWAYS AND BUILDING USE

- 2.3.1 The Trust Estates Department has supported the necessary evaluation of buildings to ensure they are fit for the purpose they currently fulfil. The Broad Street service is based in a building not Disability Discrimination Act (DDA) compliant and are assisting the development of options to be considered by the Steering Group.

- 2.3.2 The Vocational Domain will be based at the Skills and Practical Activities Network (SPAN) building on Foster Drive and the Arts, Culture and Sports domain will be based at Broad Street, subject to the Estates department review.
- 2.3.3 The Foster Drive base will also provide space for a vocational service catering training facility linked to similar activities.
- 2.3.4 Single point of access meeting and assessment process will underpin the new Wellbeing and Social Inclusion pathway. This will be subject to evaluation and review including Service User feedback undertaken by the paid Service User Consultants.
- 2.3.5 The new domains will be developing detailed service actions plans within clear timelines.

2.4 ACCESS AND USE OF RESOURCES

- 2.4.1 Building use is referred to above
- 2.4.2 A communications strategy will effectively inform and advise all key stakeholders about the new service pathways, single point of access and assessment process

2.5 INVOLVEMENT FRAMEWORK

- 2.5.1 Service users and Carers will be involved across a wide range of reference groups and forums within the various service domains. They will also have representation from the Steering Group from paid Service User and Carer Consultants who will link with the forums and reference groups. The detailed arrangements for recruitment to these posts will be lead by Service Users and Carers.
- 2.5.2 Key statutory partners will be included in the service developments at all stages, both on the Steering Group and within specific development groups for example a Direct Payments uptake group will be established with the Local Authorities and a commissioning framework to support the development of this service will be lead by Commissioners working closely with the Project Steering Group.
- 2.5.3 A wider group of external partners will be identified and mapped to support the service development, this will include Employers and the Voluntary Sector alongside other key government agencies, such as Job Centre Plus and the Learning and Skills Council