

**WELL BEING AND SOCIAL INCLUSION SERVICE****ADULT MENTAL HEALTH****JANUARY 2008****RESPONSE TO JOINT CITY / COUNTY OVERVIEW AND SCRUTINY COMMITTEE****1. Introduction to Response**

- 1.1 During 2007, detailed responses regarding the Wellbeing and Social Inclusion Services developments have been provided to the Joint Overview and Scrutiny Committee.
- 1.2 The request for the January 2008 meeting was that a detailed Business Plan be provided to better explain service developments. The following update of service developments explains activities linked to the Business Plans completion and the progress of the Action Plan overseen by the Steering Group.

**2. Update of Developments**

- 2.1 The newly established Service User and Carer Reference Group expect to send representatives to the Steering Group from January 2008.
- 2.2 The appointment of 2 service user and carer Consultant posts on permitted/therapeutic earnings to further support involvement in the change process is expected in January/February.
- 2.3 The County PCT has provided an opportunity to participate in a Health and Social Care Audit Service (HASCAS) social inclusion project to support service transformation. With the Steering Group's support, it will focus on a number of key initiatives to ensure new service models best meet the needs of a wider range of service users. This will involve the development of better links to acute/community mental health teams and primary care services. It will support the service in providing "New Ways of Working" including the development of e learning packages. They will raise the knowledge and skills of key staff across the mental health services to assist service users' access vocational services and support service users affected by national benefit

reforms targeting individuals in receipt of incapacity benefit. The service users across both the City and County will benefit from these initiatives. HASCAS will assist with wider networking to develop best practice and the provision of national experts to assist.

- 2.4 The PCT Commissioners are to join the Steering Group from January 2008.
- 2.5 The Steering Group support the development of a more coherent inter-agency approach that will promote exemplar employment. They supported the establishment of a dedicated post from the service to work across local services in the Trust. It further supported a funding bid to increase capacity across the City and County to provide supported employment placements by Framework Housing Association that would lead to increased opportunities for exemplar employment.
- 2.6 The Steering Group considered a number of options to re-provide services at Broad Street as advice from Estates suggested the building is not nor can it become DDA compliant. It continues to require costly security and maintenance that diverts resources away from their intended purpose and conflicts with more flexible, non-buildings based models of service required by national guidance. Detailed costed plans were requested by the Steering Group in December 2007 as further delays would begin to affect the intended progress of the whole service. The preferred option is to transfer the non-vocational staff base to Foster Drive, where all the vocational staff are already based, so providing a modern flexible working space for the whole Wellbeing and Social Inclusion Service to work from. There is ample space that is not utilised at the Foster Drive site and no existing service user activities will be compromised by this move.
- 2.7 The service changes will ensure that a much wider group of service user's gain access to support and services that are more accessible and relevant to their recovery. They must offer the flexibility and person-centred approaches demanded by good practice models underpinning self-directed, choice focused services. The service user/carer Reference Group and Consultants will play a key role in ensuring the transformation achieves this.

- 2.8 Staff briefings have been provided by the Service Manager to ensure effective information sharing and feedback. Regular opportunities for feedback are in place and a workforce profiling exercise will commence in early 2008.
- 2.9 The provision of services from increasingly diverse community located settings has been underway for several years; many non-vocational activities already take place in colleges, community buildings and everyday places such as leisure and sports centres. This service model is a key element in service transformation, in particular the need to identify new locations around the City centre and conurbation where social support services can be offered to individuals most in need of more focused support. Broad Street identified service users with such needs during the consultation process who were identified in the Transitional Service. Several new City centre locations are currently under consideration and the Reference Group and Consultant posts will play a part in this element of service change. A dedicated post based at Broad Street is now working full time to identify and cost community based sites, increase and improve links and partnerships with other agencies/groups that will ensure the diversity of service users' needs and preferences are met and outcomes achieved.
- 2.10 The Steering Group expects the detailed costed plans to be available in January/February. A detailed Business Plan to support the next stage of service transformation will be incorporated in the Integrated Business Plan for the NHST underpinned by its Clinical Strategy. Service users and carers will be both informed and involved in any service changes as soon as the detailed plans are available.

### 3. Partnerships Driving Service Change

- 3.1 The details of key achievements above demonstrate an emerging model of wider, more robust partnerships with service users, carers, commissioners and third sector providers as this service develops. The opportunities to work in partnership are further supported by the inclusion of key social inclusion targets in the two Local Authority Local Area Agreements (LAA's). These include Public Service Agreement 16 (PSA 16) for mental health services which will support increased access to settled accommodation and employment.