

**NORTH TYNESIDE MENTAL HEALTH CRISIS CONCORDAT PROGRESS REPORT**

**OCTOBER 2015**

**Introduction**

North Tyneside submitted its original Action Plan in March 2015, recognising that work on addressing the mental health needs of people in North Tyneside had already been undertaken in the Borough but, equally, that there was a lot more that we want to achieve.

Our Action Plan contains some ambitious actions which we recognise are a challenge to achieve but we are meeting this challenge and intend to continue to further progress

**Progress and Outcomes**

The Mental Health Crisis Concordat Group has continued to meet on a bi-monthly basis to ensure that we continue to progress with our actions and also to review our Action Plan on an overall basis.

At the meetings, each organisation provides an update on progress on those Actions for which they are the designated lead organisation. The Action Plan is then updated accordingly. The meetings also provide us with opportunity to highlight any particular issues or challenges which have arisen and to provide a forum for discussion and agreement about any issues/challenges can be overcome.

When developing our original Action Plan in North Tyneside, we decided that as well as identifying each individual action, we would also describe the reason we were taking that Action and what we expect to achieve as a result. We also used a progress column and RAG rating system to provide a visual representation on tracking progress. We have continued to use this format for the attached October 2015 Action Plan.

**Successes and Challenges**

We have successfully met many of our Actions within our agreed timescales.

One of our first Actions to help us develop out plan was to undertake a service mapping exercise of the s136 process in North Tyneside , involving all partners involved in the process. This helped us to identify what was working well and where there are gaps, waste, duplication in the existing process. This also helped inform Section 4 of our Action Plan and has provided an impetus for all partners to continue to work together to address any outstanding areas.

Since the Plan was submitted in March 2015, we have successfully implemented a Street Triage system across North of Tyne which includes North Tyneside, Newcastle and Northumberland areas. We have agreed the data sets to capture information relating to s136 usage and Street Triage usage.

We will undertake a review of this service in February 2016 but anecdotal information and initial data reports signify that this is a very successful service and that the number of s136 detentions has decreased significantly.

We can also confirm that no child or young person detained in North Tyneside using s136 powers is taken to police cells as a Place of Safety. We have commissioned an appropriate place of safety for children and young people.

We have also made significant progress in developing a standardises process for all partners to follow to ensure that essential, accurate and timely information is shared between provider issues. The pathway and related policies are in the process of being rewritten and are due to be completed in December 2015.

We have also been successful in establishing a Senior Police and Partners Group. We reviewed the remit and function of the previous group to ensure core groups of key partners are represented across the region, meetings take place regularly and the function provides output to the key areas. The Terms of Reference and membership have been updated, the newly reformed Group established and the first meeting has taken place with future meetings arranged.

Some Actions have proven to be more challenging to achieve therefore we have moved timescales for completion where it has been appropriate to do so. Much of this has been around capacity of individuals to progress some of the actions but were continuing to support those actions. We have identified on our updated Action Plan where we have moved timescales.

One timescale which has moved is Action 2.1 which relates to implementing the Northumberland, Tyne & Wear Trust Transformation Programme. The original timescale was to begin implementation in November 2015 but this has now moved to April 2016. However, due to the scale of the Transformation Programme and service and staffing changes which will ensue, commissioners agree that this is an appropriate timescale change.

**Innovations**

One of the key areas that we wish to tackle is to review training needs of all agencies to develop a multi-agency framework of training to improve understanding of mental health, relevant legislation and the roles and responsibilities of each partner agency. This will include training to Police staff and to ambulance staff regarding mental health (Action 1.5).

We want to ensure that staff who encounter people experiencing mental health crises will develop an evidence based understanding of mental health crisis from the perspective of people with mental health needs, carers and families.

An inter-agency workshop was held on a regional basis which focused on training, ambulance usage and information sharing. From this, a survey has been circulated to gain more detailed information about training needs and to identify training gaps. NHS England is working with HENE to increase the priority and also to identify dedicated resourced to take this work forward.

In the meantime, a business case is being developed to seek funding to organise a simulation event on the s136/crisis pathway. This will involve service users groups as well as all relevant partners. The purpose of the event will be to understand the roles of each agency and how they work together. From this, we will be able to review the current pathways and smooth any gaps in the existing pathways. It is our understanding that this is the first such event in the country on this subject and we are very keen to pursue this work.

We have are also seeking to develop innovative solutions to managing the IT interface between services (Action 1.6). To that end, the Northumberland, Tyne & Wear Mental Health Trust and the social workers based with the adult Community Mental Health teams have developed an IT interfaced which allows the social workers to access the NTW IT system and for NTW staff to access the local authority IT applications.

We are also in the process of testing IT systems between the Trust and GP Practices which would enable GPs to access information on the Trust’s RiO system about their patients. We hope that his work will be completed by April 2016.

**Governance**

The North Tyneside Mental Health Crisis Concordat is governed by the North Tyneside Mental Health Integration Board and regular updates are provided at the bi-monthly meetings of that Board.

We link with the Urgent Care System Resilience Group to provide regular updated information to ensure a mutual understanding of relevant cross-over areas and to inform service planning.

This process has worked well and we intend to continue to govern the Action Plan in this way.

**Conclusion**

When we developed our Action Pan, we recognised that some aspects of this were particularly challenging. However, we were determined to meet this challenge and are pleased with our progress on some of those areas, particularly on reviewing training needs and developing innovative IT solutions. We know that there is still more work to do in these areas, as well as other areas of the Action Plan. We will continue to work together as partners to achieve our Actions and also to develop services and partnerships all the while improving our response to the mental health needs of people in North tyneside.