**Local Crisis Care Concordat Action Plan Progress Report: Supporting Information**

The Local Crisis Care Concordat Plan has been reviewed and RAG rated in respect of progress against actions: There are no new actions to add to the plan however progress is reviewed on a Bi-monthly basis as part of the governance process in place.

This report is intended to provide some supporting information

1. **Background and Local Context:**

The Crisis Care Concordat is an integral aspect of the Staffordshire and Stoke- on-Trent Mental Health and Wellbeing Strategy: Mental Health is Everybody’s Business: The governance for the Concordat Plan sits within that wider strategic process, with a Strategic Partnership Board that links directly back to the Health and Wellbeing Boards in both Staffordshire County Council and The City Council for Stoke-on-Trent.

The governance structure is made up of senior representatives from the CCGs, Local Authorities, Commissioning Leads, Staffordshire Police, WMAS, Service User Voice representation, Public Health, community / Locality Leads and NHS and 3rd Sector Providers. The governance is currently being reviewed to reflect the local transformation agenda and the relationships with the System Resilience Groups (SRGs)

The Concordat plan is embedded within the Implementation plans for the Mental Health and Wellbeing Strategy which reflects the wider partnership work carried out for example, increasing the number of people with a mental illness accessing employment. (The local service was identified as a centre of excellence and we have been successful in securing a Social Investment Bond to extend progress further. In addition. Job Centre + have invested in a pilot programme making the service available to support people with lower level mental health issues (Anxiety and Depression) to access or retain employment

1. **Engagement**

We have undertaken a programme of engagement events within local communities to gain the views and input from service users and carers and the general public, to influence the way in which services are commissioned in order to deliver the strategy (including the crisis care concordat):-

* An online forum has been created, through Healthwatch Staffordshire, where people can share their thoughts, experiences and ideas (this is presented back in to the strategic group on a bi-monthly basis:
* A series of focus groups are being delivered to understand specific issues around response, timeliness, staff attitude and general satisfaction: target groups include people with long term conditions / chronic illness, young people, people with lower level mental health (drawn from IAPT services
* A ‘newsletter’ was requested – this is being considered in terms of distribution and target audience
* An on line public survey ( live for 3 months) is in place
* An online survey for professionals is in place – with the option for telephone interviews where required
* A series of surveys undertaken by the Service User Network including: crisis / distress planning which is exploring gaps around crisis prevention, Care in Recovery, Young Voice report – including barriers to services and Social inclusion and Recovery

1. **Crisis Pathway Workshop**

A partnership workshop has just been held to review the current pathway, map services and responses and revisit plans going forward to ensure that these are still fit for purpose:-

Outcomes:-

* Access to information was raised: the current online directory of services is being developed into a phone app.
* The telephone helpline, call back service, is being linked with the police vulnerable people hubs
* Links with Housing Services in the localities is being made to understand and consider how they link to the pathway more effectively
* Work with 111 is underway to strengthen the mental health response: links to the service directory, Mental Health helpline and professional to professional link for someone in crisis
* A working group is being established to look at a single response (as opposed to a single point of contact