



Who used our services in 2013/14?

According to our latest data for 2013/14:

- 231 people aged 18 – 64 were accessing mental health services provided by NELFT
- 310 people aged 65+ were accessing mental health services, including people with dementia
- 92 people with a mental health problem were in residential care
- 153 Safeguarding alerts about people with mental health problems

Additionally, the latest Joint Strategic Needs Assessment 2012/13 states that:

- Recording of mental health problems is low with only about 0.7% of residents registered by GPs on their mental health registers
- In any given week an estimated 11% of residents will be experiencing depression; higher than the England average (8%) but the same as the London average (11%).



Discussions taking place between service users, professionals and service providers at World Mental Health Day

How did we perform in 2013/14?

- The numbers of people accessing mental health services via a personal budget remains low relative to other client groups, at just 66 people, although it has increased over the year.
- The proportion of adults in contact with secondary mental health services in paid employment is 3%, below the London average for 2012/13 of 5.5%.
- The proportion of adults in contact with secondary mental health services living independently with or without support is shown at 91.5 %, above the London average for 2012/13 of 78.7%.



What services exist in the Borough for people with mental health problems?

Barking and Dagenham's statutory mental health services are provided through an integrated service with the North East London NHS Foundation Trust (NELFT). This is arranged through a Section 75 agreement, a formal agreement in which the Council can delegate responsibilities to NHS bodies for health-related functions. NELFT manages multi-disciplinary teams (e.g. social workers, community nurses and physiotherapists) to support people with their health **and** social care needs to ensure that individuals get the right support at the right time.

Alongside these teams there are a number of commissioned services:

- The Council currently oversees 3 mental health specialist **supported accommodation** contracts which provides 14 self contained flats and 10 shared units.
- The Council also recently retendered and awarded a contract for **Independent Mental Capacity Advocacy (IMCA) and Independent Mental Health Advocacy (IMHA)** which are statutory services. The IMCA service provides specialist independent advocacy service to people (aged over 16) who have no one able to support or represent them, who lack the capacity and/or have problems communicating.

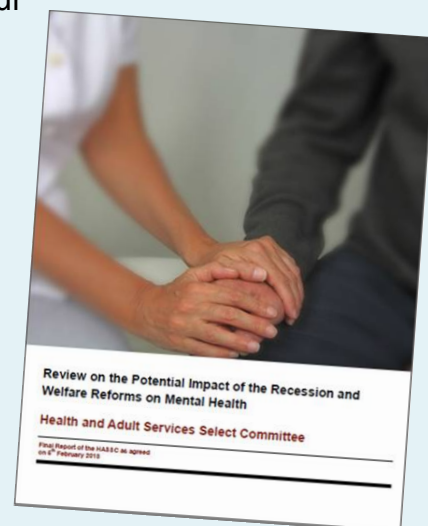
- In April 2012 a new contract was awarded to **Richmond Fellowship** who provide specialist employment support service users with mental health needs. They are also commissioned to provide services users with social inclusion opportunities to prevent isolation and support recovery.
- The Council also supported a local User Led organisation, **Starlight**, in 2013/14 who provided peer support opportunities for local residents who also have mental health needs.

Award-winning digital mental health service Big White Wall (<http://www.bigwhitewall.com>) is available for all patients over 16 in Barking and Dagenham. It offers 24/7 professionally moderated mental health support: peer support, creative art and writing therapies, self-management information and online self-help courses in a safe and anonymous environment. The service may be used by itself as an early intervention for emotional distress, or alongside medication and talking therapies.



What we've achieved in 2013/14

- ✓ Agreed to update the Section 75 agreement so that mental health services continue to be integrated between the council and health and provided by NELFT from 1 April 2014. The agreement affects the employment of 29 members of the Council's staff, who will work under a secondment arrangement to NELFT, and pooled funding arrangements for both organisations; pooled funding totaled £10.7m in 2013/14.
- ✓ The Borough received a national award at the House of Lords to honour their "exemplary" first aid help to people with mental health problems. The Mental Health First Aid (MHFA) project trained 500 front-line staff by March. The Borough has made a local commitment to deliver Mental Health First Aid (MHFA) training to 1500 frontline staff working with both adults and children over the next 2 years that are within the Barking & Dagenham partnership.
- ✓ Hosted a service user engagement event on World Mental Day (10 October) to inform a review on the impact of welfare reforms and austerity on people's emotional and mental wellbeing. The review's recommendations cover better information, advice and advocacy; opportunities for training and volunteering; review of the primary care depression pathway; and deliver Mental Health First Aid training programme.
- ✓ Social care services are entirely structured around integration with the NHS's six clusters of GP practices. Together with community matrons and other health services, these cluster teams work jointly to plan and deliver the care that some of our most vulnerable residents, including our older residents, need. In 2013, a mental health social worker joined each of the clusters to work with vulnerable residents who have mental health problems, but are not of a high enough level to access mental health services.



What do people with mental health problems think of Adult Social Care services?

Based on the 2013/14 Adult Social Care survey:

- 77% of people with mental health problems felt that they had as much control over their daily lives as they want
- 54% of people with mental health problems said they felt as safe as they want; 46% said that care and support services made them feel safe
- 49% of people with mental health problems said they were 'extremely satisfied' or 'very satisfied' with the care and support they receive
- 44% of people with mental health problems found it easy or very easy to find information and advice about support, services or benefits



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- 36% of people with mental health problems felt that they have as much contact as they want with people they like

People with mental health problems feel in control of their lives, and reasonably safe. More work is needed to improve satisfaction with the services they receive, access to information and advice and increased opportunities for socialising.

We spoke to mental health service users who attended the World Mental Health Day event held at the Barking Learning Centre where we asked them their views on the services currently available in the borough. Feedback regarding the advocacy services available was very positive and a number of service users expressed that they felt days like the World Mental Health Day where they get to express their views were very useful. A number of mental health service users stated at the event that they would like to have more computer training and activities available to them and also that more work should be done to engage with people from all cultural groups. It was suggested that cultural and community leaders should be involved in this work. All feedback gained will be shared with the appropriate services, particularly the Mental Health subgroup of the Health and Wellbeing Board and considered as part of the future planning of services.

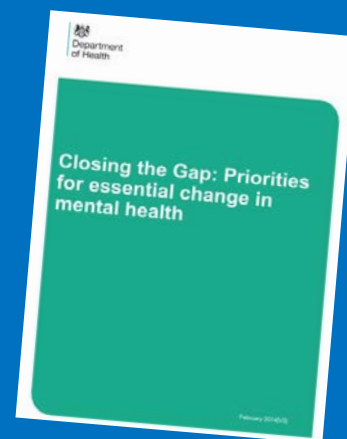
How much did we spend on mental health in 2013/14?

£3.4m was spent on social care services for people with mental health problems



Examples of our plans for 2014/15

- Remodel supporting living arrangements for residents with mental health problems to encourage more movement into independent living in the Borough
- Increase the number of people with mental health problems receiving a direct payment /personal budget and the services and opportunities that are available in the market that can be purchased
- Review the information and advice available about mental health, particularly on the Care and Support Hub, and ensure that people know where to get information about mental health
- Increase professional development for staff through the Mental Health First Aid scheme in order that 1500 staff are trained across the Partnership.
- Improve understanding and appropriate use of the Mental Health Act and Deprivation of Liberty Safeguards.
- Increase access to mental health advocacy services
- Implement actions from the scrutiny review to minimise the negative impact of the recession on people with mental health problems
- Audit services within Barking and Dagenham against the government's 'Closing the Gap' report (published February 2014) which sets out 25 recommendations for local authorities and their partners to take forward to ensure that robust and effective services and care and support are available to people with mental health problems.



Do you agree with what we have said above about mental health?

Take part in our Local Account questionnaire and tell us what you think!