

Appendix 1: Mental Health Strategy – Progress September 2021

Theme One : To raise awareness and understanding of the importance of good mental health and wellbeing		
What do we want to achieve?	What we will do?	Progress
Tower Hamlets is a safe and welcoming place when it comes to mental health	<ul style="list-style-type: none"> ○ A Campaign to tackle stigma and raise awareness, working with those with experience of mental health problems to do this ○ Increase mental health and wellbeing literacy across the borough including interventions to improve understanding of the impact stigma and discrimination have on the lives of people with mental health problems. ○ Provide training and development for all front-line staff to be able to identify symptoms and signpost or make appropriate referral to further support. 	<ul style="list-style-type: none"> ○ Time to Talk Day 2020 (6 February): communications about mental health awareness and stigma, including the launch of LBTH Mental Health First Aiders Network ○ PHE Psychological First Aid training promoted to frontline staff working across the covid response in statutory and voluntary/community sector organisations to build capacity for appropriate and supportive signposting and referral for people in distress. ○ Suicide prevention training, mental health awareness training, guidance and triage and signposting criteria were developed for the LBTH Covid helpline staff (3030) – ensuring people received the right support and were signposted to the correct level of intervention when accessing the front door of the LBTH response ○ PHE Better Mental Health grant activity (to be delivered 2021-2022): training about trauma-informed approaches including understanding of the impacts of trauma on people in Tower Hamlets, and ways to prevent re-traumatisation in the service environment, with a target of 2,000 staff trained by 2022 ○ TH Recovery College commissioned to deliver a suite of co-produced mental health training including specific courses on different MH conditions. ○ Joint commissioned Mind Service - Connecting Communities, providing a programme of mental health

		<p>promotion to reduce stigma and discrimination, through workshops, fun days, arts events; adapting to continue virtual events through the pandemic.</p> <ul style="list-style-type: none"> ○ Involvement in numerous local and national campaigns including ensuring ongoing mental health awareness. ○ CEPN delivering 'free' MH First Aid training at regular intervals throughout the year and it is open to all health, social and voluntary sector organisations.
<p>People to have a good understanding of what mental health is and how to promote it</p>	<ul style="list-style-type: none"> ○ Provide information to staff and residents on mental health and self-care. ○ Target information to the groups that are at a greater risk of developing mental health problems. ○ Participate in the 'Thrive London' programme to improve the health and wellbeing of all Londoners. Promote the Good Thinking online digital platform, which provides a range of resources to support better mental health. 	<ul style="list-style-type: none"> ○ Information about mental health and self-care shared with staff and residents via online platforms such as staff intranet, newsletters, social media (e.g. in alignment with national awareness days Mental Health Awareness Week, World Suicide Prevention Day, World Mental Health Day) as well as: <ul style="list-style-type: none"> ○ Promoted NHS traumatic stress prevention tools (1stContact.net) for all frontline staff (incl. voluntary/community sector) ○ Provided self-care guidance using WHO mental health in emergencies framework to all frontline staff working the covid response (statutory and non-statutory) ○ Promoted PHE Psychological First Aid training and Thrive London resources to community groups and organisations ○ Promoted the Good Thinking online platform as part of the signposting options for residents/staff experiencing mild to moderate distress ○ PHE Better Mental Health grant activity (to be delivered 2021-2022): Development and delivery of communications and engagement activities, including wellbeing volunteers (e.g. champions) aiming to

		<p>increase uptake of 5 ways to wellbeing, Good Thinking, Thrive resources; with engagement with groups that have higher risk of developing mental health problems and experience barriers to general mental health promotion activities (Bangladeshi, Somali communities; Carers; Faith Groups)</p> <ul style="list-style-type: none"> ○ Pamphlet developed to outline full list of local MH services and contact details alongside national support contact details such as Good Thinking, and shared with health and social care providers. This was available across websites, included in local publications 'Our East End', added to 'shielding info' packs etc. ○ Tower Hamlets Talking Therapies Service (THTT) developed a range of psychoeducation webinars and groups to support local residents to better understand mental health and wellbeing, make improvements, and reduce stigma through better awareness.
<p>Local employers to understand and be committed to promoting the mental health and wellbeing of their workforce</p>	<ul style="list-style-type: none"> ○ Improve access to employment for people living with mental ill health. ○ Embed mental health in all organisational policies and procedures. ○ Support local employers to engage with evidence based supported employment programmes such as Individual Placement and Support (IPS) and Access to Work to enable more people with mental health issues to join the workforce. 	<ul style="list-style-type: none"> ○ New IPS contract commenced in April 2020, designed to support improved access to employment for people living with mental ill health. This new service includes dedicated workers embedded within clinical teams supporting people with a range of presentations through individualised support. As the pandemic has had a significant impact on employment, they have adapted their offer to presenting needs. ○ PHE Better Mental Health grant activity (to be delivered 2021-2022): learning and development opportunities for small businesses on workplace wellbeing and mental health with support from LBTH Growth and Economic Development and Trading Standards teams, with a target to engage with 2,000 line managers and owners by July 2022

<p>Address wider determinants of mental health – deprivation, employment, environment, housing, crime, cohesion, loneliness and education</p>	<ul style="list-style-type: none"> ○ Work with colleagues across the Council to influence strategies, strategic boards and work programmes linked to wider social determinants – ensuring specific consideration is given to both population wellbeing and people with a mental health condition. This will involve; ○ Improving air quality in recognition that research has specifically linked poor air quality and mental health diagnosis ○ Improve the cleanliness and look of the borough, particularly on and around high-density housing estates ○ Improve the biodiversity of the borough in recognition of the link between green space and wellbeing. ○ Make better use of our open spaces by providing community activities, outdoor gyms and community growing projects to foster community cohesion and improve health and wellbeing ○ Review street lighting coverage to improve people’s sense of safety, enabling people to get out and about more ○ Encourage landlords to sign-up to our licensing scheme, improving wellbeing and security in private rented tenancies ○ Further embed Social Prescribing in Primary Care and Community ○ Navigators in Idea Store’s to signpost people into community services 	<ul style="list-style-type: none"> ○ Community Navigators embedded as the first point of contact for wider determinants support, including social support regarding social isolation and loneliness. A remote offer accessible online or by phone was in place throughout the pandemic; promoted through local networks to ensure all services (statutory and non-statutory) were aware of this provision. ○ Mental Health Awareness Week 2021 theme was Nature, internal and external comms focused on increasing uptake of open spaces in Tower Hamlets including parks, community activities, outdoor gyms, community growing projects ○ PHE Better Mental Health grant activity (to be delivered 2021-2022): <ul style="list-style-type: none"> • Pilot projects for developing and delivering trauma-informed approaches in local services that address determinants of mental health, including training, co-production, quality improvement (pilot sites will be employment and skills services, hostels, and midwife service) • Training audiences also include benefits/advice services, housing, anti-social behaviour officers and other services which address determinants of mental health
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Theme Two : To ensure early help is available particularly in times of crisis		
What do we want to achieve?	What we will do?	Progress
Individuals and communities are enabled to help themselves, help each other and know when and where to access support	<ul style="list-style-type: none"> ○ Offer Mental Health First Aid training to staff across the partnership so staff are able to identify and respond to the first signs of mental ill health. We will ensure all front line housing staff receive training in this and suicide prevention 	<ul style="list-style-type: none"> ○ CEPN delivering 'free' MH First Aid training at regular intervals throughout the year and it is open to all health, social and voluntary sector organisations. Priority given to housing Providers in first tranche.
Mental health-related information and advice is easily available, including but not only online	<ul style="list-style-type: none"> ○ Provide improved advice on mental health, and give people more chances to interact with health and care services digitally. ○ Target information and advice at groups we know are at an increased risk of poorer mental health 	<ul style="list-style-type: none"> ○ All mental-health information covering a range of aspects (services, MH promotional materials, training and support offers) was available online through the council website, and could be accessed over the phone with support from Community Navigators, as well as Social Prescribers and Care Navigators. ○ An evidence review was conducted and the findings disseminated to the voluntary and community sector to support services, groups and community leaders to target mental health information and advice at those with the most increased risk of poor mental health. ○ Mental health-related information, advice and support / onward referral made available digitally in most services across the borough in response to covid. These services will maintain a hybrid choice based offer in the future: <ul style="list-style-type: none"> ○ Mind Connecting Communities ○ GPs / Social prescribers ○ THTT ○ Community neighbourhood team and community connectors ○ Various outpatient diagnostic and treatment services.

		<ul style="list-style-type: none"> ○ THTT and Connecting Communities offer a range of digital therapy and support / network community groups. ○ During 20/21, all adult GP registered residents sent an SMS to raise awareness of THTT and self-referral options for common mental health disorders.
<p>People experiencing crisis have 24/7 access to the mental health support they need, with round the clock advice and support and treatment available in accessible settings</p>	<ul style="list-style-type: none"> ○ Provide a single point of access, 24-hour crisis response in a non-hospital setting ○ Work to increase the availability of intensive home treatment, particularly out of current operational hours ○ Enhance the pathway for residents in mental health crisis <ul style="list-style-type: none"> ○ Continue to ensure people are able to access a timely dementia diagnosis and early help, extending provision of crisis and community support 	<ul style="list-style-type: none"> ○ The CCG commissioned a 24/7 crisis line in 2019 which has been expanded to provide a second phone line / MH professional call handler to support the ongoing increasing demand. ○ A 24/7 Community Crisis Response Service was launched in July 2021 to support and assess people in crisis in the community at their home / place of their choice. ○ In July 2020, the together café - a community based space for adults who are struggling with a developing mental health crisis was launched. The café is open for service users to drop-in, with no referral process necessary. Service users are supported by one-to-one sessions as well as access to other activities. The service is open on evenings and weekends. ○ Mind – Connecting Communities service has worked to link a range of organisations to create a network of 'safe spaces' where members of the community who are struggling with their mental and emotional health will be welcomed and safe from stigma and discrimination. ○ The pandemic has significantly affected dementia diagnosis services nationally as vulnerable patients were shielding and diagnostic services closed for a period. Locally we have committed additional investment / resource to support return to contractual / national waiting time standards. Recovery of diagnosis services is a key priority for 21-22.

		<ul style="list-style-type: none"> ○ Redesigned Alzheimer’s Society Dementia service – which consists of two main elements: <ul style="list-style-type: none"> ○ Community based one to one support for people with dementia and/or their carers to lead fulfilling lives, reducing isolation and loneliness by identifying their own personal talents, strengths, and capabilities, and what they can bring to their peers and the wider community. ○ Dementia Friendly Community Network Development: This role will build upon the established local dementia cafes and singing for the brain group to support the development and delivery of more groups as identified through co-production. This role will work with the wider community including volunteers to develop and invigorate a range of community group opportunities.
Continue to deliver on actions to prevent suicide	<ul style="list-style-type: none"> ○ Continue to carry out the Suicide Prevention Plan, overseen by the Suicide Prevention Steering group. Actions include a commitment to offer suicide prevention training to more staff and residents 	<ul style="list-style-type: none"> ○ Public Health has coordinated the multi-agency suicide prevention steering group who meet quarterly to discuss and influence actions in relation to the suicide prevention strategy. ○ The multi-agency suicide prevention strategy for Tower Hamlets is currently being refreshed with support from steering group members, in the context of newly available Public Health England guidance and new real-time surveillance data, as well as new cross-directorate ways of working in the Council. ○ Suicide prevention training continues to be offered at regular intervals throughout the year and it is open to all health, social and voluntary sector organisations.
People have access to high quality, NICE-compliant early intervention	<ul style="list-style-type: none"> ○ Expand the provision of perinatal services for new and expectant mothers from pre-conception up to 24 months post-birth 	<ul style="list-style-type: none"> ○ Perinatal services expanded in 2020 to provide perinatal services for new and expectant mothers from pre-conception up to 24 months post-birth. Further

<p>services including those for expectant and new mothers</p>		<p>expansion scheduled during 21-22 and 22- 23.</p> <ul style="list-style-type: none"> ○ Maternal Mental Health Service to launch in October 2021. Service offering combined maternity, reproductive health and psychological therapy for women experiencing moderate-severe/complex mental health difficulties directly arising from, or related to, the maternity experience.
<p>More people access NICE compliant psychological and talking therapies particular those from BME groups who have been under represented, and those with longer term physical health conditions</p>	<ul style="list-style-type: none"> ○ Review talking therapies pathways across all providers of talking therapy services to inform future commissioning ○ Consider access to talking therapies for older people and people from BAME communities 	<ul style="list-style-type: none"> ○ Review planned for 2021/22 to assess needs of psychological therapy / talking the services to align with the national community mental health transformation programme. ○ THTT has undertaken patient surveys and engagement events with our population over the last year to identify health inequalities for local ethnic communities – i.e. to understand drivers for lower access rates, lower recovery rates, higher dropout rates and lower levels of satisfaction with service. In response, they have worked with communities to develop culturally sensitive materials, and provided culturally sensitive training for their staff. This remains a priority area of focus for 21-22. ○ THTT has made links with local residential care homes to widen access but older people are still under-represented compared to the demographic data and further focussed work with THTT, and LBTH commissioning is underway.
<p>The family, friends and loved ones of people with mental health problems are supported</p>	<ul style="list-style-type: none"> ○ Continue to proactively identify carers and continue to provide services to support them 	<ul style="list-style-type: none"> ○ Carers Centre commissioned to be the one stop service. It provides a wide range of carer related information and advice including, undertakes carer’s assessments to identify support needs, welfare benefit advice, advocacy, and practical support to enable carers to continue in their caring role. ○ Connecting communities: provided by MIND in Tower

		<p>Hamlets and Newham offers support and activities to residents affected by mental ill health, including a carers support group.</p> <ul style="list-style-type: none"> ○ The Recovery College offers training courses for residents in the borough including courses around mindfulness, mental health stigma and carers caring for themselves. ○ Care coordinators consider carers support needs as part of their standard assessment process, as required or requested, care coordinators can undertake carer's assessments to create their own support plan
<p>The barriers to the most vulnerable at risk groups accessing support— e.g. homeless and rough sleeping, people identifying as LGBTQ - are addressed</p>	<ul style="list-style-type: none"> ○ Develop integrated mental and physical health services for rough sleepers and those who are homeless as well as expanding access to specialist homeless mental health support for rough sleepers. ○ Carry out more analysis on the experience of the most vulnerable at risk groups 	<ul style="list-style-type: none"> ○ Expanded RAMHP service, provided by ELFT, operating across East London Boroughs, to providing an equitable mental and physical health offer for our homeless and hostel population. The model is a nurse led model, incorporating, Psychology, OT and Peer Support expertise. The team targets inequalities for the Rough Sleeping population by having a low threshold for referrals. Referrals are based on suspected a mental health or psychological problem and being a recognised Rough Sleeping. ○ Parents and Careers Race Equality Framework Project. An ELFT Service User Led Project designed to advance equalities in East London. A practical tool to understand the areas in need of improvement within mental health care. With particular attention being paid to BAME communities facing inequalities. Seeking feedback from all communities across East London - i.e. City & Hackney, Tower Hamlets and Newham on experience of mental health services.

Theme Three : Theme Three: To ensure the provision of high quality mental health care and treatment

What do we want to achieve?	What we will do?	Progress
<p>People to be able to access mental health care and support in a timely manner when they most need it</p>	<ul style="list-style-type: none"> ○ Work to ensure waiting times for mental health services are minimised, publishing waiting times for key services as part of our commitment. ○ Ensure advocacy services are available so that people with a serious mental health issue who use our services know what choices are available to them locally, what they are entitled to and who to contact when they need support ○ Ensure that service users are supported to report abuse and neglect and are able to take part in the safeguarding process in the way they want ○ Review our referral and diagnostic pathway for people with Autism Spectrum Disorder who are not eligible for mental health services, expanding access to those with a prior diagnosis in need of support ○ Offer Mental Health First Aid training to staff across the partnership so staff are able to identify and respond to the first signs of mental ill health. ○ We will ensure all front line housing staff receive training in this and suicide prevention 	<ul style="list-style-type: none"> ○ Ongoing work with all providers to review waiting times in light of the pandemic with additional investment / resource for those services most significantly affected, with return to waiting time compliance plans in place. Three services with significant challenged waiting times: <ul style="list-style-type: none"> - Dementia Diagnosis - Psychological Therapies (secondary care) - Autism Diagnosis ○ Advocacy service provided by Mind, with steady referrals and regular contact with ward staff. 100% of CTO clients informed of their right to advocacy. Robust plan in place to continue to promote advocacy awareness via ward and community meetings. Advocacy awareness training provided for all new ELFT ward staff. ○ CCG/ LBTH commissioned adult diagnostic and intervention service expanded to incorporate an increased offer of support for those with an existing diagnosis who need additional support. Further work underway during 21/22 to explore opportunities to co-produce an "autism hub" with an expanded offer of peer support. ○ LBTH has a Mental Health First Aiders Network coordinated by LOCD. The network has 52 members. The last batch of MHFA qualified in January and since then they have had 12-recorded interventions and a number of drop in sessions. ○ All Crisis Service staff trained in suicide prevention. All Housing staff offered access to programme as part of standard rollout

<p>Better and improved access to community based mental health support</p>	<ul style="list-style-type: none"> ○ Review the existing model for day provision and information and advice community services to increase personalisation and the integration of health and social care ○ Review our resettlement and rehabilitation team pathways to ensure our supported housing, residential and nursing care providers for people with mental health problems - including dementia – have access to specialist support. 	<ul style="list-style-type: none"> ○ New model in place delivered by Mind, ELFT, Working Well Trust and Hestia. Four inter-related services within the overall wellbeing and recovery umbrella. This new model provides: <ul style="list-style-type: none"> ○ A public facing multi-media specialist directory of resources ○ A phone and face-to-face navigation for 200 people per quarter ○ Café space that challenges stigma and social isolation through co-producing and co-delivering 40 activities a week with community partners and service users ○ 120 hours of person-centred 1:1 support ○ Recovery college which delivers 20 courses per term to over 600 students ○ 75 places with specialist mental health supported employment. 135 people per year supported to retain employment ○ Following a review of our supported housing provision, we have put in place an accommodation strategy team to improve the specialist support available locally. The team also provide a recovery focused, time limited service aimed at reducing social isolation, social exclusion and stigma, promoting and enabling the independence of people with mental health support needs, their integration into their local community and improvement in their quality of life. The team provide oversight and delivery of an ambitious move-on pathway for service users. ○ High quality trauma informed care embedded in THTT
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	<ul style="list-style-type: none"> ○ Develop trauma informed care, particularly for those who have witnessed or experienced violence, abuse and/or severe neglect either in childhood or adulthood ○ Ensure service navigators are available to people with complex needs and advocate for them to have peer experience and be skilled in negotiating the access barriers experienced by minority group 	<p>with both NICE recommended treatments for PTSD being offered</p> <ul style="list-style-type: none"> • Trauma Focussed Cognitive Behavioural Therapy (TFCBT) • Eye Movement Desensitisation Reprocessing (EMDR) <ul style="list-style-type: none"> ○ New Community Connector roles embedded within primary care networks along with peer support workers as part of community mental health transformation programme. Roles focused on improving access for marginalised groups.
People to have access to good quality inpatient services when they need them	<ul style="list-style-type: none"> ○ Work across East London with our partners to consider the current patient footprint, identifying any options for the future design of services that optimise safety and outcomes for service users ○ Review the current in-patient services for older adults with continuing health care needs related to dementia so that, where appropriate, we reduce the length of a hospital stay through adequate and appropriate community services and care homes that are able to meet the needs of people with dementia 	<ul style="list-style-type: none"> ○ Programme paused during pandemic ○ Review underway following the covid relocation of older adults dementia assessment ward to East Ham Care Centre. Review expected by December 2021.
Support to be personalised and recovery orientated, with people having greater access to peer support and employment	<ul style="list-style-type: none"> ○ Expand the provision of peer support in all of our statutory and voluntary sector services ○ More firmly embed peer support for people with Autism Spectrum Disorder who are not eligible for mental health services ○ Expand access to support for people with mental health issues to access and sustain employment with specific consideration given to under-represented groups (e.g. those known to the 	<ul style="list-style-type: none"> ○ Significant expansion in peer support workers embedded in local services in 20-21 through the locally commissioned Recovery and Wellbeing Services and the Community MH Transformation Programme. ○ CCG/ LBTH commissioned adult diagnostic and intervention service expanded to incorporate an increased offer of support for those with an existing diagnosis who need additional support. Further work underway during 21/22 to explore opportunities to co-

	criminal justice system)	<p>produce an “autism hub” with an expanded offer of peer support.</p> <ul style="list-style-type: none"> ○ New IPS contract commenced in April 2020, designed to support improved access to employment for people living with mental ill health. This new service includes dedicated workers embedded within clinical teams supporting people with a range of presentations through individualised support. As the pandemic has had a significant impact on employment, they have adapted their offer to presenting needs.
People to experience more holistic treatment of their mental and physical health and more people with mental health problems to have good physical health	<ul style="list-style-type: none"> ○ Develop new integrated models of primary and community care, increasing access to a greater number of people with mental health issues to ensure people’s holistic needs are met in one place ○ Increase the number of people with serious mental illness who access enhanced physical health checks; ensuring we target initiatives to promote physical health to those in most need 	<ul style="list-style-type: none"> ○ Well advanced Community Mental Health Transformation Programme in place, expanding integrated primary and secondary care for adults and older adults with serious mental illness. Embedded mental health practitioner roles in Primary Care Networks to meet the needs of people living with severe mental illnesses in primary care and expanding access to peer and non-clinical support. Despite the challenges of the pandemic, these services continue to support people into employment (including new key worker roles) and offer job retention support for those struggling in their existing role. ○ Physical health check rates are below target but above the London average. Rates have been impacted by the lack of capacity in primary care due to the vaccine roll out. HCAs are being employed to work across the secondary care primary care interface and are a key focus for 21-22
More young people transitioning from Child and Adolescent Mental Health Services	<ul style="list-style-type: none"> ○ Improve and expand the transition pathway for children and young people into adult mental health services ○ Improve and expand access to support for young 	<ul style="list-style-type: none"> ○ Priority area for 21-22 as part of the community mental health transformation programme

<p>into adulthood to have a positive experience of services</p>	<p>people who do not go on to access adult secondary mental health services</p>	
<p>Mental health care and support to be co-designed and delivered by the people who use them</p>	<ul style="list-style-type: none"> ○ Work with partners and our voluntary sector groups to embed coproduction in the design and delivery of our services. ○ Plan, carry out and monitor this strategy with people who have experience of mental health problems 	<ul style="list-style-type: none"> ○ Co-production embedded within all service design, procurement evaluations and delivery. Expansion of peer support an integral part of all transformation programmes. Significant progress for example in: <ul style="list-style-type: none"> ○ Community mental health teams ○ Autism diagnostic and intervention service ○ Community Dementia service ○ Wellbeing and recovery services ○ Perinatal service ○ Crisis cafes. ○ Whilst co-production is systematically embedded within all elements of service design and delivery, work to formalise the governance and oversight of strategy delivery was paused during the last 18 months.
<p>Improved support for people with a dual diagnosis of substance misuse and mental health problem</p>	<ul style="list-style-type: none"> ○ Work with the Drug and Alcohol Action Team, to consider the design of future support for people with a dual diagnosis including a serious mental illness and a substance misuse and/or alcohol problem 	<ul style="list-style-type: none"> ○ Joint working protocol agreed with ELFT/ Reset ○ Enhanced PIE Psychological in reach support commissioned from Bethnal Green CMHT for hostels. ○ Recovery drop-in sessions in place for all supported living schemes in the borough. ○ Priority area for 21-22 as part of the community mental health transformation programme