

Broxtowe Borough Council Mental Health Action Plan 2021-2024

ACTION	DUE DATE	OFFICER	NOTES
1. DIRECT ACTION TO IDENTIFY RESIDENTS IN NEED OF MENTAL HEALTH SUPPORT AND ACT TO REDUCE THEIR RISK OF HARM AND CONNECT THEM TO MENTAL HEALTH SUPPORT			
1.1. Multi agency meetings of the Complex Case Panel.	Ongoing (monthly)	Chief Communities Officer	Often cases will involve mental health issues and meetings are attended by mental health workers.
1.2. Ensure procedures in place for staff to refer adult safeguarding cases into Multi Agency Safeguarding Hub (MASH) or referral to other agencies and case recording procedure in place.	Ongoing	Chief Communities Officer	Relevant procedures are monitored and updated as appropriate to ensure all adult safeguarding referrals, some of which involve mental health issues, are referred to the appropriate agency in a timely manner.
1.3. Provide central point of contact within the Authority for advice on safeguarding, and mental health signposting in respect of the general public.	Ongoing	Chief Communities Officer	A single point of contact is provided for all staff for advice on referrals / signposting in respect of mental health issues.
1.4. Provide safeguarding adults training for frontline staff and members via Broxtowe Learning Zone and face to face sessions.	Ongoing	Chief Communities Officer / Learning and Development Coordinator	Safeguarding adults cases often involve mental health issues. Training ensures knowledge provision to ensure any relevant cases are properly reported.

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2. FINANCIAL SUPPORT FOR ORGANISATIONS DELIVERING MENTAL HEALTH SERVICES			
2.1. Grant to Middle St resource Centre to support the work they do in supporting people with mental health difficulties and learning disabilities (£10,000)	As applications for support received	Finance and Resources	
2.2. Continued financial support of the Eastwood Mental Health Hub. (£40,000)	Annually	Council	<p>This service, created by Citizens Advice and Mind and part funded by Broxtowe Borough Council, promotes mental health well-being along with providing advice on issues such as debt, benefits, letters from official organisations, forms, housing, penalty charges and more.</p> <p>The Eastwood Mental Health Hub is being run by an Early Intervention Advocacy Caseworker and a Mind Mental Health Caseworker.</p>

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3. EFFECTIVE COMMUNICATION AND AWARENESS RAISING TO IMPROVE MENTAL HEALTH.			
3.1. Devise and promote the Live Well Together campaign which will include mental health promotional initiatives.	April 2021	Corporate Communications Manager	Objectives of this scheme are: <ol style="list-style-type: none"> 1. Increase the profile of key services to show that the Council takes a proactive approach to helping residents live better lives. 2. Help residents to live well across the full range of factors which impact on wellbeing. 3. Enable residents to make positive choices to improve their own wellbeing. 4. Signpost to partner services and celebrate the success of partners and local people in these areas. 5. Support the Borough's recovery from COVID-19. 6. Increase the profile of key services to show that the Council takes a proactive approach to helping residents live better lives. 7. Help residents to live well across the full range of factors which impact on wellbeing.

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			<p>8. Enable residents to make positive choices to improve their own wellbeing.</p> <p>9. Signpost to partner services and celebrate the success of partners and local people in these areas.</p> <p>10. Support the Borough's recovery from COVID-19.</p>
<p>3.2. Raise awareness of national campaigns</p>	<p>Ongoing</p>	<p>Corporate Communications Manager</p>	<p>We have a webpage to signpost people to share national campaigns such as Every Mind Matters, and Mental Health Awareness week, both internally and externally.</p>
<p>3.3. Promote and raise awareness of appropriate helplines and websites to help people to find the nearest mental health support / service in their area and also to find support for whatever may be the cause of the mental health issue e.g., debt / finance issues. Such helplines and websites include:</p> <ul style="list-style-type: none"> • Nottinghamshire Mental Health Helpline • Nottinghamshire Crisis Line 		<p>Corp Comms Manager / Local Strategic Partnership / Elected members</p>	<p>These helplines and websites provide help and guidance on a wide range of mental health issues, both for those who may be experiencing them but also for carers and others who may be affected.</p>

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<ul style="list-style-type: none"> • Every Mind Matters • NHS Choices <p>This will include promotion of national promotion days such as World Mental Health Day</p>			
4. SUPPORT THE MENTAL HEALTH OF OUR TENANTS			
4.1. Provision of I-Plan for Council tenants in Independent Living dwellings.	Review of procedure 31/3/2021	Head of Housing	Every Independent Living tenant has an 'I-Plan'. This is completed when they move in and reviewed every six months. This includes references to mental health, isolation and loneliness. Referrals are then made to our own activities co-ordinators, befriending services and care organisations. The I-Plans have been in place just over a year and it is planned to review them by the end of the year.
4.2. Activities Coordinators in Independent Living Schemes	Review of procedure 31/3/2021	Head of Housing	Activities Co-ordinators work in our Independent Living schemes delivering activities and supporting tenants to organise their own. They are not currently working at schemes, but are keeping in contact with those that are usually involved in activities to offer support. Again, the activities have been

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			running for a year and during this time we are reviewing what is provided and how it could be improved when they are back working in schemes.
4.3. Look to increase the capacity of the Tenancy Sustainment Service in respect of Council dwellings from one officer to two.	31/3/2021	Head of Housing	Part of the Housing Division's Neighbourhood Strategy. Increased capacity to assist those who need assistance to maintain their tenancy. Often such people have mental health issues.
4.4. Provide added support to people with mental health issues to access housing particularly with homeless applications.	Ongoing	Head of Housing	A Mental Health Navigator has been recruited as part of the Rough Sleeper Initiative funding.

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4.5. Provide summer holiday activity for children of tenants.	Summer 2021	Head of Housing	Unfortunately we were not able to provide this due to coronavirus in 2020 but would hope to resume as soon as possible
5. PARTNERSHIP WORKING TO IMPROVE MENTAL HEALTH			
5.1. Provide a Broxtowe Partnership Board theme meeting on Mental Health	October 2020	Chief Communities Officer	Bring together partners to discuss mental health services, their experience of mental health pre and post Covid and how they are adapting their service offer.
5.2. Set up an officer Task and Finish Group to explore and tackle issues raised at the Broxtowe Partnership Board meeting (see above).	March 2021	Chief Communities Officer	Look to improve links between partners, add value to existing efforts and try and resolve some of the problems and issues created by the pandemic.

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6. ACTION TO PREVENT SUICIDE			
6.1. Raise awareness of the issue of suicide, it's causes and sources of help to those affected by either feeling suicidal or bereaved as a result of suicide.	December 2020	Head of Public Protection	Report to Leisure and Health Committee. Links to be provided on Council's website.
6.2. Continue to use the "Dealing With Threats of Suicide" protocol.	Ongoing	Head of Public Protection. All staff	This protocol equips staff with the knowledge and a template on how to deal with someone who threatens suicide. This not only assists in looking to assist the person making the threat, but also safeguarding the officer involved.

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7. PROMOTE GOOD MENTAL HEALTH FOR CHILDREN AND YOUNG PEOPLE			
7.1. Master Your Mind resource distributed to schools through Broxtowe Youth Voice	May 2022	Communities Officer	Distribution of booklet with hints and tips for young people to overcome anxieties also signposting to further mental health services. This was undertaken in 2019. Dependent on feedback, consideration will be given to repeating
7.2. Promote and distribute a directory of services that contribute to improve young people's mental health and low level anxieties	April 2021	Communities Officer	This is an identified action within the Children and Young Persons Action Plan
7.3. Dedicate a Children and Young Persons partnership meeting to update partners on young people's mental health services	April 2021	Communities Officer	Share good practice and establish links in respect of young people's mental health

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8. PURSUE THE COUNCIL'S VISION TO BE A PLACE WHERE PEOPLE LIVE WELL WITH DEMENTIA			
8.1. Continue to provide Dementia Friend Information Sessions for staff and any organisation within Broxtowe	End date of plan	Communities Officer (Health)	Training in place delivered throughout the year. The aim is to improve awareness, understanding and reduce stigma. Training has been delivered to Independent Living Scheme residents, amongst others.
8.2. Review the Council's Dementia Action Plan.	December 2021	Chief Communities Officer	This plan sets out the Council's actions to assist those in the borough affected by dementia, either as living with dementia or caring for someone who is.
8.3. Provide two dementia friendly bungalows	April 2021	Head of Property Services	These bungalows are nearing completion and will provide bespoke dwellings to assist everyday living for two households living with dementia.

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8.4. Provision of Dementia Grants as part of the Council's Disabled Facilities Grant (DFG) Policy.	Ongoing	Private Sector Housing Manager	This aspect of the Council's policy allows for the provision of assistive technology and other adaptations for those living with dementia to assist in enabling them to stay in their own homes
8.5. Provide financial support for The Studio dementia help scheme (£10,000 Agreed)	Annual	Council	Provision of financial assistance so that a voucher system can be made available for people with dementia to enable them to access sessions at the Studio at a subsidised cost.
8.6. Show civic support for carers of those with mental health issues.	May 2021	Corporate Communications Manager / Mayor	The previous Mayor hosted a "thank you" tea with carers of people with mental health needs. It is hoped to repeat this or provide something similar, Covid-19 restrictions permitting.

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9. PROMOTE THE GOOD MENTAL HEALTH OF EMPLOYEES			
9.1. Provision of Care First Employee Assistance Programme	Ongoing	HR Manager	As part of the Care First Employee Assistance Programme. A counselling service is available to all staff and members. All calls are answered by British Association for Counselling and Psychotherapy (BACP) accredited counsellors for immediate crisis support. Care First also offer alternative counselling solutions such as online real-time counselling, online Cognitive Behaviour Therapy courses and an online counselling 'chat' function. These diverse streams are designed for ease of access and an alternative method for the diverse workforce the Council has.
9.2. Offer bereavement counselling to staff	Ongoing	HR Manager	Care First offers bereavement counselling and we recommend this service to bereaved staff. We also give advice about the support offered by the charity Cruse Bereavement Care:

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9.3. Broxtowe Borough Council to be a signatory to the Mindful Employer Charter.	Ongoing	HR Manager	The Council signed the Charter for Employers who are Positive about Mental Health in June 2015 demonstrating a commitment to supporting employees and job applicants who suffer from mental health issues – this can include longer-term mental health conditions.
9.4. Broxtowe Borough Council to join the Nottinghamshire County Council Wellbeing at Work Scheme.	April 2021	Communities Officer (Health)	The Wellbeing at Work Scheme aims to encourage staff to take more responsibility for their own health and wellbeing - making health 'everybody's business'. Focuses on tackling the main causes of illness now and in the future including smoking, poor diet, physical inactivity, mental ill health, alcohol use.
9.5. Provide Mental Health First Aid training for managers	Ongoing	Learning and Development Coordinator	Managers receive Mental Health First Aid training to increase their knowledge and skills in both recognising and supporting staff who may be suffering with mental health issues.

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9.6. Create and distribute a monthly Employee Mental Health Champions Newsletter	Ongoing	HR Manager	The two HR Apprentices have put together a new monthly newsletter to promote positive mental health for employees. This will include tips, recipes, fun exercises, good news stories and competitions for prizes. First edition will be November 2020.
9.7. Employee Mental Health Champions Group	Ongoing	HR Manager	<p>The Employee Mental Health Champions Group has had a huge influence since it's relatively recent formation. It has been able to meet remotely during the lockdown and has been able to discuss general mental health concerns as well as receive a tutorial and trial the new Employee Assistance Programme prior to the launch. Since its inception, the group has been responsible for a number of initiatives including:</p> <p>Mental Health Awareness Week and World Mental Health Day 2020</p> <p>The Champions Group/HR promoted these in May and October via staff briefings and daily emails. The Group encouraged teams and employees to meet virtually to promote the World Mental Health Day by wearing green and taking a moment to 'check in' with one another.</p>

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			<p>New Employee Assistance Programme Introduction Immediately prior to the pandemic, Broxtowe introduced a new employee assistance programme – Care First. The new provider was chosen as it offered more support for employees, a wider range of services and better value for money/return on investment. The Champions Group helped pilot the new programme prior to launch.</p> <p>Corporate Communications Additional mental health support, advice and guidance was regularly distributed to employees via the all staff email/briefing.</p> <p>Fundraising Fundraising via cake sales for employees to celebrate Mental Health Awareness Day – between £400-500 has been raised via these. Mental Health support was promoted on the days and employees were encouraged to talk and be aware of what support is available.</p>

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			<p>Visit to Nottingham Recovery College. A number of the group went for a tour/open day at the College to learn about what support outside the Council was available and to learn about the free services they provide.</p> <p>New Ways of Working The Group has input into the new building plans in relation to a wellbeing room within the Council Offices</p> <p>Publications and other work The Group also agreed for a number of Mental Health magazine subscriptions – Happyful Magazine and the Happy Newspaper which have been distributed to employee breakout areas on a monthly basis. Happy Calendars have also been promoted, distributed and actioned across the Council on a monthly basis. The team created a poem which was focused on Mental Health and which was turned into a video for all staff to see. Disability Confident status has also been discussed at meetings.</p>

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9.8. Provide a central point of contact within the Authority for advice on safeguarding, and mental health signposting in respect of staff.	Ongoing	Head of Human Resources	A single point of contact is provided for all staff for advice on referrals / signposting in respect of mental health issues.