

# Broxtowe Borough Council Mental Health Action Plan 2021-2024

ACTION	DUE DATE	OFFICER	NOTES
<b>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</b>			
1.1. Multi agency meetings of the Complex Case Panel.	Ongoing (monthly)	Chief Communities Officer	Often cases will involve mental health issues. Meetings held monthly - 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. The Safeguarding Adults course within Broxtowe Learning Zone is mandatory training for all PC & PDA users. Face to face training will be offered on request where online training

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			has been completed following return to office working
<b>2. FINANCIAL SUPPORT FOR ORGANISATIONS DELIVERING MENTAL HEALTH SERVICES</b>			
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	The Council made a grant of £10,000 to the Middle Street Resource Centre in March 2020 to assist with the initial community response to the pandemic. Further grants of £10,000 and £2,500 were made in November 2020 and March 2021 respectively from the Council's Additional Restrictions Grant (ARG) allocation from Central Government.
2.2. Continued financial support of the Eastwood Mental Health Hub. (£40,000)	Annually	Council	A payment of £35,640 was made to the Citizen's Advice Bureau in May 2020 as contribution towards the cost of the services described for 2020/21. The Council has included a sum of £35,000 in the 2021/22 budget to allow support for this initiative to continue.
<b>3. EFFECTIVE COMMUNICATION AND AWARENESS RAISING TO IMPROVE MENTAL HEALTH.</b>			

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<p>3.1. Devise and promote the Live Well Together campaign which will include mental health promotional initiatives.</p> <p>Objectives of this scheme are:</p> <ol style="list-style-type: none"> <li>1. Increase the profile of key services to show that the Council takes a proactive approach to helping residents live better lives.</li> <li>2. Help residents to live well across the full range of factors which impact on wellbeing.</li> <li>3. Enable residents to make positive choices to improve their own wellbeing.</li> <li>4. Signpost to partner services and celebrate the success of partners and local people in these areas.</li> <li>5. Support the Borough's recovery from COVID-19.</li> </ol>	<p>April 2021</p>	<p>Corporate Communications Manager</p>	<p>The campaign has been drafted but much activity has been impacted by COVID-19.</p> <p>However, the following actions have been taken:</p> <ul style="list-style-type: none"> <li>• Created a new online directory on the website to sign post residents to support and advice on a range of health and wellbeing issues, including mental health.</li> <li>• Reconnect this winter campaign ran in winter 2020/21 to give residents ideas for improving their wellbeing, including mental health.</li> <li>• Winter Wellness guide promoted through our channels.</li> <li>• Mental health advice and signposting regularly featured in weekly COVID-19 email communications to over 20,000 residents, social media messages to over 14,000 residents and in COVID mail outs to every household in the Borough (50,000 properties).</li> </ul> <p>Weekly wellbeing information in Employee Briefings for staff.</p>

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3.2. Raise awareness of national campaigns	Ongoing	Corporate Communications Manager	Have continued to share national campaigns and awareness week information to residents and employees.
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: <ul style="list-style-type: none"> <li>• Nottinghamshire Mental Health Helpline</li> <li>• Nottinghamshire Crisis Line</li> <li>• Every Mind Matters</li> <li>• NHS Choices</li> </ul> This will include promotion of national promotion days such as World Mental Health Day		Corp Comms Manager / Local Strategic Partnership / Elected members	Ongoing promotion has continued, including as part of the COVID-19 communications mentioned above.  Ongoing Broxtowe Local Strategic Partnership emails being sent to partners advising of relevant mental health services / training

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<b>4. SUPPORT THE MENTAL HEALTH OF OUR TENANTS</b>			
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 'IPlan'. 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 reviewed to ensure all necessary questions are asked and in the most appropriate order.
4.2. Activities Coordinators in Independent Living Schemes	Review of procedure 31/3/2021	Head of Housing	The team have reviewed all activities on offer, and will be introducing a new range of outdoor activities meeting COVID -19 requirements.
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	A second Tenancy Sustainment Officer has been approved by committee. Recruitment will begin shortly.

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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.
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 and 2021 but hope to resume in 2022. Free activities for children and food to children on free school meals have been provided through the HAF (Holiday Activity & Food fund) in 2021
<b>5. PARTNERSHIP WORKING TO IMPROVE MENTAL HEALTH</b>			

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5.1. Provide a Broxtowe Partnership Board theme meeting on Mental Health	October 2020	Communities Officer (Health)	Meeting held. Partners came together to discuss mental health services, their experience of mental health pre and post COVID-19 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	Communities Officer (Health)	January 2021 - The Mental Health Task and Finish group agreed to merge with the Integrated Care Partnership, locality based, Nottingham West / Broxtowe Mental Health Network. This will avoid unnecessary duplication, offer a long term, more inclusive mental health working group for Nottingham West / Broxtowe area.
<b>6. ACTION TO PREVENT SUICIDE</b>			
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	Chief Communities Officer	A report raising awareness of suicide was presented to the Leisure and Health Committee at its meeting on 25/11/21.



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6.2. Continue to use the “Dealing with Threats of Suicide” protocol.	Ongoing	Chief Communities Officer All staff	Protocol continues to be valued and used by staff. In 2019, 13 threats were dealt with by officers. In 2020, 17 threats were dealt with. The protocol has been amended to reflect the fact that many officers are not now working in an office environment where assistance is readily available. A report on the use of the protocol was presented to the Personnel Committee at its meeting on 23/3/21 and will be reviewed following a request from that committee.
<b>7. PROMOTE GOOD MENTAL HEALTH FOR CHILDREN AND YOUNG PEOPLE</b>			
7.1. Master Your Mind West Bridgford School yr 13 project resource distributed to schools through Broxtowe Youth Voice	May 2022	Communities Officer (Health)	200 Master Your Mind booklets distributed to Broxtowe Youth Voice as a resource to use in secondary schools. This booklet has hints and tips for young people to overcome anxieties, along with signposting to further mental health services. <b>COMPLETED</b>

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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 (C&YP)	The Young People's Mental Health directory has been updated for 2021 and will be distributed to all internal and external partners and elected members by the end of April 2021
7.3. Dedicate a Children and Young Persons partnership meeting to update partners on young people's mental health services	April 2021	Communities Officer (C&YP)	A dedicated Children & Young People Group meeting on the theme of young people's mental health was held 10th June 2021
<b>8. PURSUE THE COUNCIL'S VISION TO BE A PLACE WHERE PEOPLE LIVE WELL WITH DEMENTIA</b>			
8.1. Continue to provide Dementia Friend Information Sessions for staff and any organisation within Broxtowe	End date of plan	Communities Officer (Health)	This was paused due to the pandemic. Alzheimer's Society will receive training so they can deliver on line / virtual sessions. Exploring opportunities in partnership with Eastwood Dementia Café to offer to local businesses

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8.2. Review the Council's Dementia Action Plan.	December 2021	Communities Officer (Health)	Due to the pandemic, it is expected that many actions within this action plan will be carried forward. However, a review will still take place.
8.3. Provide two dementia friendly bungalows	April 2021	Head of Asset Management	Bungalows now completed and occupied
8.4. Provision of Dementia Grants as part of the Council's Disabled Facilities Grant (DFG) Policy.	Ongoing	Private Sector Housing Manager	People with dementia are among those who are allocated Disabled Facilities Grants for adaptations in their homes and although there is a move to a standardised Disabled Facilities Grant policy across the County this aspect of Broxtowe's policy will be retained

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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 has been approved by Leisure and Health Committee
8.6. Show civic support for carers of those with mental health issues.	May 2021	Corporate Communications Manager / Mayor	This has not been possible during the pandemic due to social distancing. However, the Mayor has contacted residents and Independent Living Tenants, as well as Past Mayors and Freemen and Aldermen to check in on them and signpost to support as required. Feedback from these calls has been very positive
<b>9. PROMOTE THE GOOD MENTAL HEALTH OF EMPLOYEES</b>			
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 realtime counselling, online Cognitive Behaviour

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			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
9.3. Broxtowe Borough Council to be a signatory to the Mindful Employer Charter.	Ongoing	HR Manager	HR Manager has reviewed and renewed the 8 year Mindful Employer Charter in March 2021 – awaiting renewal certificate.

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9.4. Broxtowe Borough Council to join the Nottinghamshire County Council Wellbeing at Work Scheme.	April 2021	Communities Officer (Health)	The relaunch of the new scheme was halted by the pandemic. Public Health at Nottinghamshire County Council are currently focussing their efforts on the pandemic and as such this piece of work is delayed.
9.5. Provide Mental Health First Aid training for managers	Ongoing	Learning and Development Coordinator	Unfortunately, due to the Covid19 pandemic restrictions, we have been unable to provide any face to face training events for the remaining managers requiring this for over a year now, but we hope to address this later this later in 2021 and early 2022. In addition recertification training will be offered to the trained managers when we can resume.
9.6. Create and distribute a monthly Employee Mental Health Champions Newsletter	Ongoing	HR Manager	Five editions have been produced and distributed up to the end of March 2021. There has been a lot of positive feedback from employees across the organisation and the newsletter continues to develop.

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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><b>Mental Health Awareness Week and World Mental Health Day 2020</b> 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> <p><b>New Employee Assistance Programme Introduction</b> Immediately prior to the pandemic, Broxtowe BC introduced a new employee assistance programme – Care First. The new provider was chosen as it offered more support for employees, a wider range of</p>

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			<p>services and better value for money/return on investment. The Champions Group helped pilot the new programme prior to launch.</p> <p><b>Corporate Communications</b> Additional mental health support, advice and guidance was regularly distributed to employees via the all staff email/briefing.</p> <p><b>Fundraising</b> 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> <p><b>Visit to Nottingham Recovery College.</b> 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>



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			<p><b>New Ways of Working</b> The Group has input into the new building plans in relation to a wellbeing room within the Council Offices</p> <p><b>Publications and other work</b> 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 and distributed 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. Planning for 2021 events such as Mental Health Awareness Week is underway.</p> <p>Disability Confident status has been submitted for Level 3 (pending).</p>

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			Wellbeing Room is complete and furnished. It will be available for use on return to the office.
9.8. Provide a central point of contact within the Authority for advice on safeguarding, and mental health signposting in respect of staff.	Ongoing	HR Manager	A single point of contact is provided for all staff for advice on referrals / signposting in respect of mental health issues.