

Mental Health and Wellbeing 2016/17 Action Plan

Priority Outcome: Children and adults in Nottingham will have positive **Mental Wellbeing** and those with long-term mental health problems will have good physical health

Priority Actions

1. Children and adults with, or at risk of, poor mental health will be able to access appropriate level of support as and when they need it
2. People with long-term mental health problems will have healthier lives
3. People with, or at risk of, poor mental health will be able to access and remain in employment
4. People who are, or at risk of, loneliness and isolation will be identified and supported

Headline measures / metrics	Metric/ KPI	Baseline	Target			
			16/17	17/18	18/19	19/20
	Priority 1 Timely access to responsive mental health services in line with the Mental Health Taskforce recommendations : <ul style="list-style-type: none"> • increase timely uptake and effectiveness of psychological therapy services -Referrals (Quarterly rate per 100,000 population aged 18+) -Recovery(% of people (in month) who have completed IAPT treatment who are "moving to recovery") <ul style="list-style-type: none"> • care within 2 weeks from referral for those with first episode of psychosis for 50% of people (National standard) (Experimental statistics at present but baseline to be reported within year 	778	826	874	922	970
		48	53.5	59	64.5	70
		Baseline to be confirmed	Year on year increase	50%	60%	tbc
	Priority 2 <ul style="list-style-type: none"> • Reduce the rate of early deaths in people with serious mental illness to be in line with the average of the top 4 core cities. Measure PHOF/ NHSOF indicator, which describes the rate of deaths of people in contact with secondary mental health services compared to the general population as an SMR • Rate of smoking in people known to adult mental health services in 	457.5 (2013-14 baseline)	446.4	435.3	424.2	413.2
		To be established	Year on year reduction			

	Nottinghamshire Healthcare Trust	by NHFT				
	<p>Priority 3</p> <ul style="list-style-type: none"> Health and employment support service. People supported: <ul style="list-style-type: none"> -In work/off work with health problems -Unemployed with health problems -With long term conditions (% of total) Individual Placement Support (IPS) – percentage of people entering employment 	NA NA NA 24%	43 48 60% 26%	85 95 60% 28%	Service decommissioned in 2017	
	<p>Priority 4</p> <p>Citizens' Survey question on loneliness</p> <ul style="list-style-type: none"> Reduce the gap between percentage of people with a disability or long term condition and the general population reporting feeling lonely 	12.6%		1% point reduction in gap year on year		
<p>Priority Groups</p> <p><i>(who is disproportionately affected or who do we need to target to reduce inequalities?)</i></p>	<p>Priority 1 Homeless people, survivors of violence or abuse, armed forces veterans. Black, Asian, minority ethnic and refugee(BMER) communities, people in care homes, LGBT groups, those with disabilities or physical health problems, looked after children and young people, unemployed or at risk of losing their job, students, and those in touch with criminal justice system</p> <p>Priority 2 People with long term mental health problems known to GPs and secondary mental health services</p> <p>Priority 3 People who are unemployed or at risk of becoming unemployed due to poor management of their mental and physical health problems. People aged 50+, people with long term health conditions and people experiencing mental health problems</p> <p>Priority 4 People aged 50+,People with Long term conditions, People with mental health problems</p>					

Action	Milestone	Success measure	Year				Action Owner	Update
			16/17	17/18	18/19	19/20		
Priority 1 Theme: People in Nottingham will know how to get support for mental health problems								
Provide a mental health and wellbeing service/hub that helps people access the right level of support and includes more visible promotion for mental health support that reduces stigma	Established new Wellness in Mind service (mental health and wellbeing hub) which includes information and advice, navigation, outreach and a telephone advice service	Evaluation of new Wellness in Mind which will act as a hub for mental health and wellbeing in the City. EG Number of people accessing the Wellness in Mind (website/attending drop ins/using telephone helpline)	✓	✓	✓		CCG as Commissioner /Framework as the service provider	The CCG has extended Wellness in Mind until March 2020. Promotion of mental health support at a partnership level has increased. Mental health best practice and information sharing is a feature in all Children and Young People Provider Network meetings.
	Provision of promotional materials							
		Equity of access to Wellness in Mind service.		✓	✓		CCG as Commissioner/ Framework as the service provider	Both gender and ethnicity remain stable, with little difference across the year.
For those who support people who may be at risk of mental health problems, increase awareness about mental health and the range of support available	Delivery of Wellness in Mind training programme. Delivery of Every Colleague Matters partnership programme of events.	Evaluation of training programme by Nottingham Trent University and reporting of reach of training programmes	✓				NCC Public Health/NCC/CCG/ Harmless/	An Every Colleague Matters session on Time to Change was held in October 2018.
	Specific services in place to reach communities with	Reported outcomes of specific commissioned services to target BMER	✓	✓			NCC Public Health/NCC/CCG/ NHFT/STEPS/	The Steps BME mental health service has been

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	specific needs (e.g. STEPS, Rape Crisis)	groups					Rape Crisis	extended for 12 months.
Priority 1 Theme: Support children's and young people's emotional and mental health and wellbeing (in line with the Nottingham City Transformation Plan)(2015-2020)								
Enable schools and health service providers and VCS to better support children and young people with emotional health needs	Training, consultation, advice and guidance to workforce who support young people	Improved skills and confidence of wider workforce. Number of different types of professionals accessing training. Feedback from training sessions		✓	✓		CCG/NCC/CYPPN	Regular updates are provided by NCVS representatives.
Improve the access to child and adolescent mental health services (CAMHS) so that children in need of support get prompt access to the right service	Redesign of current tiered system in CAMHS Work to support different organisations providing mental health services to children and young people to work together effectively	Monitoring of timely, responsive pathway to demonstrate improvements. Average waiting time for referral to assessment and referral to treatment (Tier 2 and Tier 3, quarterly)	✓	✓			CCG/NHFT/NHS England/NCVS	Nottingham City Council Targeted CAMHS lead on a City-wide Single Point of Access that is co-located within the Nottingham City Council's Multiagency safeguarding hub.
Respond quickly to young people who have a mental health crisis	Set up a crisis team specifically for children and young people	Monitoring of more timely, responsive service closer to home Urgent assessments undertaken within four hours		✓			CCG/NHFT	A Crisis team specifically for children and young people has been set up. Work is being undertaken across the region to develop more consistent models of crisis intervention, 24/7 access and an

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								integrated multi-agency pathway for children and young people in crisis.
Priority 1 Theme: Improve support to women who experience mental health problems during and after pregnancy								
Earlier identification of mental health problems through universal health services and access to early help	Development of perinatal mental health pathway Development of clear pathways into primary care psychological therapies	Increased identification /monitoring of mental wellbeing in universal services. Recording of pregnant and postpartum women who access secondary mental health services (not confined to perinatal) Increased uptake of psychological therapy by women during or after pregnancy Overall improvement in self-reported MH and wellbeing during and after pregnancy		✓			CCG/NCC Public Health/NUH/ CityCare/NHFT	Referral pathway has been developed for Midwives and Health Visitors to directly refer into IAPT.
Support and treatment is available to women who develop more serious mental health problems	Clearly defined perinatal mental health pathway	Improved access to, and waiting times for specialist service	✓	✓			CCG/NHFT	Perinatal pathway has been strengthened and developed with national bid monies which have now been mainstreamed. Specialist community perinatal mental health service has increased access, meeting the needs

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								of over 4.5% of the birth rate currently. The average wait for assessment in the City is 3.5 weeks.
Priority 1 Theme: Access to mental health services within a primary care setting								
Increase the skills and confidence of people who experience common mental health problems within a recovery focussed approach	Establish a Primary Health, Wellbeing and Recovery College	Positive uptake and evaluation of courses	✓	✓			CCG/NHFT NCC – Library Service and NCC Public Health	The Primary Health, Wellbeing and Recovery College contract ended March 2019, however, the Recovery College continues within secondary care. Systems now in place to accurately monitor issues. New collection launched June 2018 has seen issues almost doubled on the last data collected 2016/17.
	Sustain the 'Books on Prescription' scheme and improve monitoring.	Increased uptake of 'Books on Prescription' collections for common mental health problems		✓				
Support improved response in primary care to people who are experiencing mental health problems.	Establish skilled primary care mental health service to advise on and support good practice in management of mental health problems in primary care.	Less people referred to secondary mental health services inappropriately		✓			CCG/NHFT CCG/NCC/NHFT/ Citycare	Better Care Funding for the Primary Care Mental Health Service ended in January 2019. GPs are able to get advice and information to better support people in Primary
	Include mental health	Evidence of pathways that are increasingly joined up across mental and physical	✓	✓	✓	✓		

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	in Nottingham City integration programme, to ensure services are as joined up as possible, giving equal value to mental and physical health.	health.						Care through the Local Mental Health Teams. Physical Health checks of patients on the Serious Mental Illness Register are increasing (currently 36% of the SMI register receive an annual physical health check).
Increase the reach and effectiveness of primary care psychological therapy services	Well publicised psychological therapy providers linked to other community and primary care services.	Decrease in waiting times for psychological therapies. (Target Treatment within 6 weeks for 75% of people referred to the Improving Access to Psychological Therapies programme, with 95% of people being treated within 18 weeks. Increased proportion of those estimated to have common mental health problems to be receiving treatment. Increased rates of recovery.	✓	✓	✓	✓	CCG/psychological therapy providers	Work with NHSI has reduced waits in LTWB, and waits will be eliminated by the end of May 2019, so that all targets are met. Recovery rates are in line with national targets. Access targets increase year on year and targets are generally being met.
Priority 1 Theme: Access to care for those with more serious or urgent mental health problems								
Ensure early access to care for a first	External review undertaken into EIP	Achieve access target of 50% of people receiving		✓			CCG/NHFT	The access target is consistently

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episode of psychosis	services Implement outcomes of the review	NICE compliant treatment within 2 weeks of referral						being met. The latest rolling quarter's performance for City was 64% of people waited 2 weeks for treatment. Work is ongoing to ensure all packages of care across the ICS footprint are NICE compliant.
Ensure effective service response to mental health crisis	Progress against implementation of the action plan for the Nottingham and Nottinghamshire Crisis Care Concordat. Progress towards an all age, CORE 24hr acute liaison service at NUH	24/7 access to crisis support and assessment. Reduction of detention under section 136 of the mental health act and end of detention in police cells Reduction in out of area placements for acute mental health inpatient care.	✓	✓ ✓			CCG and all concordat signatories	The Concordat has aligned with the ICS Mental Health Workstream. There is a taskforce looking specifically at the Crisis and Urgent Care pathway, and the actions required across the pathway. There have already been reductions in the number of out of area placements, and this continues to reduce. Progress is being made towards the Crisis service reaching the core fidelity standard as

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							<p>per the Five Year Forward View. This will be fully implemented by 2021.</p> <p>Detentions under S136 remain static despite changes to the law, which gave greater reach to the S136 power.</p> <p>Core 24 psychiatric liaison service is in place at NUH.</p>	
Make suicide prevention a priority across the City.	Implement the action plan for the Nottingham Suicide Prevention Strategy that aims to reduce the rate of suicide in Nottingham City. The plan includes: Provide community based suicide prevention training. Share learning from audit of suicide and self-harm deaths. Partner actions from the detailed action plan to target those at risk.	<p>Increased skills and confidence in the community to support people at risk of suicide.</p> <p>Improved response to those bereaved by suicide</p>	✓	✓			<p>NCC Public Health and Suicide Prevention Strategy Group partners</p> <p>Whilst bereavement support is not currently funded, the NHS Long Term Plan makes mention of funding being made available in future. A joint City and County bid would provide some funding to support this initiative.</p> <p>A project to develop real time surveillance is ongoing through partnership work</p>	

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								with Nottinghamshire Police.
Priority 1 Theme: Access to wider social and community support for people with mental health problems and their carers to support social and financial inclusion								
Support access to social and community support	<p>Inclusion of organisations able to give support for those with mental health problems and their carers in the development of support directories in Nottingham.</p> <p>Wellness in Mind Service established with a remit to include the consideration of the wider social circumstances and needs of people with mental health problems, and to support access to further support (including though self-care and social prescribing) where needed</p> <p>Meet Care Act responsibilities re assessment of those with mental health problems and their carers in line with the</p>	More people have their [wider] needs met in the community (& corresponding improvement in MH)	✓				NCC/NCVS	Wellness in Mind delivers drop in across the City and offers time limited advocacy work to support people with wider issues, including the use of social prescribing and self-help.
			✓	✓			CCG/Framework	NCVS continues to promote services and organisations, including the Wellness in Mind activity programme.
							NCC	AskLiON has been successfully launched.

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	commitment to 'Parity of Esteem'							
Directory Support to identify appropriate housing and support to maintain housing for those with mental health problems	<p>Agreed protocol for DTOCs which outline a clear escalation route and timescale</p> <p>Review of the role of CCG funded social workers inputting into the NHFT inpatient wards</p> <p>Review of supported mental health accommodation provision and broader arrangements to ensure the appropriate level of care for those with serious mental health problems as part of a system side view.</p>	Adult Social Care Outcomes Framework measure of people with serious mental health problems who are in settled accommodation. Fewer people with MH difficulties experience homelessness	✓	✓			NCC/CCG/NHFT/ Homelessness strategy implementation group	A DTOCs project is ongoing between the City and County. The aim is to ensure conversations about discharge planning, including housing, take place earlier during admission.
Ensure appropriate and timely access to financial and welfare advice	Effective links are made between services in Nottingham that offer advice and support to address debt and financial difficulty and services that provide mental health support (in particular through the <i>Wellness in Mind</i> service).	More people with MH difficulties who experience financial difficulty access appropriate support	✓	✓	✓		NCC/CCG/ Framework/Advice Nottingham/ NHFT/ Psychological therapy providers/STEPS	For employment see specific action plan under strategy
Access to support to improve chances of	For employment see specific action plan	For employment see specific action plan under						For employment see specific action

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being in employment	under strategy	strategy						plan under strategy
Priority 1 Theme: Ensure services are equitable and based on need								
Provide a focus on identifying issues of equity of access to treatment and care for specific groups who may be at increased risk or have specific needs in terms of mental health care by equalities profiling those accessing services in relation to population need. (see list above)	<p>Ensure systems are in place for mental health service providers to gather feedback on their services from diverse groups.</p> <p>Understand the profile of the people in the City in need of (or likely to benefit from) their service(s), and of their corresponding needs and preferences (with particular reference to the groups listed above and the protected equalities characteristics).</p>	<p>Uptake of services will closer reflect needs of the diverse communities of Nottingham</p> <p>Evidence of service user insight to drive improvements in access and delivery</p> <p>Monitored use of their services by these groups in respect of access, efficacy and satisfaction.</p> <p>Demonstrate improvements to the provision of their service(s) in regard to the overall aim equitable and based on need.</p>		✓			CCG/NCC/NHFT/NCVS	The CCG is reviewing BME specific health needs, including mental health, following recommendations from the BME Health Needs Assessment. The CCG commissioned the University of Leicester to look at the mental health outcomes of LGBT communities – the research is due to end in June 2019.
Ensure learning from Opportunity Nottingham is used to improve services for those with complex needs leading to earlier identification of mental health problems by health and social care	<p>Multi-organisation sign up to the Practice Development Unit (PDU)</p> <p>Explore requirement of PIE in all Health & Social Care contracts</p>	<p>Setting up of PDU</p> <p>Cross sector development of Psychologically Informed Environments to improve understanding and identification of mental health issues</p> <p>Improved skills and confidence of wider (non-</p>	✓				Opportunity Nottingham	The PDU continues to offer a range of events & learning opportunities, including sessions on PIE and TIC.

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services and improved knowledge of appropriate services to signpost people to		MH) workforce in providing MH brief interventions						
Priority 2 Theme: Poor physical health outcomes are prevented								
Reduction in smoking in people with mental health problems	-Implementation of smoke free NHFT -Training of NHFT staff at range of levels -Increased uptake of New Leaf by people with mental health problems	Reduction in smoking prevalence in NHFT patients	✓	✓	✓	✓	NHFT/Public Health	
Improved uptake of preventative screening and vaccination	Awareness raising in NHFT and through Enhanced Physform project	Increased reporting of screening uptake through Physform and NHS England data	✓	✓			primary care/NHFT	The Trust has established a shared database of cardiovascular risk so all Trust staff can see where any gaps exist in this physical healthcare information in primary care and can take steps through its engagement with patients to help complete risk assessment protocols.
Inclusion of people with mental health problems in health improvement strategies and services (eg	-Inclusion of NHFT service users in all health promotion activity -Inclusion of people with mental health	Increased awareness of health improvement opportunities in people with serious mental illness, increased referrals to Healthy lifestyle services		✓	✓	✓	Public Health and health improvement providers	The Trust is working with community public health organisations to help patients with SMI access appropriate

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physical activity, healthy eating and alcohol reduction)	problems as a priority equality group in commissioned services	for this group						services in the community but there is more work to do to establish this systematically across the whole trust.
Physical health promotion is included in mental health care of children and young people	Activity specifically related to preventing or reducing smoking, substance misuse, increasing physical activity and healthy eating.	Engagement of CAMHS in physical health partnerships and activity in NHFT		✓			NHFT	The Trust has a contract with NUH/KMH paediatricians to ensure appropriate physical health input for CYP are promoted and both advice and interventions can be sought. The CAMHS recovery group has been developing a wellbeing strategy for CAMHS that includes both physical and mental health.
Priority 2 Theme: Identify physical health problems early								
Effective monitoring for side effects in people on antipsychotic medication	Shared care arrangements clear re responsibility for monitoring improved joint working between primary and specialist care in monitoring physical health parameters in young people on psychotropic	Guidance on responsibilities re monitoring are agreed and shared locally		✓ ✓			NHFT/primary care	Established shared care protocols already exist but more opportunities to encompass depot clinics still exists.

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	medication							
Health checks delivered by either secondary or primary care that lead to an agreed action plan.	Increased health checks undertaken as part of Physform project between NHFT and primary care.	Evidence of development of health plans shared with patients and across primary/secondary care. Level of achievement of national CQUIN target	✓	✓			NHFT/CCG	A Physical Health Checks and SMI programme is being delivered as part of Mental Health Five Year Forward View. Primary and secondary care are working together to improve the uptake of health checks.
Good communication between primary and secondary care about physical health needs	Electronic methods of communication agreed		✓				NHFT/CCG	Read-only access of Primary Care Records is being rolled out in Q1 2019/20 in NHFT to support the Physical Health Checks programme.
Priority 2 Theme: Increased understanding of health inequalities experienced by people with mental health problems								
Better understanding local needs	Publication of this information in JSNA chapter	Detailed understanding of specific needs		✓			NCC Public Health with HWBB partners	Ongoing
Raised awareness across the health and social care system of health inequalities in people with serious mental health problems	Inclusion of relevant issues in training and awareness sessions for staff across professional boundaries (across mental and physical health) including peer-led or co-produced approaches.	Increased awareness of wide range of citizens/ VCS/partners/professionals	✓	✓	✓		NCC Public Health/CCG /NHFT/NCVS	NCVS has promoted training sessions as part of the network email updates and in meetings.

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Priority 2 Theme: Interdependence of mental and physical health reflected across the health and care system								
Physical health services are in place to meet the needs of people with mental health problems	<p>-Commissioned pathways reference this group under equality section.</p> <p>-All JSNA chapters reflect on the needs of this group and make appropriate recommendations</p> <p>-Assessment of variation in access to physical health support services for mental health inpatients compared to acute inpatients.</p>	Balance of emergency/planned care for this group compared to the general population		✓	✓		CCG/Nottingham City Council	Ongoing
Priority 3 Theme: People in Nottingham are able to access a holistic health and employment support								
Develop an early intervention pathway to support people with long term health problems to remain in employment or to gain employment	New service jointly commissioned for 2016-2019	Improved partnership working results in more jointly commissioned services (NCC, CCG and DWP)	✓				Nottingham City Council (NCC) / Nottingham CCG / DWP	<p>Service decommissioned in 2017.</p> <p>The DWP has funded a pilot in IAPT to support those who are unemployed, struggling with work, or looking to change employment. This pilot is funded until</p>
	Service launch	Citizens and stakeholders are aware of the service	✓					
	Annual service review	85 employed individuals supported to remain in work	✓	✓	✓	✓		
		95 unemployed individuals supported to manage their health problems	✓	✓	✓	✓		
		60% clients have one or	✓	✓	✓	✓		

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		more long term conditions					March 2021.	
Develop a strategic approach to improving the mental health of people in employment	Health and Employment Strategic Group formed	Cross-sector actions agreed and implemented		✓			Nottingham City Council	A cross-sector partnership group monitors progress against the developed action plan.
	HWB organisations develop health and wellbeing at work strategies	Health and Wellbeing Board (HWB) organisations become exemplar employers for health and wellbeing (including specific mental health commitments e.g. 'Mindful Employer')	✓	✓			All HWBB partners	Employers across the city are being supported to develop a Time to Change Employer Pledge action plan and/or to apply for Disability Confident status.
	VCS organisations access awareness raising training on improving mental health of the workforce	VCS organisations develop policies and environments which support the mental health of their employees and volunteers		✓			NCVS – via VAPN and CYPN	NCVS continues to promote resources and training. This includes promotion of the Practice Development Unit, specifically around trauma informed care and psychologically informed environments. VCS organisations are included in the Time to Change initiative.
	Annual reporting of number of placements / vacancies offered	HWBB organisations offer work experience opportunities for people who have mental health	✓	✓	✓	✓	All HWBB partners	This work is ongoing through the Adult Social Care pathway to

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		problems and are unemployed						employment. A video has been produced to encourage employers to be more confident in offering placements.
Priority 3 Theme: People in contact with mental health services are assisted to work								
Individual Placement Support (IPS) model is used to assist people into employment	Annual review	Percentage of people referred to IPS service who obtain paid employment increases year on year	✓	✓	✓		Nottinghamshire Healthcare NHS Trust	IPS in Nottingham has achieved fidelity status and negotiations are under way with county colleagues to expand delivery into mid-Notts.
Increase access to IAPT services by the unemployed	6-monthly progress reporting	Nottingham (and Nottinghamshire) CCG(s) involved in the national pilot	✓	✓			CCG / DWP	The DWP has funded a pilot in IAPT to support those who are unemployed, struggling with work, or looking to change employment. This pilot is funded until March 2021. Nottingham CCG is an Improving Access to Psychological Therapies (IAPT) national pilot area. The DWP funded

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								pilots have been well received and the CCG has extended the IAPT contracts until 2021 to fit with the trial. Initial discussions have been held regarding the embedding of employment within the Greater Nottingham (ICS) social prescribing pathway.
Priority 4 Theme: Identify those most at risk of loneliness and isolation								
Develop a clearer understanding of levels and key causes of loneliness and social isolation	Findings shared across all partners and baselines established	Analysis of data and information related to loneliness in the city identifies the main factors and those most at risk.		✓			Nottingham City Council	This work is ongoing.
Develop cross-sector partnership working to tackle loneliness of all ages	Loneliness Steering Group to tackle loneliness formed	Action plan for reducing and preventing loneliness agreed and implemented by partners	✓				Nottingham City Council	A cross-sector loneliness network that covers all ages has been developed. A themed forum is held every six months.
	Learning opportunities (and take up) for cross-sector workforce	Raised worker awareness of loneliness and isolation	✓	✓	✓	✓	All HWBB Partners	
Priority 4 Theme: Create supportive conditions and environments conducive to social inclusion								
Continue to develop 'Age Friendly Nottingham' (AFN)	Annual review of progress against the AFN action plan indicates improvement across all domains of age-	Older citizens are enabled to live as independently as possible through age friendly partnership action.	✓	✓	✓	✓	Nottingham City Council	Take a Seat continues to expand. Annual Ageing Well Day, held in the Old Market

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	friendliness							Square (next one on 11 June), includes signposting to over 50 services in the city. Nottingham holds WHO 'Age Friendly City' status.
Develop stronger communities which encourage people to look after each other	Looking After Each Other (LAEO) approaches developed including a strategic approach to encourage volunteering	Reducing loneliness is embedded across services Rolling programme of support and initiatives in place which reduce levels of loneliness in the city	✓	✓	✓	✓	Nottingham City Council / CCG / NCVS	LAEO was decommissioned in 2017. The Nottingham Time to Change Hub was established in 2018 to reduce the stigma and discrimination experienced by people with mental health problems and share good practice around managing their conditions. To date, over 75 community champions have been recruited.
Develop Nottingham as a Dementia Friendly City	Development of a Dementia Framework that includes action around loneliness	Nottingham achieves Dementia Friendly City status Health and Wellbeing Board partners become dementia friendly		✓			All Health and Wellbeing Board Partners	Nottingham City Council is working towards dementia friendly status. Regular dementia forums and dementia friends

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							sessions are held for cross-sector partners. An ICS Dementia Strategic Partnership has been formed and an action plan is being taken forward.	
Develop access to information on a wide range of opportunities and support	Launch of integrated health and social care on-line directory	Citizens, their families and carers, and the cross-sector workforce are able to access information on reducing loneliness	✓				Nottingham City Council / CCG	AskLiON, the online service directory was launched in 2017 to help citizens and cross-sector partners to find information about a wide range of organisations and services that promote independence, connections and self-help. Specific web pages have been dedicated to signposting activities and support that will help reduce loneliness and social isolation. Future developments will include a refresh of the whole site, a

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							more interactive 'What's On' and a wellbeing wheel.	