Objective	Actions	Timescale	Lead (s)	Links to plans/ strategies
BME Communities	Community Development Worker Program - Develop plan to address needs of Tamil and Muslim communities	2009	SWL and St Georges Mental Health Trust Fanon	
	Raise awareness of well being and mental health issues through Happy Soul Film Festival	2009	SWL and St Georges Mental Health Trust	
People Suffering Mild to Moderate Anxiety or Depression	Psychological Therapy in Primary Care -Complete implementation of new IAPT based service	2010	SWL and St Georges Mental Health Trust	
General Population	Healthy Living Centres - Increasing access to advice and support in health and well being	2009	SMPCT – health improvement	
	World Mental Health Day - A coordinated series of events to raise positive awareness	2008 -2011	SMPCT – mental health commissioning	
	Choice, Recovery and Personalisation - National policies being delivered locally	2011	SWL and St Georges Mental Health Trust	
	Railways – Review risk management with rail operators and agree actions	2009	SMPCT – mental health commissioning	
Older People				
	MESH - Improving safety and sense of security	2008 - 2011	Home Safety Network and Hanover at Home	Older Peoples' Strategy

Objective	Actions	Timescale	Lead (s)	Links to plans/ strategies
	Message in a bottle – easy location of emergency information	2009	Home Safety Network and Hanover at Home	Older Peoples' Strategy
	Housing – Improving quality and home security	2008 - 2011	LB Merton – Community and Housing, Older People Housing Strategy Team	Older Peoples' Strategy
People with Long Term Conditions	Psychological Therapies - Pilot NICE guidance - psychological therapies for people with long term conditions	2009	SWL and St Georges Mental Health Trust	

9.4   Case study – Happy Soul Festival

The Happy Soul project uses film and the arts as a medium for engaging with and raising the awareness of BME communities in mental health and mental wellbeing. It aims to raise awareness of mental health in BME communities, engage with BME communities and better understand mental health from their cultural perspective and develop accessible care pathways and culturally sensitive services.

The project was underpinned by partnership working between the Mental Health Trust and the local authority, the PCT, Fanon, Ethnic Minority Centre, Wimbledon Odeon and a number of community groups and their representatives.

200 attendee questionnaires were collected and collated. 53% of responses felt that they knew more about mental health than when they arrived at the event. 41% felt that their attitudes to mental health had changed as a result of the event. 98% would like to attend a similar event in the future.

Happy Soul won the Mental Wellbeing award at the London Health and Social Care Awards 2007 for its innovative approach in engaging with BME communities and was quoted as an example of good practice by the Chair of 'Delivering Race Equality' at the national DRE conference.

Increase choice and control for users and carers

10.0 Increase choice and control for users and carers

The Green Paper on adult social care, followed by the White Paper "Our Health Our Care Our Say", positions social care as making a wider contribution to the health of the local population, as well as providing care services to those defined as in priority need of them. It sets out requirements for joint needs assessments with the local NHS, for preventative services to delay or end dependency on care services, and for providing services on an integrated basis with the NHS and other partners.

Seven outcomes are set out, and these are now used to form judgments about the performance of local services:

Outcome	National indicators used to measure performance
Improving Health and Emotional Wellbeing	Intermediate care Reviews of those receiving care Access to drug treatment services Delayed transfers of care from hospitals Numbers of people still in long stay hospitals
Promoting Independence	Numbers helped to live at home Numbers receiving intensive home care Numbers receiving telecare Speed of delivery of equipment and adaptations Services for carers
Making a Positive Contribution	How the council listens to people and takes action
Increased Choice and Control	Timeliness of assessments Carers Assessments Direct Payments Numbers admitted to residential and nursing care homes
Freedom from Discrimination and Harassment	Ethnicity of those receiving services Disability Equality Scheme
Economic Wellbeing	Numbers supported into employment
Maintaining Personal Dignity and Respect	Safeguarding arrangements including referral numbers Availability of single rooms in care homes

A range of Partnership Boards give opportunities for users, carers and local voluntary groups to be involved in monitoring performance and progress in improving outcomes. These Boards are linked to the Healthier Communities Thematic Partnership.

Merton has a well-established multi-agency Local Safeguarding Children's Board (LSCB). This has implemented secure, timely and well managed arrangements to assess and respond to referrals about children at risk. The implementation of the child concern model by designated staff across agencies has resulted in more prompt and effective services for children in need.

10.1 Our key priorities

Target	Plan
Carers receiving needs assessment or review and a specific carers service advice	Local Area Agreement
Number of vulnerable people achieving independent living	Local Area Agreement
Number of people who are supported to maintain independent living	Local Area Agreement
End of life to palliative care enabling people to choose to die at home	Operating Plan

Key initiatives:
- Adults aged 18 and over in receipt of Direct Payments per 100,000 population has increased from 23% (2003/04) to 98% (2007/08)
- Merton Carers Partnership led a major consultation with carers and has now produced a strategy.
- Community development and support workers have increased the range of options for people with learning disabilities.

10.2 Transformation Plan

The council's transformation plan for Community Care recognises that whilst performance, service delivery and practice are good in many areas, there is a need for modernisation and for changing service delivery to reflect national and local policies and national good practice.

The review incorporates and subsequent improvement programmes involve all adult social care groups and all service areas. This includes mental health, older people, learning disabilities, physical disabilities, sensory impairment, HIV/AIDS, substance misuse and carers. It encompasses services both commissioned and directly provided, including residential/nursing care, homecare and support at home, respite care and day care.

This programme anticipated Government policy in Putting People First. The programme will now focus on extending choice and control for people.

The programme is organised into five work streams:
▼ Access and care management
▼ Support at home
▼ Day opportunities
▼ Supported accommodation
▼ Planning and commissioning

Key outcomes are to:
▼ Improve the ways in which people contact and/or access social care and other services such as housing
▼ Streamline care management processes and ways of working so that people receive appropriate and speedy responses to their needs
▼ Enable people to maintain their independence in terms of a whole range of services including housing options
▼ Better plan the type and volume of services needed in a systematic but flexible way
▼ Maximise the use of available resources

Addressing wider determinants of health

11.0 Addressing wider determinants of health

11.1 Introduction

People who live in disadvantaged circumstances suffer poorer health, more illness, distress, incapacity and shorter lives than people from affluent backgrounds. Education, culture, employment, income, housing, transport and the environment experienced by some communities can also determine their health. Effective action, which enhance quality of life and provide a sustainable future, can improve life expectancy.

11.2 Children and Young People

Some children, young people and families are marginalized through poverty, racial and other discrimination, or poor health. Such barriers need to be reduced, so that access to services can assist them in overcoming their difficulties. All partners have agreed to focus their resources in delivering the five national outcomes, to enable children and young people to:
▼ Be healthy
– improving the health and well-being of all children and young people, by promoting healthy lifestyles and choices
▼ Stay safe
– Building resilience and respect for others amongst children and young people
– Enabling children and young people to feel safe at home, at school and in the community
– Promoting the safeguarding of children and young people
▼ Enjoy and achieve
– Raising attainment and reducing educational inequalities
– Developing better places to go and do things that children and young people enjoy
▼ Make a positive contribution
– Engaging and involving children and young people for the transition to independence and economic productivity, and promoting economic well-being of families
▼ Achieve economic well-being
– Preparing our children and young people for the transition to independence and economic productivity, and promoting the economic well-being of families

Partners want families living in Merton to be confident that service such as schools, health and family support are there for them and are of the highest quality.

Link to Children and Young People Thematic Partnership (Children's Trust Board)

11.3 Poverty

The council's Customer Service's Benefit Take-up Strategy promotes benefit take-up by Merton residents and reduces poverty by breaking down the barriers that hinder them claiming their entitlement.

Support is provided through advice, signposting and help with completing application forms. Financial inclusion outreach programmes such as Poundstretching and MOViT assist in accessing welfare benefits surgeries to reach vulnerable groups.

Merton fully endorses the London Child Poverty Commission's Interim Report and, in particular, its recognition of the key role local authorities play in tackling child poverty. Merton is committed to reducing the number of children in poverty, raising the attainment and life chances of children from low income families and improving the quality of housing for low income families. This is led by the Merton Employability Forum.

Link to Sustainable Communities and Transport Thematic Partnership

11.4 Housing

The White paper reiterates that the strategic housing role is at the heart of achieving the social, economic and environmental objectives that shape a community. Local authorities will be encouraged to align housing strategies with other local strategies. In Merton the emphasis is on:
– Increasing the supply of affordable housing
– Supporting vulnerable people and preventing homelessness
– Improving housing conditions

Lower-socio economic groups are more likely to rely on social housing, and more likely to experience illness, disability and death from nearly every cause than the more affluent. Poor housing impacts on life expectancy, and unemployed people are much more likely to suffer poorer mental health and physical health than those who are employed.

Link to Sustainable Communities and Transport Thematic Partnership

11.5 Alcohol

Tackling excessive alcohol consumption has not received such focused and co-ordinated attention. DAATs have been tasked