



MANCHESTER
CITY COUNCIL

Mental Health and Wellbeing Consultation

Information Booklet

Manchester City Council invites you to take part in a consultation to improve mental health and wellbeing services in Manchester.

The sections below describe all the information you need to know if you would like to take part.

You do not need to take part, but your time and effort would be greatly appreciated.

Why are we carrying out this survey?

Manchester City Council and NHS Manchester are currently looking at how mental health and wellbeing services are delivered within the city. We are looking at how the whole system can be redesigned, following an independent review earlier this year that made a number of recommendations on how the system might be improved.

As part of the proposed redesign NHS Manchester has developed 16 'pathways' that set out how people can access mental health services. These pathways concentrate on the delivery of treatment to people suffering from mental ill health. NHS Manchester is asking people for their views on these proposals from 20 November 2013 until the end of January 2014. If you would like to be involved please go to <http://www.manchester.nhs.uk/talkinghealth/talkingmentalhealth/>

Manchester City Council is consulting separately about wellbeing services. Wellbeing services help people to improve and maintain their mental health and wellbeing. Wellbeing services may be used by people who want to stay well or want to prevent themselves from becoming ill. They may also be used by people who are ill or have suffered from mental and/or physical ill-health. Examples of wellbeing services are given below.

The Council has created a 'Pathway to Health and Wellbeing' model that shows how wellbeing services fit with other mental health services. The pathway is based on a document that sets out Manchester City Council's proposals for commissioning and funding mental health and wellbeing services in the future. This document is called the Manchester City Council Mental Health and Wellbeing Commissioning Intentions.

Under the pathway it is proposed:

- 1 To prioritise funding for those services that have been found to work well for improving wellbeing.
- 2 To develop more peer support services.
- 3 To promote services that help people achieve their personal goals and aspirations in education, volunteering and employment.
- 4 To move funding where possible to services that promote wellbeing for the whole population of Manchester over high-cost mental health services for people with high-level mental health needs.
- 5 To set out the six outcomes we want users of mental health and wellbeing services to achieve.

The proposals are discussed in more detail below.

We are carrying out a consultation to ensure that any changes we make to our current services take into account the opinions and views of our customers. The consultation enables you to tell us what you think is important to mental health and wellbeing services and how you think the funding should be best spent. It will offer you an opportunity to help us design the pathway in more detail as the findings from our consultation will be used to inform how the overall mental health and wellbeing system in Manchester works.

What are the proposals?

1. To prioritise funding for those services that have been found to work well for improving wellbeing.

We think that people should have access to support and services to help them achieve their full potential through keeping well and preventing them becoming ill.

We want people who have experienced mental ill-health and other health conditions to be able to build a life beyond illness in their own communities. Support can include services to help people:

- have meaningful relationships
- create or maintain a connection with the community in which they live
- feel valued and feel that they have or can make a contribution to their community
- create or maintain motivation and ability to pursue hobbies and interests
- gain the knowledge and control necessary to make positive lifestyle choices such as healthy eating, stopping smoking and exercising more
- access opportunities for training and employment
- build the strengths and skills needed to respond well when things go wrong
- live as happy, independent and fulfilling lives as possible.

We want to prioritise funding in areas that have been found to work well for improving wellbeing. These include:

- support groups that address specific health needs by meeting other people suffering similar issues
- opportunities open to everyone to meet socially
- community-based one-to-one support
- employment support
- volunteering opportunities

- advice and support around debt management and housing
- support with making healthy lifestyle choices, eg. stopping smoking, increasing physical activity, healthy eating and drinking less alcohol.

We want you to tell us which 3 areas you think should be prioritised.

2. To develop more peer support services.

We believe that people who have suffered ill-health can play a vital part in helping other people with their recovery. This kind of support is called peer support. Peer support may be through groups or between two individual people, and may involve:

- sharing knowledge
- offering reassurance
- offering advice
- offering practical support
- talking about their experiences
- just listening.

Support can also be provided through specialist support services usually provided by organisations and paid workers, Specialist support includes things such as advice and assistance to manage debt, the provision of supported accommodation, support to find employment, etc.

We would like to increase funding for peer support where possible; to do this we will need to use some funding currently used for specialist support.

We want you to tell us if you think this is the right approach.

3. To promote services that help people achieve their personal goals and aspirations in education, volunteering and employment.

We want to meet the wider needs of people and identify and promote opportunities for people to have meaningful activity that improves their wellbeing, in areas such as education, volunteering and employment.

We want you to tell us how important you think it is for the Council to support people with mental health and other health-related problems to achieve their personal goals and aspirations in these areas.

4. To move funding where possible to services that promote wellbeing for the whole population of Manchester over high-cost mental health services for people with high-level mental health needs.

As well as supporting people who have become ill, we want to help people to stay well and offer services to people with low-level mental health needs to improve their wellbeing or prevent their mental ill-health from getting worse.

Currently, a large proportion of funding is spent on high-cost mental health services for people with high-level mental health needs. This can include supported accommodation, residential and nursing care homes, assessment, casework and reviews for example. The Council proposes to move or prioritise funding, where possible, to services that promote wellbeing for the whole population of Manchester from high-cost services for people with high level needs.

In the longer term we believe we can reduce spending on high-cost services for people with high-level mental health needs by preventing more people needing these services in the future.

We want to make it easier for more people to get the help and support they need more quickly and easily. We would like to have a clearer way for people to access services at all levels, not just where they have high level needs.

We want you to tell us how funding should be prioritised between people who have low level and high level needs.

5. To set out the six outcomes we want users of mental health and wellbeing services to achieve.

Overall we want to measure the success of services we commission against the outcomes they achieve for citizens. We are proposing the following outcomes:

- Improved mental wellbeing
- Increased social involvement
- Improved lifestyle choices
- Increased opportunities for meaningful activity
- Reduced debt
- Increased independence

We want you to rank these outcomes in order of importance.

Within the questionnaire you will also have the opportunity to comment in more detail on any of the proposals or tell us anything else you think is relevant.

Who is involved in the consultation?

We are looking for feedback from the following:

- All customers, past and present
- Organisations delivering services
- Staff working in mental health and wellbeing services
- Carers of people with health issues
- Council and health staff
- Organisations who refer into mental health and wellbeing services

This consultation is not restricted to any particular group(s), and any Manchester resident may comment if they wish.

How can I get involved in the consultation?

We will consult via:

a) Website (www.manchester.gov.uk) – you can get involved in the consultation by completing the questionnaire online.

b) Face-to-face events: There will be opportunities to ask questions at the service user and provider forums across the city. Information about the dates and venues of the meetings will be available on our website and through service providers in the next few weeks.

We will also be running a number of design workshops to discuss our proposals. You can complete the details at the end of the survey if you would like to attend. The design workshops will be taking place in January and early February 2014.

If this consultation is not accessible to you and you would like to discuss alternative ways to engage in the process, or if you have any general queries about this consultation, please contact us by email s.polese@manchester.gov.uk or telephone 0161 234 1327

How long will the consultation last?

It will last for 12 weeks and will commence on 20 November 2013. The online questionnaire will close at 4pm on 12 February 2014.

What will happen to my returned answers?

- Your answers will be analysed and used to inform any future decisions about commissioning mental health and wellbeing services in Manchester.
- After the consultation, a report on the responses and our recommendations will be submitted to the Council's Executive Committee for consideration. This report will be published via the Council's website.

Visit www.manchester.gov.uk/consultations for more information.

Will my answers be used for any other purposes?

- No. All information supplied on the questionnaire is subject to the Data Protection Act 1998 and will not be used for any purposes other than for the consultation.
- Your personal details will be treated as confidential.
- Your response will only be given to those Council officers leading and working on the consultation, and will not be passed on to any other party.
- The only reason we would pass on your information is if you disclose that you or someone else is at risk of harm. We then have a duty to assess this and may need to contact you or other relevant persons.

Where can I get more information during the consultation?

If you would like to ask us any questions about this consultation or need help to complete the questionnaire, please call our helpline on 0161 234 1327, Monday to Friday, 10am–4pm.