

Local Crisis Care Concordat Groups – reviewing action plans

In his [letter](#) of 3 August 2015, Rt Hon Alistair Burt MP, Minister for Community and Social Care, asked local Concordat groups to update their action plans by the end of October 2015, submitting them to contact@crisiscareconcordat.org.uk

The Minister suggested that Concordat groups [take account of the recommendations](#) for them set out by the Care Quality Commission. He also suggested that, in their update of plans, local areas should:

- Review the patient experience aspect of crisis services
- Include information about local governance arrangements
- Celebrate successes, sending the Concordat office examples of [good practice](#)

See his [letter](#) for more detail.

Action plan template

Action plans are subject to continuous improvement and it is up to Concordat groups to decide how to show the progress that has been made.

Groups may find it helpful to use the [template](#) that we have developed and made available in the resources section on the Concordat website. This template consists of an action plan with additional columns to include notes on progress and red/amber/green (RAG) ratings against actions.

Progress report prompts

Groups might also wish to submit a progress report as a separate document alongside their updated plans.

In your progress report, you should detail how you are **taking account of the CQC's recommendations and the Minister's suggestions.**

Please also consider including the following:

- * **Overall progress towards actions.**
 - *How you are measuring progress.*
 - *You could include a list of the metrics you are using to track progress (this information would be especially helpful to feed into the national level crisis care pathway work being undertaken by the National Collaborating Centre for Mental Health (NCCMH) for NHS England).*
 - *New actions agreed and any actions successfully completed or no longer being taken forward.*

- * **Outcomes**
 - *You could include data on: s136 use and detention in police cells; out of area bed placements; ambulance / suitable transport response times; demography.*
- * **How you are working in partnership.**
 - *e.g. Is your Concordat group linked into the local System Resilience Group (SRG) and Urgent and Emergency Care Networks?*
- * **Local monitoring & work around s136**
 - *e.g. Your progress on reducing the use of police cells to hold over-18s under a s136 and making it a 'never event' for under-18s; capacity assessment of health-based places of safety; management of people who are intoxicated; conveyance.*
- * **Evaluations**
 - *e.g. Evaluations you have completed or have planned, and the metrics and dashboards being used.*
- * **Any challenges**
 - *e.g. In meeting original targets or in relation to governance.*

Updated action plans and progress reports (as single or separate documents) will be published on the Crisis Care Concordat website, on each area's existing dashboard. Please email them to contact@crisiscareconcordat.org.uk and the Concordat office will upload and publish them for you.