
























## Local Outcome Improvement Plan Actions – Improving well-being of our population

PI Status		Short Term Trends		Actions	
	Alert		Improving		Due Date met
	Warning		No Change		In Progress
	OK		Getting Worse		Due Date not met
	Unknown				
	Data Only				




Status Icon	Action Code & Title	Progress Bar	Start Date	Due Date	Latest Note
	LOIP03 - WELLBEING People are healthier and experience fewer harms as a result of making well informed decision about their health and well-being	93%			

Status Icon	Action Code & Title	Progress Bar	Start Date	Due Date	Latest Note
	LOIP – WELL1 A whole population approach to prevention and reducing related harms – prevent and reduce alcohol and drug related harms	80%			
	<p>LOIP – WELL1.1 Identify the level of physical and mental wellbeing of those accessing Drug and Alcohol Services, and improve these through treatment and support.</p> <ul style="list-style-type: none"> <li>All services use and comply with DAISY and the Recovery Outcomes Tool as part of case and data management.</li> <li>The data is used to improve and develop services and inform commissioning decisions.</li> </ul>				<p>Services are now fully operational with new groups starting such as Narcotics Anonymous, Polish Speaking Narcotics Anonymous, Cocaine Anonymous, Real Recovery Group, and existing groups now operating. (existing groups are SMART, Music Group, Art Group, Acupuncture, Wellbeing Group &amp; AA)</p> <p>Data continues to show increasing demand for services. In addition the data shows the positive interface between both MIDAS and Arrows, with both agencies working together to provide comprehensive support packages. The DAISY system is slowly being developed. However, there are still significant gaps in the system which limit data extraction, such as review and discharge data. It is unlikely to be resolved until late-2022 at the earliest.</p>

Status Icon	Action Code & Title	Progress Bar	Start Date	Due Date	Latest Note
					ADP's leads have expressed their concern. Plans are in place to recruit to a data analyst post as this a gap which needs to be filled in order to help with the planning and commissioning of services and understanding local needs.
	LOIP – WELL1.1 All services will comply with the DAISY reporting requirements as a condition of their funding.				All third sector commissioned service provide quarterly reports (as presented to the MADP), linked to their contracts which hold the detail behind summaries provided. This has been extended to the Public sector service and discussions are being taken forwards with MIDAS (public sector) to help them develop their quarterly reporting arrangement as agreed by the MADP.
	LOIP – WELL1.2 Delivery Alcohol Brief Interventions and MEOC (Making Every Opportunity Count) interventions in a range of settings, in conjunction with Health Improvement colleagues.				55 ABI's recorded in wider settings.
	LOIP – WELL1.3 Work with alcohol and drug services to reduce un-planned discharges: promoting re-engagement by proactive interventions. <ul style="list-style-type: none"> <li>• The MARS process is used to assess and reduce the risks of people assessed as being high risk.</li> <li>• Learning from the MARS process is used to reduce risk</li> </ul>				DAISY has recently updated the extracts to be able to show planned/unplanned discharge options. These can be seen in ADP Q4 report and further down in LOIP report.
	LOIP – WELL1.4 Undertake Non-fatal overdose reviews, drug/alcohol related death reviews, and risk management plans as part of the Moray MARS process and in line with Drug Death Task Force Recommendations and use these reviews to identify opportunities to intervene in or reduce future deaths.				There were 12 deaths, 10 in 2020, 13 in 2021 with 3 in 2022 (to date as of the 12/05/22). The figures will be confirmed in the DRD Public Heath Scotland Report.

Status Icon	Action Code & Title	Progress Bar	Start Date	Due Date	Latest Note
	LOIP – WELL2 A whole population approach to prevention and reducing related harms – There is a reduction in alcohol and drug related harm and improvement in people's wellbeing	100%			
	LOIP – WELL2.1 Reviews are completed at 3, 6 and 12 month intervals with the reviews being used to support a person's individual recovery, operational and strategic planning. Undertaking reviews and complying with DAISY is a condition of receiving funding from MADP.				Recovery outcomes continue to show an average improvement from Assessment to review, see PIs on recovery outcomes.
	LOIP – WELL2.2 Services are easily accessible, service users receive support within the three weeks and 72 hour targets, and the options of appointment, and support is available in the evenings and across sites in Moray.				Quarter 4 saw 7 clients miss the 3 week waiting times target. The ADP are still investigating as to the cause of these extended waits. 1 is from a data entry error which we previously discovered. 2 entries were down to data errors which have been corrected, 1 person was not contactable and their record has been updated, the remaining are still be reviewed and we are waiting for feedback from the MIDAS service.
	LOIP – WELL2.3 Deliver services in line with the Medically Assisted Treatment standards (MAT) in partnership with MIDAS, the Direct Access Services, those who use services, and other agreed partners. This work will take account of the issues such as, but not limited to: Ease of access and reducing barriers so that any system does not impede access to support, such as premises, staff location and availability, the interface between the agencies; recognising their unique qualities and their identity, as well as the strong joint working arrangements; all of which support the principles set out in the standards.				<p>The MADP has increased the investment in service taking account of the MAT standards. See ref in WELL1.4. Key areas being in increased Doctor time, Data Analyst post, funds to improved accommodation to promote easier access, an additional nurse prescriber, a Psychologist, and funds to ensure that two CPNs are to be trained and qualified to prescribe and assertive outreach.</p> <p>A key challenge for Moray is finding suitable accommodation to support increased prescribing and closer working between the two key providers; Arrows and MIDAS. Moray has been allocated funds from the Scottish Government to support the implementation of the MAT standards which include funds to help with accommodation. This is now being taken forwards.</p>
	LOIP – WELL2.4 Support the development of a Moray recovery network and café and ensure that this fits into a wider recovery movement across Moray, which accepts people at all stages of their recovery journey, and which incorporates helping people to make positive changes, reducing harms, promoting wellbeing, fostering engagement and peer involvement; reaching out to those currently not engaged in services.				The Recovery Café is fully operational with a new manager. The café worked through the COVID restrictions, proving meals and food for those in need. The café is run by a manger and volunteers. Many of the volunteers are in recovery and use the volunteering opportunity to build up their recovery capital, and confidence; in addition to being able to work to recognised qualifications in areas linked to food hygiene and preparation. The café is part of the recovery network which includes wellbeing and recovery coping skills groups, peer support groups like smart recovery where service users can take courses and become group facilitators, Narcotics anonymous, Cocaine Anonymous and Alcoholics anonymous which are peer

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					driven lived experience support groups and links across wider networks such as the Moray Wellbeing Hub.

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	LOIP – WELL3 A whole population approach to prevention and reducing related harms – Promote engagement into treatment care and support and ensure the consistency of alcohol and drug service provision across Moray; supporting community services in meeting the needs of those using services where alcohol or drug use is a factor	100%			
	LOIP – WELL3.1 Promote workforce development in order to improve the competence, confidence, and capacity of the workforce. Deliver courses linked to the training needs analysis, emerging needs and trends; utilising both local and external service providers and running a programme of Front Line Forums; to ensure that staff are skilled and able to work in a person centred way that responds to individual and community needs. (Linked to a LOIP action).				<p>1 course took place during Q4 which was previously re-arranged from Q3. Staff from SACRO, Circles Advocacy and Moray Council attended.</p> <p>There are 7 confirmed courses for 2022/23 calendar year with 2 still to be confirmed. These are all being run by the Scottish Drugs Forum and are fully booked with waiting lists.</p>
	LOIP – WELL3.2 There will be an integrated pathway for service users, providing a person led flexible range of services that are accessible to all throughout the Moray area; enhancing the links between MIDAS and Arrows through additional investment linked taking forward the MAT standards, adopting whole family approaches and rehabilitation and recovery support.				<p>Access to support is primarily with the Single Point of Access (Arrows). Accompanying data shows that numbers accessing services are increasing against following the COVID restrictions.</p> <p>Moray has two mains providers: Arrows (the Direct Access Service – the third Sector partner) and MIDAS (Moray Integrated Drug &amp; Alcohol Service – the Public Sector Partner. The two agencies work directly together as part of the Integrated Alcohol and Drug service in Moray.</p> <p>Plans and funding approved by the MADP are in place to further enhance the Moray Provision; with a particular focus on those with multiple complex needs who struggle to engage, increasing the prescribing provision, and providing practical and psychological support. The MADP will be able to report on progress against the newly funded areas, in Q2 2022/23.</p>

## Risks and Issues











Risks and Issues	Mitigating Action
<p>The Scottish Government have set out steps to increase the reporting arrangements as part of understanding the benefits of the additional budgets. However, the DAISy systems is still not fully operational, with very limited data extract functions. This combined with the lack of data analyst time presents difficulties in providing a comprehensive report as we would wish.</p> <p>The MIDAS service, working in partnership with the Arrows service, to lead on developing and submitting a referral and funding pathway and report for access to, and support for people assessed as requiring residential rehabilitation; which includes pre and after care arrangements; ensuring that there is clear understanding of the process and which is publically available.</p>	<p>ADP leads have raised concerns about DAISy with the Scottish Government. We do not have a definitive time scale as to when these issues will be resolved. However, we can bow differentiate between planned and un-planned discharges</p> <p>Funds have been set aside for the recruitment of a data analyst, which will help to improve our ability to analyse data and information and use this support service provision.</p> <p>Funds have been allocated for improved accommodation for MIDAS, and an additi0nal nurse prescriber.</p> <p>The recent additional budget allocations once; additional staff are in place and systems have been enhanced to access residential rehabilitation; should help to reduce alcohol and drug related harms.</p> <p>As new assertive outreach service started in April 2022, in conjunction with Police Scotland and the Scottish Ambulance service.</p> <p>The residential pathway will ensure that there is a clear understanding of the processes, there is the capacity to respond, and partners are aware of their responsibilities involved in all the relevant stages of pathways into and from rehabilitation, and the MADP will be advised accordingly.</p> <p>Discussion are continuing with a residential provider to consider block buying of beds in order to support access to residential rehabilitation as well as looking at a coordinated pan-Grampian approach.</p> <p>Increased consultant time is now in place to support access to prescribing as part a comprehensive package of support.</p>






<p>Although Moray has continued to meet its targets there is a considerable amount of work to be done over the next 12/18 month, in taking forward the MAT Standards, ensuring that services are accessible to people with needs linked to both alcohol and drug use; and being more proactive in supporting people with complex needs. There are service needs in Moray which will impact on the ability to meet the MAT standards, a key areas being accommodation for the MIDAS service.</p>	<p>Moray is linking in with the Scottish Government as part of rolling out the MAT Standards. The Scottish Government are providing additional funds in 2022/23 to support this. Clarification is being sought from the Scottish Government as to how these funds can be used and if this can be used to assist in securing accommodation.</p> <p>Take forward the MAT Standards and work to reduce alcohol and drug related harms and deaths will continue to be a high a key priority area. This will be supported by taking forward the MADP budget decisions.</p> <p>Plans are in place to increase the focus on engaging people with lived/living experience; with a proposal to engage a lived/living Experience Development worker. This is a priority piece of work.</p>
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<b>General Progress Commentary</b>	<b>Covid-19 Recovery impact on delivery</b>
<p>Moray has a well-developed approach to multi-agency / cross-partnership working and is therefore well placed to take forward the work into 2022/23 to reduce harms, implement the MAT standards; taking forward the MADP budget decisions.</p>	<p>Services have remained open throughout the period of COVID restrictions. Group work and more meetings and recovery groups are running. For example, Narcotics Anonymous, AA, Cocaine Anonymous, Family Recovery, SMART, and recovery social events. More informal activities have resumed; for example the Bow Café operating as a café again and opening for breakfast as well as hosting recovery groups and other community groups.</p>

(LOIP Priority): **People are healthier and experience fewer harms as a result of making well informed decisions about their health and well-being**



(LOIP Outcome) A whole population approach to prevention and reducing related harms – prevent and reduce alcohol and drug related harms

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting improvement	Data only	N/A	320	N/A	N/A	133	187	Out of 346, 54% recorded an improvement		
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting no change	Data only	N/A	143	N/A	N/A	60	83	Out of 346, 24% reported no change		
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting decline	Data only	N/A	129	N/A	N/A	53	76	Out of 346, 22% reported a decline		
	Local	Recovery Outcome – Physical Health and Wellbeing – Average review score	Data only	N/A	7	N/A	N/A	7	7	This is the average over 4 reviews. 4 <sup>th</sup> review scores removed due to low numbers making data inaccurate		
	Local	Recovery Outcome – Physical Health and Wellbeing – Average change from assessment score	Data only	N/A	3	N/A	N/A	Increase of 3	Increase of 3	The average level of positive change is 3 increments		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting improvement	Data only	N/A	343	N/A	N/A	142	200	Out of 346, 58% reported an improvement		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting no change	Data only	N/A	112	N/A	N/A	46	66	19% reported no change out of 346		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting decline	Data only	N/A	138	N/A	N/A	58	80	Out of 346, 23% reported a decline		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Average review score	Data only	N/A	6	N/A	N/A	6	6	This is the average over 3 reviews. 4 <sup>th</sup> review scores removed due to low numbers making data inaccurate		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Average change from assessment score	Data only	N/A	3	N/A	N/A	Increase of 3	Increase of 3	The average level of positive change is 3 increments for each client		
	Local	MADP and services produce quarterly reports	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action WELL1.1 - All services will comply with the DAISY reporting requirements as a condition of their funding.		
	Local	Compliance with DAISY reporting process by MADP and agencies	Data only	N/A	N/A	Not measured for Quarters						










Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
	Local	ABIs delivery against national standard and in accordance with the Moray ABI Delivery Plan	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action WELL1.2 - Delivery Alcohol Brief Interventions and MEOC (Making Every Opportunity Count) interventions in a range of settings, in conjunction with Health Improvement colleagues.		
	Local	Number of unplanned discharges from recovery orientated system of care in Moray (reduce by 10%)	Data only	N/A	295	72	89	69	65	Data shows a decreasing trend of unplanned discharges from Q3 indicating services are taking positive steps in keeping people engaged in services  The new DAISY system is unable to show planned/unplanned discharges but filtering down the spreadsheet extract it can show unplanned options – service user died, service user disengaged, service user disengaged prior to completing full assessment and service user unable to engage.  <i>See Q4 ADP report for further details and charts.</i>		
	Local	Agencies and partnerships represented on the MADP agree to engage in and contribute to the MARS process	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action WELL1.3-1.4 - The MARS process is used to assess and reduce the risks of people assessed as being high risk. Learning from the MARS process is used to reduce risk. In addition the December MADP meeting development session agreed as set of actions to take forward. A key areas being the assertive outreach services with the Scottish Ambulance Services and Police Scotland, and the work with the Police to tackle the impact of cuckooing.		
	Local	Provide reports as required to COG and half yearly to MADP	Data only	N/A	N/A	Not measured for Quarters						
	Local	Learning from the MARS process is fed into commissioning decisions	Data only	N/A	N/A	Not measured for Quarters						

**(LOIP Priority): People are healthier and experience fewer harms as a result of making well informed decisions about their health and well-being**

**(LOIP Outcome)** A whole population approach to prevention and reducing related harms – There is a reduction in alcohol and drug related harm and improvement in people's wellbeing

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
	Local	Number of clients in drug and alcohol services receiving 1 <sup>st</sup> reviews within 3 months	Data only	N/A	N/A	N/A	N/A	N/A	N/A	The DAISY reporting and review system is currently unable to provide this information. We do not yet have a date for when this will be available as it is still under development with Public Health Scotland and Triangle.		
	Local	Number of clients in drug and alcohol services receiving 2 <sup>nd</sup> reviews within 6	Data only	N/A	N/A	N/A	N/A	N/A	N/A	The DAISY reporting and review system is currently unable to provide this information. We do not yet have a		



Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
		months								date for when this will be available as it is still under development with Public Health Scotland and Triangle.		
	Local	Number of clients in drug and alcohol services receiving 3rd reviews within 12 months	Data only	N/A	N/A	N/A	N/A	N/A	N/A	The DAISY reporting and review system is currently unable to provide this information. We do not yet have a date for when this will be available as it is still under development with Public Health Scotland and Triangle.		
	Local	Recovery Outcome – Year to date averages across all outcomes	Data only	N/A	7.3	N/A	N/A	7.3	N/A	Averages at Initial assessment – 6.4 Review 2 – 7.4 Review 2 – 7.6 Review 3 – 7.7 <ul style="list-style-type: none"> <li>Children removed as a lot scored as NA as they do not have children</li> <li>Review 4 also not included due to low numbers of reviews received</li> </ul>		
	Local	Number of planned discharges from the recovery orientated system of care who are free from problematic alcohol or other drug use (increase by 10%)	Data only	N/A	72	16	30	26	N/A	This only covers those discharged as alcohol free, drug free or substance free. There are 9 other planned discharge options. Moray ADP takes account of all planned discharge options.  <i>See ADP Q4 report for charts and data.</i>		
	Local	Number of clients in specialist services in Moray	Data only	N/A	641	457	561	567	641	Increasing trend from previous quarters. Arrows have mentioned in Q4 seeing a 20% increase in new clients seeking support. 393 (61%) Drugs, 204 (32%) Alcohol, 44 (7%) Co-dependency		
	Local	Number of people waiting more than 3 weeks between referral to a specialist drug and alcohol service and commencement of treatment	Data only	8	12	2	2	1	7	It is unknown if this wait is client led or service led as daisy doesn't provide this information. Moray ADP are still looking into the reason for the increased waits. 1 of these was from a data entry error by Arrows. The ADP admin have had discussions with Arrows and they explained that the extended waits were due to clients not wanting to engage in services and start treatment after completing an initial assessment.		
	Local	NHS Grampian prescribing and clinical data	Data only	N/A	N/A	Not measured for Quarters				Data under development		
	Local	DAISY data sets	Data only	N/A	N/A	Not measured for Quarters				Data under development		
	Local	Service quarterly performance reports as per the funding requirements. (both in the Third and Public sectors)	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action WELL1.1 - All services will comply with the DAISY reporting requirements as a condition of their funding.		
	Local	MADP Workforce Development prospectus and feedback from those	Data only	N/A	100%	N/A	N/A	100% (17 of	100% (17 of	Frontline Forum Dec 2021 – 20 attended, 4 provided feedback which was all positive. Multiple risk SDF course		

Code	Cat	Short Name	Current Target	2020/21	2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value			
		attending shows an average of 90% with a positive rating of good or above						17)	17)	in September 13/13 attended, no feedback to ADP but to trainer directly. Throughout 2021/22 there were multiple courses all with positive feedback except one.		
	Local	In 2022, prepare and undertake the tender process for the single point of contact in accordance with procurement policies and timescales; taking account of national and local priorities and the review relating to co-morbidity.	Data only	N/A	N/A	Not measured for Quarters				Refer to LOIP Action WELL3.2 - There will be an integrated pathway for service users, providing a person led flexible range of services that are accessible to all throughout the Moray area		