

Report of the Regional Overview and Scrutiny Committee – Review of the Health of the Ex-Services Community

In accordance with Section 21B of the Local Government ACT 2000, Cabinet is required to provide a response to the recommendations of the Overview and Scrutiny Committee within 2 months. In providing this response Cabinet is asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

Recommendations on Local Authorities – Updated as at February 2012

Overview and Scrutiny Recommendation	Officer Commentary	Action to be taken (if any) and timescale for completion (also Lead Officer accountability)	Update to Actions
<p><u>Recommendation 1</u>: that local authorities across the region consider what might be the costs, benefits and best methods of collecting in future information about members of the Armed Forces ‘soon to leave’, their likely destination and the demands that will place on localities.</p>	<p>This recommendation is supported.</p>	<p>Regional approach is needed to ensure consistency of approach.</p> <p>(Head of Adult Social Care – December 2011)</p>	<ul style="list-style-type: none"> ▪ Regional development work via ANEC ▪ Issue raised with NHS colleagues and how this links with their information pathways ▪ North Tyneside to link into and work collaboratively with the Regional Lead

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<p><u>Recommendation 2:</u> that local authority services should actively ask the question of those they provide services for: “have you served in the UK Armed Forces?”</p>	<p>This recommendation is supported to ensure we have good quality information about our customers</p>	<p>This is linked to the Customer Relationship Management (CRM) system that is being developed to start to gather this information at source when people contact the Council. Also information from EASE cards. (Head of Customer and Cultural Services – 2012/13)</p>	<ul style="list-style-type: none"> ▪ CRM is in the early stages of development and roll out – phase 2 from April 2012 ▪ Include information request on Ex Services Community as part of data gathering process ▪ Also look at information / data requirements in Adult Social Care / AIS systems ▪ Identify links into other areas, ie housing benefits, choice based lettings etc – in line with development and roll out of CRM systems
<p><u>Recommendation 5:</u> that formal information sharing protocols and arrangements are established between the armed forces and local authorities across the NE region. This will enable local authorities to properly assess and plan to meet the needs of the ex-service community as a specific group.</p>	<p>This recommendation is supported. Agree to this recommendation but would need a regional approach to this across all North East Local Authorities.</p>	<p>A regional approach is needed to ensure consistency of approach across Local Authorities. (Head of Adult Social Care – December 2011)</p>	<ul style="list-style-type: none"> ▪ Regional lead to be identified ▪ North Tyneside to link into and work collaboratively with the Regional Lead

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<p><u>Recommendation 6:</u> local authorities in the North East should consider dedicating a chapter in their Joint Strategic Needs Assessments to vulnerable service leavers and their needs and identifying as a target population the ex service community within their strategic planning processes in relation to social exclusion, anti-poverty, homelessness and offending.</p>	<p>This recommendation is supported. The JSNA is the means to capture information on service need and numbers to help inform activity, demand and commissioning decisions.</p>	<p>JSNA refresh to include this. (Director of Public Health – 2012/13)</p>	<ul style="list-style-type: none"> ▪ Review of content and process for JSNA being conducted ▪ Discussions under way with regard to brief needs assessment for veterans in North Tyneside which will inform JSNA and commissioning for 2012-13
<p><u>Recommendation 7:</u> that local authorities across the region take research forward as part of the development of Joint Strategic Needs Assessments across the region, and that the North East Public Health Observatory should also consider what data and research support it can provide.</p>	<p>This recommendation is supported in principle subject to other Local Authorities agreeing to feed in to a regional dataset of information.</p>	<p>Await feedback from other Local Authorities to support this approach. (Director of Public Health – 2012/13)</p>	<ul style="list-style-type: none"> ▪ Acting Regional Director of Public Health leading on this ▪ Consultation with DPH's across the region • North Tyneside to linking and working collaboratively with the Regional Lead. • Needs assessment from Durham has now been shared which will inform developments locally

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<p><u>Recommendation 8</u>: that local authorities across the North East request the NE National Housing Federation to carry out a mapping exercise to quantify current provision of ex - service community housing provided by their members and analyse best practice both nationally and within the North East.</p>	<p>This recommendation is supported. A mapping of current provision and best practice examples would support good commissioning decisions and feed into the planning processes.</p>	<p>The NE Housing Federation to be requested to undertake a mapping exercise and identify regional and national good practice examples.</p> <p>(Head Of Regeneration, Development & Regulatory Services – March 2012)</p>	<ul style="list-style-type: none"> ▪ Gateshead Council to act as the Lead Local Authority in relation to this recommendation ▪ North Tyneside to link into and work collaboratively with the Regional Lead ▪ LA's met in December 2011 ▪ Services mapped across the region ▪ HCA arranged a meeting on 22/2 at Catterick to look at housing issues – look at Riverside development (identified as best practice) ▪ Future meetings arranged

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<p><u>Recommendation 9</u>: that the North East Housing Federation works closely with NE local authorities to help plan future provision.</p>	<p>This recommendation is supported. See comments above as mapping exercise will help understand level of current provision.</p>	<p>Officers to link in with NE Housing Federation</p> <p>(Head Of Regeneration, Development & Regulatory Services – March 2012)</p>	<ul style="list-style-type: none"> ▪ Gateshead Council to act as the Lead Local Authority in relation to this recommendation ▪ North Tyneside to link into and work collaboratively with the Regional Lead ▪ LA's met in December 2011 ▪ Services mapped across the region ▪ HCA arranged a meeting on 22/2 at Catterick to look at housing issues – look at Riverside development (identified as best practice) ▪ Future meetings arranged

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<p><u>Recommendation 10:</u> that the armed forces and the Career Transition Partnership work more closely with local authorities across the region and provide them with an assessment of the likely level of demand and need for employment and skills related services in order to inform future economic and financial inclusion strategies and future provision.</p>	<p>This recommendation is supported. Agencies to link in and work with the Council on future demand requirements.</p>	<p>Await further information from Armed Forces and Career Transition Partnership</p> <p>(Head of Education, Enterprise and Economy – March 2012)</p>	<ul style="list-style-type: none"> ▪ Direct links established between North Tyneside Council and the Career Transition Partnership ▪ Information received from the Career Transition Partnership on future demand requirements on sectors of employment where service leavers could access a placement for work experience ▪ North Tyneside Job Finding Service to identify / support individuals with training / development opportunities ▪ Further detail required from Career Transition Partnership on numbers / demand for North Tyneside, current information is regional

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<p><u>Recommendation 14:</u> As some sections of the ex-service community are vulnerable and hard to reach it is recommended that local authorities work with third sector bodies which provide an outreach service (such as ex-service charities and Norcare) to raise awareness and improve access to available support mechanisms.</p>	<p>This recommendation is supported. Through the contracting arrangements and SLA's that are in place with the community and voluntary sector awareness of these issues can be raised, also to ensure there is equality of access into such services and other services to provide support.</p>	<p>Discussions with third sector organisations to take place across Adult Social Care and Community and Voluntary Sector leads</p> <p>This will also be raised with the Mental Health Partnership Board</p> <p>(Head of Adult Social Care – September 2011)</p>	<ul style="list-style-type: none"> ▪ Currently reviewing our housing related support services across North Tyneside ▪ Maximise opportunity for individuals via the Housing Gateway Service to prioritise need ▪ Review of outreach services – new commissioning arrangements in place for mental health support from September 2012 – include reference to Service Leavers in this ▪ Service mapping exercise to be completed early 2012/13, also links into housing mapping exercise

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<p><u>Recommendation 15</u>: that all agencies should make use of and promote local directories of services provided by the voluntary and community sector and statutory provision for those seeking help and for those making referrals, such as the web-based directory provided by Veterans North-East and Finchale College Durham.</p>	<p>This recommendation is supported. Adult Social Care is currently reviewing its advice and information to service users, carers and members of the public.</p>	<p>As the advice and information is updated and refreshed reference to services provided by the voluntary and community sector for the Ex-Services Community will be included.</p> <p>(Head of Adult Social Care – December 2011)</p>	<ul style="list-style-type: none"> ▪ Information hub being developed and links established with the community and voluntary sector about content, hosting etc ▪ Web links to be established and promoted once format and content is agreed ▪ Links from Council site and Information Hub to NE Veterans Network, includes a directory of services - http://northeastveterans.net/
<p><u>Recommendation 16</u>: that North East local authorities examine opportunities for using digital media to improve communication with the ex-service community and raise awareness of available support mechanisms.</p>	<p>The recommendation is supported in the extent of current projects and funding capabilities.</p>	<p>In the review of advice and information Adult Social Care will develop a web based solution for access to the required information about services the voluntary and community sector can provide</p> <p>(Head of Adult Social Care – December 2011)</p>	<ul style="list-style-type: none"> ▪ Web based development for information and advice being developed ▪ Includes links to service directory, information hub and community and voluntary sector

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<p><u>Recommendation 17</u>: that the North East National Housing Federation is requested on behalf of local authorities across the region to carry out work with Registered Social Landlords to raise awareness of the housing needs of the ex-service community.</p>	<p>This recommendation is supported.</p>	<p>The NE Housing Federation to be requested to undertake work with RSL's to raise awareness</p> <p>(Head Of Regeneration, Development & Regulatory Services – September 2011)</p>	<ul style="list-style-type: none"> ▪ Gateshead Council to act as the Lead Local Authority in relation to this recommendation ▪ North Tyneside to link into and work collaboratively with the Regional Lead ▪ LA's met in December 2011 ▪ Services mapped across the region ▪ HCA arranged a meeting on 22/2 at Catterick to look at housing issues – look at Riverside development (identified as best practice) ▪ Future meetings arranged

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<p><u>Recommendation 20</u>: that local authorities and other key partner organisations across the region should consider identifying a senior figure who can act as a champion for the ex-service community and establishing a central point of contact in each local authority area or sub - region to assist when members of the community experience difficulties. Examples of possible approaches include:</p> <ol style="list-style-type: none"> a. Within local authorities, a Member Armed Forces Champion to drive improvements in services for service veterans. b. Within local authorities, a named senior officer to assist the ex-service community and act as a facilitator and conduit in dealings with Councils and beyond. 	<p>This recommendation is supported.</p> <p>This recommendation is supported.</p>	<p>Member to be identified, Cllr E Darke is co-chair of NT Veterans Committee (July 2011) (Head of Customer and Cultural Services – July 2011)</p>	<ul style="list-style-type: none"> ▪ Lead Member – to be reviewed by Cabinet in March 2012 ▪ Lead Officer is Paul Gowans, Head of Cultural Services and Support

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<p><u>Recommendation 22:</u> that local authorities should consider how to bring together voluntary organisations large and small with a specific interest in the welfare of the ex-service community, in the light of the Government's response to the Task Force on the Military Covenant.</p>	<p>This recommendation is supported. There is a good voluntary sector network across North Tyneside and work with the wider network of organisations will support this.</p>	<p>VODA is seeking to set up a new project with veterans. The Partners in Volunteering programme involves ex-service personnel who would like to support others to deal with the mental health issues arising out of their experiences. This is still in the developmental / planning stage.</p> <p>(Head of Adult Social Care – December 2011)</p>	<ul style="list-style-type: none"> ▪ Armed Forces Covenant to be developed and supported in North Tyneside ▪ Links established with the North Tyneside Military Civil Integration Officer ▪ Use the Armed Forces Covenant as the lead to bring together the Community and Voluntary sector ▪ Support from Health and Well Being Board to bring organisations together in support of the development and introduction of an Armed Forces Covenant for North Tyneside

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<p><u>Recommendation 23:</u> We strongly recommend that local authorities across the region should explore options for establishing and publicising a central point of contact telephone number - to increase the chances of people getting the help they need and to provide a consistent standard of contact across the region. Ex-service charities, Citizens Advice Bureau operating in the region, the Career Transition Partnership and Job Centre Plus have all indicated that this would be likely to prove beneficial. The model adopted by Hampshire County Council, in which telephone enquiries from the ex-service community are channelled to a specific staff member, is particularly worth consideration</p>	<p>This recommendation is supported. The introduction of a single number for access into North Tyneside Council would support this recommendation whereby staff in the Customer Contact Centre can be trained to respond to enquiries from the Ex-Services Community and giving them the right advice / information. The development of a Customer Relationship Management system would collect and collate this data and would give us added intelligence about our customer base</p>	<p>Single number to be established.</p> <p>CRM system to be developed and include information on the Ex-Services Community.</p> <p>(Head of Customer and Cultural Services – 2012/13)</p>	<ul style="list-style-type: none"> ▪ CRM is in the early stages of development and roll out – phase 2 from April 2012 ▪ Include information request on Ex Services Community as part of data gathering process ▪ “Customer First”, the customer strategy covering 2011-15 was agreed by Cabinet in December 2010. A single point of contact is one of the aims in the strategy ▪ Procurement of an automated telephony system has been completed and implementation of this is being rolled out – single number to be in place by late Summer 2012

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<p><u>Recommendation 24</u>: that the Homes and Communities Agency is requested on behalf of local authorities across the region to consider how it may broker assistance and ensure better co-ordination of work across the region to ensure that services are being directed at the right people, including the ex-service community, and how it might assist with sharing examples of best practice as part of its enabling role and within the local investment planning process undertaken with local authorities.</p>	<p>This recommendation is supported We would feed information into the Homes and Communities Agency on the work we have done in North Tyneside.</p>	<p>As set out (Head Of Regeneration, Development & Regulatory Services – March 2012)</p>	<ul style="list-style-type: none"> ▪ Gateshead Council to act as the Lead Local Authority in relation to this recommendation ▪ North Tyneside to link into and work collaboratively with the Regional Lead ▪ LA's met in December 2011 ▪ Services mapped across the region ▪ HCA arranged a meeting on 22/2 at Catterick to look at housing issues – look at Riverside development (identified as best practice) ▪ Future meetings arranged
<p><u>Recommendation 26</u>: Local authorities within the North East should consider the developing a regional veterans charter to establish uniform good practice across the region, possibly through existing regional structures such as the Association of North East Councils (ANEC).</p>	<p>This recommendation is supported in principle. This would be subject to the agreements by other North East Local Authorities to this recommendation.</p>	<p>North Tyneside Council to contribute to the development of a regional veterans charter – Officer and Member support (Head of Adult Social Care – March 2012)</p>	<ul style="list-style-type: none"> ▪ ANEC has responded positively to this recommendation and indicated they would be able to develop a charter for consideration should NE Local Authorities wish to pursue this approach ▪ North Tyneside confirms its support to the development of a regional veterans charter

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<p><u>Recommendation 27</u>: that the Career Transition partnership continues to work with local authorities and Primary Care Trusts (and successor bodies as PCTs are abolished) to ensure that the Transition Protocol is understood and that specific individuals are mandated appropriately to take on these roles.</p>	<p>This recommendation is supported. Local Authority to remain engaged with other agencies on transition issues through the Enterprise and Employability Services team.</p>	<p>Enterprise and Employability Services Team to work in partnership with other agencies</p> <p>(Head of Education, Enterprise and Economy – March 2012)</p>	<ul style="list-style-type: none"> ▪ Lead for this recommendation lies with the Army Recovery Capability / Personnel Recovery Unit ▪ Further discussions are being held with the MoD Military Civil Integration Team to identify a way forward
<p><u>Recommendation 29</u>: that the armed forces and the Career Transition Partnership work more closely with local authorities and third sector organisations such as ex service charities, Norcare and Mental Health North East with a view to developing a formal process for referring vulnerable service leavers into specific services.</p>	<p>This recommendation is supported.</p>	<p>Enterprise and Employability Services Team to work in partnership with other agencies</p> <p>(Head of Education, Enterprise and Economy – March 2012)</p>	<ul style="list-style-type: none"> ▪ Military Civil Integration project underway from January 2012 to look at 1000 early service leavers from the Catterick area to have an assessment of need and then tracked via the Career Transition Partnership and other agencies ▪ Update required in relation to North Tyneside early service leavers from the Career Transition Partnership

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<p><u>Recommendation 32</u>: local authorities should encourage Strategic Housing Authorities and registered social landlords, where possible, to adopt allocation policies which recognise the needs of the ex-service community.</p>	<p>This recommendation is supported. North Tyneside Homes' Choice Based Lettings policy provides a high priority for applicants who are leaving HM forces. The Choice Based Lettings scheme also advertises properties on behalf of registered providers operating within North Tyneside.</p>	<p>Strategic Housing Team to support the introduction of allocation policies which recognise the needs of the ex-services community.</p> <p>(Head Of Regeneration, Development & Regulatory Services – March 2012)</p>	<ul style="list-style-type: none"> ▪ Gateshead Council to act as the Lead Local Authority in relation to this recommendation ▪ North Tyneside to link into and work collaboratively with the Regional Lead ▪ North Tyneside Homes do prioritise people leaving HM Armed Forces as part of lettings policy
<p><u>Recommendation 34</u>: that the Homes and Communities Agency is requested to examine on behalf of local authorities across the region identifying take-up of low-cost housing products by the ex-service community and whether providers are assisting the ex-service community as well as other parts of the community.</p>	<p>This recommendation is supported. The Council works with developers and housing associations to deliver low-cost housing such as shared equity and shared ownership products (known collectively as intermediate affordable housing). The take-up of these products by the ex-service community is not monitored. Some developers are offering discounts on market homes currently being built in the borough.</p>	<p>The Council supports the recommendation that the Homes and Communities Agency monitors this on a regional basis to identify levels of take-up and barriers to accessing these homes.</p> <p>(Head Of Regeneration, Development & Regulatory Services – March 2012)</p>	<ul style="list-style-type: none"> ▪ Gateshead Council to act as the Lead Local Authority in relation to this recommendation ▪ North Tyneside to link into and work collaboratively with the Regional Lead ▪ Information from North Tyneside has been shared with the HCA

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<p><u>Recommendation 35:</u> that local authorities across the region examine the scope to provide housing related support for ex - service tenants once a property has been identified.</p>	<p>This recommendation is supported. North Tyneside has recently introduced a “support gateway” system to give access to a range of supported housing / accommodation options. This provision and gateway access process covers a range of high priority groups which includes the Ex Services Community.</p>	<p>Provision of housing related support for the ex-services community is reviewed.</p> <p>(Head of Adult Social Care – March 2012)</p>	<ul style="list-style-type: none"> ▪ Access to housing related support is currently being reviewed across the Council ▪ It is the intention to review and strengthen access to housing support via the Housing Gateway team and to prioritise access to this type of service / support to individuals / families •
<p><u>Recommendation 38:</u> Joint Strategic Needs Assessments should specifically identify the mental health needs of the ex-service community including families and dependants.</p>	<p>This recommendation is supported. The JSNA is the means to capture information on service need and numbers to help inform activity, demand and commissioning decisions.</p>	<p>JSNA refresh to include this.</p> <p>(Director of Public Health – 2012/13)</p>	<ul style="list-style-type: none"> ▪ Review of content and process for JSNA being conducted ▪ Include information on the mental health needs of the ex-service community when JSNA is refreshed ▪ Links also established with the Mental health Commissioning Board – joint board between the LA, PCT and CCG’s

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<p><u>Recommendation 40:</u> Local authorities and GP Consortia should be actively engaged in joint planning and commissioning of services with the NHS.</p>	<p>This recommendation is supported. The new Health and Well-being Board and Joint Commissioning structure supports the active involvement, engagement and agreements with the GP Commissioning Consortia.</p>	<p>A report has already been presented to the Mental Health Partnership Board in relation to the regional review report and updates on this will be tabled for further discussion.</p> <p>(Head of Adult Social Care – June 2010)</p>	<ul style="list-style-type: none"> ▪ The joint commissioning structure across North Tyneside has been reviewed and now includes a number of commissioning boards including representatives from the LA, PCT, CCG's ▪ The Mental Health Commissioning Board has this identified in its work plan for 2011/12 and 2012/13 ▪ The Mental Health Commissioning Board in North Tyneside is chaired by a lead GP from one of the CCG's ▪ Governance and reporting links in place between the commissioning boards and the Health and Well being Board
<p><u>Recommendation 41:</u> Local authorities should be actively engaged in the NHS Armed Forces Network and consider how they can take on a leadership role in relation to veterans mental health issues – perhaps linked to the formation of the new Health and Wellbeing Boards.</p>	<p>This will be a work stream of the Mental Health Partnership Board – this board reports to the Health and Wellbeing Board.</p>	<p>Mental Health Partnership Board workstream to be updated to include veterans mental health issues.</p> <p>(Head of Adult Social Care – July 2011)</p>	<ul style="list-style-type: none"> ▪ This is on the Mental Health Commissioning Board's work plan / forward plan ▪

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<p><u>Recommendation 42:</u> Consideration should be given by central government to the need for some form of accreditation to be available to ex-service charities (particularly the newly emerging charities). How this might best be taken forward should be considered in the light of the Government's response to the Task Force on the Military Covenant. Local authorities should consider drawing up approved lists of service providers.</p>	<p>This recommendation is supported. The needs of individuals will need to be identified in the first place through the JSNA / commissioning processes together with the likely prevalence and future requirements.</p>	<p>Current approved lists of providers to be reviewed to see if they are able to meet identified needs. If further provision is required a procurement process will need to be started.</p> <p>(Head of Adult Social Care – March 2012)</p>	<ul style="list-style-type: none"> ▪ Need to understand and be aware of any National / Regional Accreditation Scheme ▪ Review North Tyneside position once this is available

Recommendations on Health and Well Being Boards – Updated as at January 2012

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<p><u>Recommendation 6:</u> local authorities in the North East should consider dedicating a chapter in their Joint Strategic Needs Assessments to vulnerable service leavers and their needs and identifying as a target population the ex service community within their strategic planning processes in relation to social exclusion, anti-poverty, homelessness and offending.</p>	<p>This recommendation is supported. The JSNA is the means to capture information on service need and numbers to help inform activity, demand and commissioning decisions.</p>	<p>JSNA refresh to include this. (Director of Public Health – 2012/13)</p>	<ul style="list-style-type: none"> ▪ Review of content and process for JSNA being conducted ▪ Discussions under way with regard to brief needs assessment for veterans in North Tyneside which will inform JSNA and commissioning for 2012-13
<p><u>Recommendation 7:</u> that local authorities across the region take research forward as part of the development of Joint Strategic Needs Assessments across the region, and that the North East Public Health Observatory should also consider what data and research support it can provide.</p>	<p>This recommendation is supported in principle subject to other Local Authorities agreeing to feed in to a regional dataset of information.</p>	<p>Await feedback from other Local Authorities to support this approach. (Director of Public Health – 2012/13)</p>	<ul style="list-style-type: none"> ▪ Acting Regional Director of Public Health leading on this ▪ Consultation with DPH's across the region • North Tyneside to linking and working collaboratively with the Regional Lead. • Needs assessment from Durham has now been shared which will inform developments locally

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<p><u>Recommendation 36:</u> that the new Health and Wellbeing Boards prioritise veterans' mental health issues, taking a lead in ensuring that on day 1 of discharge into civilian life that services are in place to meet the needs of the ex-service community in relation to both NHS and social care provision.</p>	<p>This recommendation is supported.</p>	<p>Work is underway across North Tyneside Health and Social Care community to be in a position to identify this need, to respond and to put in place support / services to meet those needs.</p> <p>(Head of Adult Social Care – March 2012)</p>	<ul style="list-style-type: none"> ▪ Links to future content of JSNA ▪ This is a work stream of the joint Mental Health Commissioning Group, which is linked into the Health and Well being Board ▪ To be supported through mental health and emotional well being as this is likely to be a HWB priority (currently being developed and agreed) ▪ The Commissioning Exec to take an overview of veterans health and how we commission services to meet needs of veterans through newly emerging commissioning structures
<p><u>Recommendation 38:</u> Joint Strategic Needs Assessments should specifically identify the mental health needs of the ex-service community including families and dependants.</p>	<p>This recommendation is supported. The JSNA is the means to capture information on service need and numbers to help inform activity, demand and commissioning decisions.</p>	<p>JSNA refresh to include this.</p> <p>(Director of Public Health – 2012/13)</p>	<ul style="list-style-type: none"> ▪ Review of content and process for JSNA being conducted ▪ Include information on the mental health needs of the ex-service community when JSNA is refreshed ▪ Links also established with the Mental health Commissioning Board – joint board between the LA, PCT and CCG's

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<p><u>Recommendation 40:</u> Local authorities and GP Consortia should be actively engaged in joint planning and commissioning of services with the NHS.</p>	<p>This recommendation is supported.</p> <p>The newly established Health and Well-being Board and the Partnership Boards include representatives from the NHS and the new GP Commissioning Consortia. These groups will develop joint planning and joint commissioning arrangements across client groups in North Tyneside.</p>	<p>A report has already been presented to the Mental Health Partnership Board in relation to the regional review report and updates on this will be tabled for further discussion.</p> <p>(Head of Adult Social Care – June 2010)</p>	<ul style="list-style-type: none"> ▪ The joint commissioning structure across North Tyneside has been reviewed and now includes a number of commissioning boards including representatives from the LA, PCT, CCG's ▪ The Mental Health Commissioning Board has this identified in its work plan for 2011/12 and 2012/13 ▪ The Mental health Commissioning Board in North Tyneside is chaired by a lead GP from one of the CCG's ▪ Governance and reporting links in place between the commissioning boards and the Health and Well being Board