



















## 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	77%			


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	75%			
	<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>The range of Moray service partners have continued to deliver quality services throughout the COVID pandemic. Services are now opening up with new groups starting such as Narcotics Anonymous, and existing groups now operating.</p> <p>Data shows 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. ADP's leads have expressed their concern.</p>




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					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 service 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.				62 ABI's recorded in wider settings. During Q3 25 participants from Moray who work in Local Authority, TSI, Police Scotland, Military Personnel and NHS services have attended and completed the training.
	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>				<p>The new DAISY system is still unable to show planned/unplanned discharges. Therefore we are unable to provide data until this is resolved. This has been raised with the Scottish Government.</p> <p>The MADP held a development session on 8<sup>th</sup> December and agreed actions to help reduce drug related harms. A key action is the setting up of an assertive outreach services, working with Police Scotland, the Scottish Ambulance Service and other partners. This will start by April 2022. A training calendar has been set up for 2022.</p> <p>The locality networks are being supported to take forward community work in Buckie and Keith.</p>
	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.				<p><u>Drug and Alcohol related deaths:</u> Drug related deaths have increased in Moray during 2021. National data will be published in summer 2022.</p> <p>There were 10 Moray drug related deaths in 2020. (2018: 17, 2019: 12)</p> <p>The Moray Drug and Alcohol Services had 13 people die from drug related death during 2021, who were in care and treatment service. All of these deaths have been reviewed by the multiagency partners.</p> <p>In the Moray Mental Health Service, an additional 3 people died where Morphine that was not prescribed was a factor in 2 deaths; and where it was prescribed, a factor in one death.</p>

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					<p>There is multi-agency knowledge of 3 additional individuals who died of drug related death in Moray who were not in receipt of a drug and alcohol care and treatment service.</p> <p>Therefore, 19 people in Moray may have died from a drug related death during 2021. This figure is <u>subject to national verification of data and has</u> not yet published. Therefore the number may change.</p> <p>Nevertheless there will be a reported increase in drug related deaths for Moray, for the year 2021.</p> <p>Learning from Drug Related Deaths: Learning from deaths has been undertaken by the multi-agency team and learning shared and actions agreed. Summary key findings are that people are taking drugs in isolation in their own homes (supply routes have changed) Benzodiazepines and Cocaine feature regularly. People can buy drugs over the internet and consume behind closed doors. Some aspects of people misusing other people's prescribed medication: Methadone features as well as Morphine and Gabapentin. 2 people were in the Multi Agency Risk System (MARS) and had plans in place to mitigate against fatal overdose.</p> <p>People in recovery are at risk of drug related death, 3 cases: reduced tolerance (1 person just left Prison); (2 people were in recovery and met in with previously known drug dealing associates.</p> <p>Moray has a particular Benzodiazepine problem that is not evidenced in other Council areas – high incidence and use of “street Valium” type drugs where the content and strength are unknown and are high risk to the user.</p> <p>Good Practice: People kept open in service. Intervention and recovery focussed. MARS process. Shared care arrangements between MIDAS and 3<sup>rd</sup> Sector to improve access, treatment and recovery. Two meetings of the multi-agency partners have been held in August and December 2021 and an action plan has been developed to further apply our collective action via the Moray ADP to tackling drug and alcohol harms in our communities. A key element of the plan is increased proactive assertive outreach, and increased working with Police Scotland and the Scottish Ambulance Service, with the later targeting people who have had a non-fatal overdose.</p>

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					<p>New posts have been created. These are:</p> <p>0.5 WTE Social Worker Appointed and in post</p> <p>1.0 WTE Consultant appointed (starting beginning of May)</p> <p>1.0 WTE Health Care Support Worker Appointed and in post</p> <p>1.0 WTE Principle Psychologist - interviews are to be held at the end of February</p> <p>Data analyst been out to advert and unable to appoint. Plan are in place to continue with the recruitment.</p> <p>A Service Level Agreement is being developed for block purchasing residential rehabilitation beds at Beechwood, as part of assist rehabilitation pathways.</p>

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	75%			
	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.				Moray has consistently met the 3 week waiting time target throughout 20/21. There was only person (out of 118) who waited more than three weeks for a service after referral in quarter 3.
	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 and assertive outreach.</p> <p>The Scottish Government are linking up with ADP's during the first half of 2022 to support the roll out of the MAT Standards.</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.</p> <p>Naloxone continues to be supplied; and now re-supplied to people and their families; which is reflected in the data with 53 kits being given out in Quarter 3. 43 in Quarter 2 and 54 in Q1.</p>

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	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 and Alcoholics anonymous which are peer 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	80%			
	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>Frontline Forum in December on third sector partner Circles Advocacy with 20 attendees.</p> <p>SDF Multiple Risk course with 13/13 attending.</p> <p>One course (SDF Drugs &amp; Mental Health) planned for Q3 but had to be re-scheduled due to trainer illness and attendance on this will be reported in Q4.</p> <p>2022/23 calendar discussions have taken place and there is a schedule for the next set courses. Also discussions have taken place with the Scottish Ambulance Service and Police Scotland on specific Frontline worker Benzodiazepine training.</p> <p>The 2022 training calendar has been set up and new areas are being planned lined to locality networks.</p>
	LOIP – WELL3.2 There will be an integrated pathway for service				Access to support is primarily with the Single Point of Access (Arrows). Accompanying data shows that numbers accessing

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	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>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>Moray continues to meet the waiting times targets.</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>Although the overall position in Moray is positive, further work is being taken forward on how we can continue to take steps to reduce harms and deaths.</p> <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 as to when these issues will be resolved.</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>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 will start in April 2022, in conjunction with Police Scotland and the Scottish Ambulance service.</p> <p>The pathway will ensure that there is a clear understanding of the processes, there is the capacity to respond, and partners are aware of</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. The current provision is no longer suitable to meeting the diverse and complex needs of those requiring support.</p>	<p>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 underway with a residential provider to consider block buying of beds in order to support access to residential rehabilitation.</p> <p>Increased consultant time is now in place to support access to prescribing as part a comprehensive package of support.</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. The Wellbeing Hub is leading on promoting engagement for those with lived/living experience. This is in conjunction with Arrows and the Scottish Recovery Consortium.</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 informal meetings such as the weekly evening social evening (Soup and Soap Operas) are opening up and expanded. For example, Narcotics Anonymous groups have now started. 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		N/A	N/A	133		Out of 246, 54% recorded an improvement		
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting no change	Data only	N/A		N/A	N/A	60		24% reported no change out of 246.		
	Local	Recovery Outcome – Physical Health and Wellbeing – Number of clients reporting decline	Data only	N/A		N/A	N/A	53		Out of 246, 22% reported a decline		
	Local	Recovery Outcome – Physical Health and Wellbeing – Average review score	Data only	N/A		N/A	N/A	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		N/A	N/A	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		N/A	N/A	142		Out of 246, 58% reported an improvement		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting no change	Data only	N/A		N/A	N/A	46		19% reported no change out of 246.		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Number of clients reporting decline	Data only	N/A		N/A	N/A	58		Out of 246, 23% reported a decline		
	Local	Recovery Outcome – Mental Health and Emotional Wellbeing – Average review score	Data only	N/A		N/A	N/A	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		N/A	N/A	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		72	89	69		Data shows a decreasing trend of unplanned discharges 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 Q3 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		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		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		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		N/A	N/A	7.3		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		16	30	26		This only covers those discharged as alcohol free, drug free or substance free. There are 9 other planned discharge options and 4 unplanned options.		
	Local	Number of clients in specialist services in Moray	Data only	N/A		457	561	567		Increasing trend from previous quarters.		
	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		2	2	1		It is unknown if this wait is client led or service led as daisy doesn't provide this information.		
	Local	NHS Grampian prescribing and clinical data	Data only	N/A		Not measured for Quarters				Data under development		
	Local	DAISY data sets	Data only	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 attending shows an average of 90% with a positive rating of good or above	Data only					100% (17 of 17)		Frontline Forum Dec 2021 – 20 attended, 4 provided feedback which was all positive. Multiple risk SDF course 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	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		

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				Value	Value	Value	Value	Value	Value			
		of national and local priorities and the review relating to co-morbidity.										