



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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Mrs Olivia Shorrocks
Head of Major Conditions
Delivery and Performance Division
Welsh Government

Sent via E-mail:
REDACTED – S40

Ein cyf / Our ref: MP/SEE/CE21-2749/
3022

Eich cyf / Your ref:

☎: REDACTED – S40

Gofynnwch am / Ask for: REDACTED – S40

E-bost / Email: REDACTED – S40

Dyddiad / Date: 14th December 2021

Dear Olivia,

RE: Targeted Intervention Improvement Framework – Self-Assessment

Thank you for the letter of 7 December 2021 received from Lynne Neagle AS/MS Y Dirprwy Weinidog Iechyd Meddwl a Llesiant Deputy Minister for Mental Health and Wellbeing requesting further information on the evidence provided for the Mental Health Domain. BCUHB has previously shared with you the details regarding the process of assessing the evidence and indeed the evidence used to underpin the scoring across all targeted intervention matrices including Mental Health. I therefore hope that you consider that we have robust governance arrangements surrounding the management of our Targeted Intervention Improvement progress, which has also been independently verified by the Good Governance Institute. We use reference points to measure our progress through the maturity matrices; evidence of action within a step in the maturity matrix gives us a reference point against the 'Progress Levels' across the matrices and when we have the evidence of impact we describe that as a high. For example, when we have evidence of action against the majority of actions within '2- Early Progress'¹ we would describe that as a "2" and when we have the evidence of impact as well we would regard that as a "High 2".

Within each of the key elements within the matrices, we take the mode of the number of attributes against which we have evidence in each key element and then the mode of the key elements to give the final reference point.

Listed below are the key elements for the Mental Health matrix showing the original reference point from May 2021, the current self-assessment and the target reference point for May 2022. Please note the self-assessment in May 2021 was made against the entire matrix and not subdivided between the key elements, similarly the target for May 2022 has been set against the entire matrix not the individual key elements.

¹ Progress levels are defined within the Targeted Intervention Improvement Framework

Domain 1 : Mental Health (Adults and Children) self-assessment reference points

Key element	Self-assessment May 2021	Self-assessment November 2021	Target May 2022
Children's			
Strategy and Sustainability		1	
Workforce		1	
Care pathways for Crisis		1	
Access		1	
Involvement and Participation		1	
Psychological Therapies		1	
Transition			
Transition		1	
Adults			
Divisional Management		1	
Internal relationship management		1	
Risk Compliance and outcomes		0	
Organisational Learning		1	
Customer Relationships and QI		1	
Assuring Learning and adaption		1	
Financial Planning		0	
Children's summary reference point		1	
Transition summary reference point		1	
Adult's summary reference point		1	
Overall summary reference point	0	1	High 2

We have adopted the 'three lines of defence' assurance model to support the Board in its decision-making and self-assessment. The first line of defence is the operational team presenting the evidence to the domain Senior Responsible Officer (an Executive Director). The second line of defence involves an independent (of the service) check and challenge process by our central Targeted Intervention Team, before being presented to the Evidence Group as the third line and responsible for providing assurance to the Board. The Evidence Group is chaired by an independent (of the process) Executive Director has representation from staff across the Health Board and has



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external representatives, including from the Community Health Council. The Targeted Intervention Steering Group checks and endorses the evidence before making recommendations to the Board. On 7 October 2021, the Board had the opportunity at a workshop to discuss and challenge the evidence in some depth prior to the formal self-assessment made by the Board at the meeting on 18 November.

At the workshop, the Board were fully sighted on the summary of the evidence, attached for your information. I have also enclosed the matrix, colour coded to show the areas that have been completed for your ease of reference. Of course, you and your colleagues in the Welsh Government also have access to the summary evidence and the full evidence sitting behind. We are grateful that Welsh Government colleagues were party to the discussion that arrived at the proposed reference points at a meeting on 12 November 2021.

We share your commitment to ensuring that we can provide accessible, timely, good quality care for those people in our communities that need it and are confident that, in the language of the maturity matrices, we have reached the 'Basic Level' and put in place the foundations to achieve sustainable improvement.

We are grateful to Welsh Government colleagues for the support they are giving to the Health Board, we found the recent Mental Health Round Table with representatives from the Health Board, Government, Health Inspectorate Wales and Audit Wales particularly helpful. If you require any further information or detail on our Targeted Intervention process and procedures, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Polin', with a horizontal line extending to the right.

Mark Polin, OBE
Cadeirydd
Chairman

Enclosures:

Mental Health Matrix v3.00
Evidence summary sheet for Adult Mental Health
Evidence summary sheet for CAHMS (including transition)

cc

Jo Whitehead (REDACTED – S40)
Tracey Breheny (REDACTED – S40)



GIG
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NHS
WALES

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Private Secretary (REDACTED – S40)