



Guildford Overview & Scrutiny Committee:
Children and Young People's Emotional Wellbeing and
Mental Health Service- Update

April 2022



Reminder: Mindworks Surrey– iThrive Model

- ND Helpline 5pm-11pm 365 days
- Access & Advice Mon-Fri 8am to 8pm Sat 9am to 12pm
- 2 drop-in centres Guildford and Epsom (3.30 pm to 7pm)
- CYP Haven Virtual service - lines are open Monday to Friday, 3.30pm to 7.00pm, Sunday, 1pm to 4pm
- Advice provided by C-SPA
- Healthy child programme helpline signposts families with younger children
- Community-based practitioners connecting with children and families as soon as they feel they are struggling
- <https://www.mindworks-surrey.org/our-services/building-resilience/community-wellbeing-team>
- www.mindworks-surrey.org – co-designed website launched in September – 18,000 hits in 4 months.

- SWP partnership delivering specified interventions to individuals and groups of young people
- School support - enhanced support for schools and parents, carers and young people delivered by alliance partners
- Reaching Out service supports young people aged 16 to 25 who are isolated and/or vulnerable
- ND - services to children and families living with neurodevelopmental challenges
- Youth Counselling
- KOOH online resources and 1:1 support



- Crisis helpline 24/7
- Consultation line for acute hospitals 5pm -11pm - 7 days
- Children’s Crisis Intensive Support Service (CCISS)
- Mentoring to CYP who have presented in crisis (Emerge)
- 1 respite bed Mon-Thu 24hrs – reduced offer (HOPE House)
- 5pm to 11 pm telephone support and outreach visits for vulnerable CYP at risk (Extended HOPE)
- Emergency Duty Team Mon-Fri 5pm to 9am (24hrs weekends)

- Children’s Learning Disability Mon to Fri 9am to 5pm
- Children’s Eating Disorders Mon Fri 9am to 5 pm
- 4 x Community CAMHS locality teams providing assessment and treatment for CYP with more complex MH and ND needs
- Day programme and outreach Mon-Fri 9.30am – 3 pm for vulnerable CYP (HOPE)
- Specialist Teams – Care Experienced and STARS – specialist trauma and attachment work for CYP either developmental trauma (Care Experienced) or sexual trauma
- ND diagnostic pathway



Reminder: Mindworks Surrey the Offer

The new EWMH offer – Mindworks Surrey - went live in April 2021. This takes an innovative approach to providing EWMH services to children and young people, known as iThrive. The new partnership combines mental health trusts with Council services and third sector partners and delivers flexible support with a focus on early intervention.

Surrey Wellbeing Partnership (SWP)

As of November 2021 SWP had received 36% of all referrals into the new service, and were holding 9% of the total existing EWMH caseload (excluding the Neurodevelopmental Assessment pathway).

Full details of the SWP offer has been described in the professionals brochure – The Surrey Wellbeing Partnership, A Guide to Our Services Offer.

<p>Surrey and Borders Partnership NHS Foundation Trust Clinical service delivery and oversight – is the lead service provider focused on delivery of clinical interventions and crisis support as well as getting help and getting more help.</p>	
<p>Barnardo's Engagement and family support – delivers specialist family support service, leads on participation with young people, and provides neurodevelopmental (ND) support in partnership with National Autistic Society and Learning Space.</p>	
<p>Learning Space Neurodevelopmental support – focuses on service delivery with an emphasis on the neurodevelopmental pathway providing support to children, young people and families in partnership with Barnardo's and National Autistic Society.</p>	
<p>National Autistic Society Neurodevelopmental support – service delivery with a focus on the neurodevelopmental pathway providing support for children, young people and their families in partnership with Learning Space and Barnardo's. Also offering regular drop-in clinics to quickly engage children and young people.</p>	
<p>The Surrey Wellbeing Partnership (SWP) Early Intervention – plays a key role in early support, building resilience and developing relationships with children, young people and families, and strengthening links with the wider community provision. Delivering advice, signposting and support.</p> <p>SWP is a group of 13 local and national voluntary sector (not for profit) organisations comprising: Barnardo's, The East to West Trust, The Elkon Charity, Emerge, Learning Space, Leatherhead Youth Project, The Matrix Trust, The National Autistic Society, Peer Productions, Relate West Surrey, Step by Step Partnership Ltd, Surrey Care Trust and YMCA East Surrey.</p>	
<p>The Tavistock and Portman NHS Foundation Trust THRIVE development, leadership and outcomes – co-author of the THRIVE Framework along with the Anna Freud National Centre for Children and Families. Develops the Surrey THRIVE Framework, supports its implementation and provides a clinical training programme to strengthen clinical leadership and support an outcomes-based framework.</p>	



SWP Guide to Services



The Mindworks Services

More detail can be found here: www.mindworks-surrey.org

Our alliance of partners work together to advise, help and support children, young people and their families to **THRIVE** through the following services:

- **Access and Advice** - advice, signposting to existing support or passing through to specialist or clinical support
- **School-Based Needs** - a new model of support for schools which we will co-produce with local schools
- **Building Resilience** - help to access services in the local community, such as counselling, mentoring or a wellbeing project
- **Intensive Interventions** - for young people and families who would benefit from extensive or intensive treatment
- **Crisis Admission Avoidance** - supports children and young people who present with high risk behaviour and helps avoid Emergency Department (A&E) attendance or acute hospital admission
- **Reaching Out** – support for the most isolated and vulnerable children and young people through a multi-agency network
- **Neurodevelopmental Services** – a radically transformed service model which we believe will reach children and young people who need help earlier



What have we been doing?



Our Progress to date

- ✓ All 7 new service offers are delivering (some in a phased approach)
- ✓ Initial recruitment has been successful across all partners
- ✓ Our Access and Advice team is multi-disciplinary and integrated across Mindworks
- ✓ Every district/borough has a named Primary Mental Health Worker and Early Intervention Co-ordinator
- ✓ We have a 24/7 crisis line for young people and families
- ✓ We have a out-of-hours phone line providing advice to parents and carers, which could be related to neurodevelopmental need, such as autism or ADHD



Great progress

- Since the new year we have been working on updating the workstream road maps to showcase the planned work for 2022/23. We are also aligning workstreams and operational working to support streamlining the offer and experience for CYP & their families.
- Mindworks have been working closer with Family Voice Surrey to ensure families are aware of the new service and feedback on their experiences. We have and will continue to take part in FVS Facebook live chats to answer questions, we are filming a FAQ based on questions from families and a FVS rep has joined the ND workstream meetings.

In progress

- We are starting to test i-thrive on in the community via the Woking prototyping work led by the Public Office and Su Freeman. This work is being overseen by the Ops leadership group. Some initial feedback from frontline colleagues is “excited and ready to go” This work will give us the opportunity to understand how we deliver Thrive as a system/across a system and learn while we go.
- Additional 1:1 support for ADHD and ASD agreed with Barnardo's and NAS. Recruitment & activity is in the planning.

Further progress required

- Data and performance showcasing as an alliance continues to be a priority. We have continued to work collectively to pull, understand and show data across the whole alliance. However, further work continues and is required to; understand true waits across all service areas/partners, requests for support vs delivery activity/ rise in demand and areas of concern. We have gained a better understanding of the issues and mitigations are being agreed. The next Alliance board in April will have a highlight report that has been agreed by FCQP committee.
- The next Alliance leadership away day remains to be agreed and booked
- Named volunteers and participants for the Mindworks event in May remains low.

Great progress

- The Mindworks Surrey live event is booked for Saturday 14th May at Sandown Racecourse.
- The first Mindworks bulletin is due to be shared by the end of February. The bulletin is in response to feedback we have received on how and what information we share about Mindworks. The forward plan for bulletins will be linked to our comms plan.
- The SBN testing of the Cluster-based model in the Elmbridge locality is being evaluated and lessons learnt are informing the phased roll-out.
- The comms plan has been drafted and is presented to the board for agreement, the engagement strategy will be drafted and aligned to the comms plan.

In progress

- The ND Hub phased mobilisation went live on 21st February along with a dedicated phonenumber to support requests and advice.
- We are recruiting to the User participation lead post; SWP will lead this recruitment and the post will be jointly managed by SWP and the Alliance programme team. The post holder will draft the engagement strategy.
- The work from the agreed recommendations of the 3 stocktakes (Access, ND, Digital) have all begun to plan and detail the work and timelines.
- The Intensive intervention team have a series of workshops planned with clinicians to; reflect on experience (new model/ pandemic) explore how delivering thrive feels & learning opportunities.

Further progress required

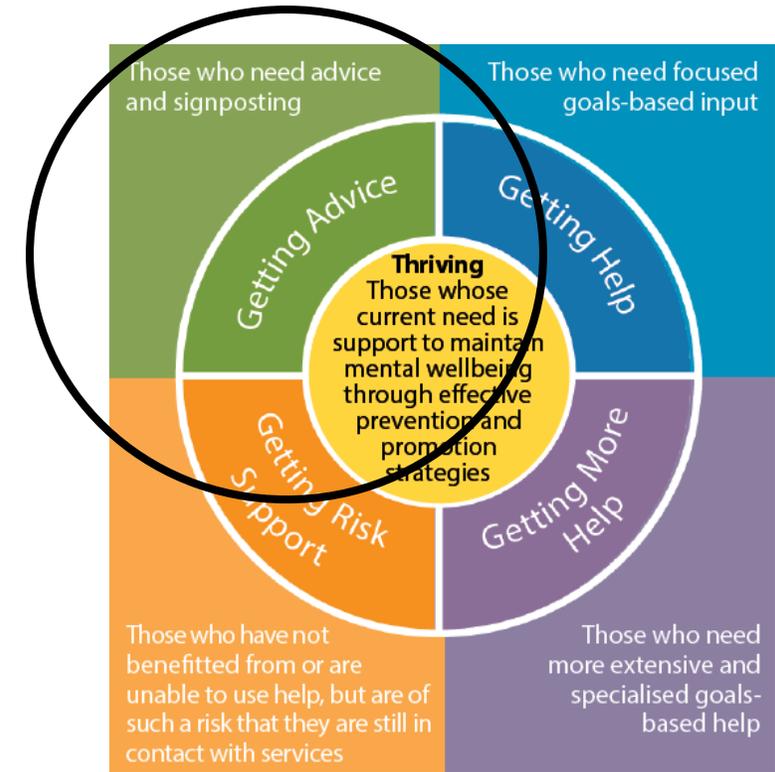
- The diagnosis waits for ASD/ADHD remains high and with the increase in demand stepping up the additional activity via Helios and Psycom remains a priority
- The business case for the core alliance programme team is to be drafted for circulation and agreement.
- The ask on the programme team to attend system meetings/ draft reports remains high. We will be looking to work to mitigate this in the coming weeks.
- The Mindworks Surrey workforce strategy is to be timelined and drafted a small working group is to be set-up in the coming weeks.

Spotlight on: Schools Offer



Schools – The Mindworks offer in Surrey

- Thriving:
 - [Surrey Healthy Schools](#)
 - Wellbeing Education Return Grant – training
 - Training from Mindworks Alliance
 - Support with Whole School Approach and developing neurodiverse friendly schools
- Getting Advice:
 - Neuro Developmental Helpline 5pm-11pm 365 days
 - Access & Advice Mon-Fri 8am to 8pm Sat 9am to 12pm
 - CYP Haven: drop-in centres at Guildford and Epsom (3.30 pm to 7pm)
 - CYP Haven Virtual service - lines are open Monday to Friday, 3.30pm to 7.00pm, Sunday, 1pm to 4pm
 - Advice provided by Access & Advice Team / discuss in consultation with school lead.
 - Healthy child programme helpline signposts families with younger children 01883340922 (Mondays to Friday 08.00 to 17.00)
 - Community-based practitioners connecting with children and families as soon as they feel they are struggling
 - www.mindworks-surrey.org – co-designed website launched in September – 18,000 hits in 4 months.



School based needs model



Community offer/contacts by district/borough

Elmbridge

Service	Provider	Contact Name	Age Group
Counselling, Children's Wellbeing practitioners	YMCA East Surrey	Hannah Shepherd, Melissa Forrest	8 – 24 (not all services)
Counselling	Relate West Surrey	Christina Powell	10-18

Epsom & Ewell

Service	Provider	Contact Name	Age Group
Community Wellbeing Teams	Learning Space		
Counselling, Children's Wellbeing Practitioners Community Wellbeing Team and CBT	YMCA East Surrey	Hannah Shepherd, Melissa Forrest	8 – 24 (not all services)
Primary Mental Health Worker		Rowan Ring	
MHST	Operational		

Woking

Service	Provider	Contact Name	Age Group
Counselling	Relate West Surrey	Christina Powell	10-18
Primary Mental Health Worker		Renata Tokarz	
MHST	Planned Sept 22		

Surrey Heath

Service	Provider	Contact Name	Age Group
Primary Mental Health Worker		Caroline Edwards	
MHST	Operational		

Tandridge

Service	Provider	Contact Name	Age Group
Counselling, Children's Wellbeing Practitioners and Community Wellbeing Team	YMCA Easy Surrey	Hannah Shepherd, Melissa Forrest	8 – 24 (not all services)
Primary Mental Health Worker		Recruited to (start date TBC)	

Reigate & Banstead

Service	Provider	Contact Name	Age Group
Community Wellbeing Teams	Learning Space	Natasha Adams	8-18
Patchworking Bubble Group	Learning Space	Natasha Adams	8-11
School holiday offer for children, young people and families	Learning Space	Natasha Adams	8-18
Counselling, Children's Wellbeing Practitioners, Community Wellbeing Team and WAVES	YMCA Easy Surrey	Hannah Shepherd, Melissa Forrest. Gemma Gay, Ella Sowton	8-24 (not all services)
Primary Mental Health Worker		Emma Schultz	
MHST	Training year		

Community offer/contacts by district/borough

Waverley

Service	Provider	Contact Name	Age Group
Primary Mental Health Worker		Alison Rose	
MHST	Planned Sept 22		

Mole Valley

Service	Provider	Contact Name	Age Group
Counselling, children's Wellbeing practitioners and CBT	YMCA East Surrey	Hannah Shepherd, Melissa Forrest	8 – 24 (not all services)
Primary Mental Health Worker		Aimee Arias	

Runnymede

Service	Provider	Contact Name	Age Group
Primary Mental Health Worker		Janet Cohen	
MHST	Planned: Sept 22		

Guildford

Service	Provider	Contact Name	Age Group
School Transition Coaching	Matrix	Josh Howell	10-11
Targeted Workshops	Matrix	Dan Setterfield	10-18
Wellbeing Practitioner	Matrix	Sam Shafford	8-18
Primary Mental Health Worker		Sandra Hooper	
MHST	Planned Sept 22		

Spelthorne

Service	Provider	Contact Name	Age Group
Counselling	Relate West Surrey	Christina Powell	10-18
Primary Mental Health Worker		Becky Hepburn	
MHST	Operational		

Addition for primary schools:

1. Expanding parental support – timeline being confirmed
2. Providing whole school support attached to responding to emotional wellbeing for all primary schools from April / May 22 details to follow. (Fantastic Fred)
3. Scaling up Primary School offer is a 22/23 priority

A year with Surrey Child Wellbeing Practitioners (CWPs)



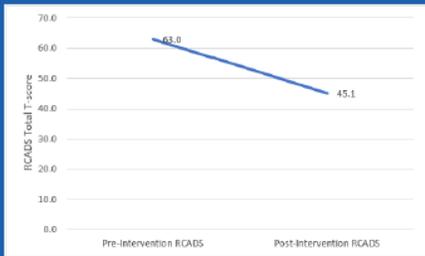
Why did we make this?

Between January 2020 and March 2021, the CWPs in Spelthorne and Epsom received 337 referrals. From these referrals, 236 individuals were offered a 1:1 intervention to support them with anxiety, low mood or challenging behaviour (primary school).

We wanted to see whether young people benefited from receiving low intensity Cognitive Behavioural Therapy (CBT) and if this therapeutic intervention is also effective for young people with Autism Spectrum Disorder (ASD).

What we found...

To monitor progress, CWPs ask young people to complete questionnaires every session as well as at the start and end of the intervention (around 3 months).



Anxiety and low mood scores reduced significantly from moderate to mild severity after having sessions with CWPs.

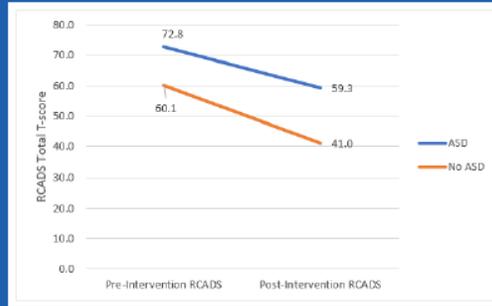


Young people usually created 3 goals and rated them weekly. There was a significant increase in their goal progression during sessions with CWPs.

What about those with ASD?

Out of the 237 individuals who were offered 1:1 support, 46 of those were diagnosed or waiting to be assessed for ASD.

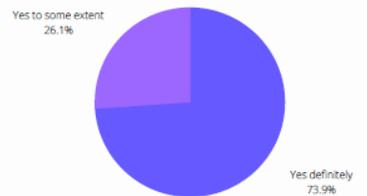
We found those with ASD showed higher anxiety & low mood scores before and after sessions compared to those without ASD.



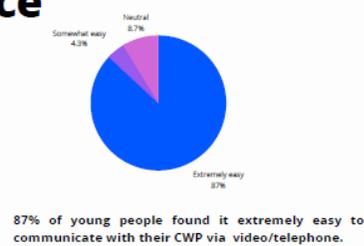
However, those with ASD still showed a reduction in anxiety & low mood scores after having sessions with CWPs.

Video or face-to-face appointments?

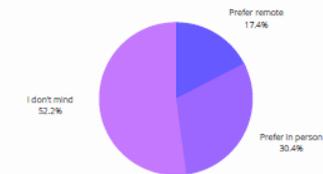
Due to the impact of COVID-19 and school closures, we offered video and telephone appointments. We wanted to see whether this affected the communication and therapeutic relationship between young people and their CWP.



73.9% of young people reported they were able to develop a personal connection with their CWP



87% of young people found it extremely easy to communicate with their CWP via video/telephone.



52% of young people did not mind whether they had online or face to face appointments. 30% would prefer to have a face-to-face appointment and 18% preferred having a remote appointment.

What young people told us

It's really useful for CWPs to know how they can improve and make sessions and the service better for young people. Your opinion is so important! That's why CWPs ask for feedback every session. Here is what we were told...

- Thank you, I am grateful for the service
- My CWP was easy to talk to, empathic, understanding and a good listener
- I definitely recommend the service to others
- I was seen quickly and have lifelong strategies
- I was supported throughout my CWP made the techniques easy to follow and personal to me

What does this all mean?

Young people's difficulties improved after having sessions with CWP, including those with ASD. Young people reported to be satisfied with the CWP service and found it helpful. We now continue to offer face-to-face as well as telephone and video appointments depending on what works best for the young person.



Example of Outcomes





Amplifying the voices of children and young people

- A permanent participation group, Amplify is involved in senior decision making within the alliance and service, attending meetings, and reaching out to other young people for feedback about service quality.
- **Amplify** - coordinated by our 'Young People's Expert by Experience' for Mindworks Surrey - has planned a launch event for Spring 2022, entirely designed by young people and run by young people rather than professionals.
- This launch event reflects children and young people views, thoughts, and hopes for the future of the service. Young People have designed a hybrid event with a limited number of people at a venue and a live stream opportunity to optimise accessibility for all.
- Amplify are managing the related budget and have freedom to be as creative as they want.

Coproducing services with children and families to improve effectiveness.

Examples of working with partners to improve effectiveness of delivery model:

- A series of reference groups is delivered with engagement from safeguarding, primary care, education and crisis services. There has been positive feedback related to improved working together and the overall direction of the new service model.
- A Special School audit and joint working with Special School Heads has led to the recruitment of new posts - Clinical Psychologist resource that will shape the service offer for special schools and co-develop the delivery plan.
- Working with Surrey County Council colleagues and wider children's partners has led to jointly implementing the Team around the School
- Feedback from schools and partners on improving the connection between schools and Educational Psychology (EP) support has led to EP's being seconded to the Mental Health in School Teams as joint supervisors.
- Reaching Out Team worked with the existing Youth Offending Service to strengthen the response for young offenders and agreed to incorporate Trauma Therapy and Youth Counselling posts.



Mindworks Live Event: 14th May 2022



The Children and Young
People's Emotional
Wellbeing and Mental
Health Service



MINDWORKS SURREY PRESENTS...

A 2 part, fun-filled celebration event on
Saturday 14th May at Sandown Racecourse, Esher.

FAMILY WELLBEING FESTIVAL

11.30am - 2.30pm

Join us outside for a wellbeing festival like no other. With information stalls, performances, arts and crafts and so much more, you don't want to miss this!

Please note, the first 30 mins of this event will be quiet time for those with accessibility needs. For more information, please email amplify.mindworks@sabp.nhs.uk.

Free entry - no need to book, just turn up!

YOUNG PEOPLE, BIG VOICES

4:00pm - 7:30pm

Join us for a formal event to celebrate the Mindworks alliance and the power of young people! The event will include speeches and a panel discussion.

This is a free, ticketed event. Please register your interest via the Eventbrite page and we will contact you nearer the time.

bit.ly/AmplifyMindworks



Find us on social media:



@amplifysurrey
@mindworkssurrey



Demand – SWP, Barnardos, Learning Space & NAS

NAS YTD M11 SWP

	School Training	Transition Support	Wellbeing	CYPF Activity Days	Total Requests for Service (YTD M11)
Actual	156	16	113	146(P)/178(CYP)	609
Target	240	10	230	400	880

NAS YTD M11 SABP

	Out of Hours Advice Line	Parent/Carer 1:1	Parent/Carer Courses	Total Requests for Service (YTD M11) (excl advice line)
Actual	55	193	237	430
Target	4-5 calls per day (1460)	70	480	550

NAS (SWP & SABP)	YTD M11	Target
Total Interventions one to one & group	888	
Total Requests for Service	1039	1430

Barnardo's ND Services		Target	725
Referral breakdown YTD M11:			
Self referral (acceptance confirmed with A&A)			6
Transferred to SPPS from a referral to the Paediatric Service			1
External professional - covid response			1
Eikon			2
Learning Space			1
Paediatricians	72	Community	1
		Developmental	71
Access and Advice	766	NW	262
		NE	151
		SW	125
		SE	228
CAMHS	647	Community	5
		NW	238
		NE	63
		SW	255
		SE	86
		TOTAL	1495

Barnardo's – ND Services Surrey Positive ADHD Parenting Service is contracted to see 725 parents per year, 1495 referrals have been accepted up to and including 11/3/22. A higher number of referrals are received and the number of 168 rejected referrals

SWP YTD M11 Total

CYP Actual	CYP Funded	Intervention Actual	Intervention Funded
5466	9287	42475	62218

Learning Space		
Service Offer	Target Activity	Actual Activity
ND	3604	3443
EI	7270	7855
TOTAL	10874	11298

Learning Space has had a good first contract year with our targets for activities either being met (near enough) or exceeded for both roles.

Demand – Key points to note

- Most **SWP** services could not start on 1st April at full capacity and so actual delivery was always going to be less than actual. From about month 8 or 9, SWP are pretty much up to capacity & should see performance match targets better.
- Some **SWP** services were paused as they were asked to support waiting list reductions and that also contributes to variances below contracted targets.
- **SWP** has been going through 121 contract reviews with partners & have begun to better understand the delivery. Some partners, for example only provide term time activity, but that has not been phased and some partners were never going to begin until September 2021.
- **Barnardo's ND Services** Surrey Positive ADHD Parenting Service is contracted to see 725 parents per year - 1495 referrals have been accepted up to and including 11/3/22. The number of 168 rejected referrals YTD is not included in the total.



Demand – SaBP & Barnardos (EIS)

SABP	Total	Summary
Total CYP referred to A&AT April 21 to Feb 22	16,257	A proportion of CYP were provided with information, advice and signposted to self care. Which are 50% above trajectory of 10,975
Total CYP provided with EI Support from SWP	5,466	CYP were provided with early intervention support through 42,475 individual support or groupwork from the Surrey Wellbeing Partnership
SaBP Clinical Assessments provided to CYP	4,993	Clinical Assessments provided by SaBP
SaBP Episodes of treatment provided to CYP	47,903	Episodes of treatment provided by SaBP

We are seeing high levels of demand for Community CAMHs (+149% above expected levels), STARS (+100%) , Eating Disorders Service (+59%) and Neurodevelopmental Services (+47%).

****Please see next slide.**

Barnardo's EIS						
Barnardo's Community Wellbeing Team						
YTD M11	Requests for support (A&AS)	Direct support requests (not A&AS)	1-1 sessions	Group sessions	Attendees	Closures
YTD Total	264	99	3257	0	0	145
Barnardo's Parent Wellbeing Service						
YTD M11	Requests for support (A&AS)	Direct support requests (not A&AS)	1-1 sessions	Group sessions	Attendees	Closures
YTD Total	3	18	65	0	0	1
Barnardo's ADHD Schools						
YTD M11	Requests for support (A&AS)	Direct support requests (not A&AS)	1-1 sessions	Group sessions	Attendees	Closures
YTD Total	0	166	0	42	605	0

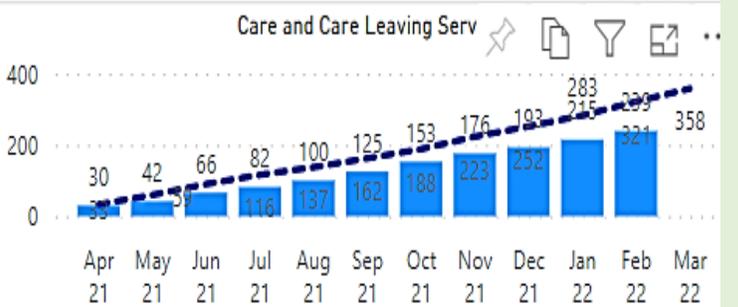
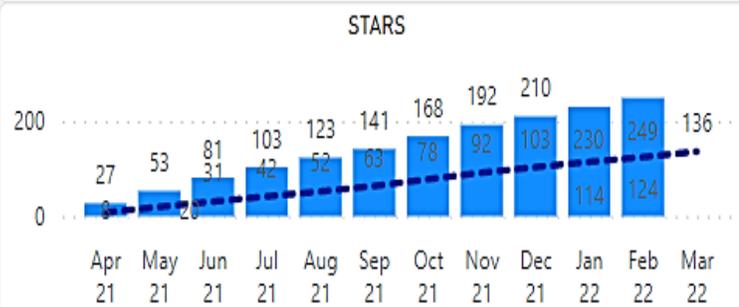
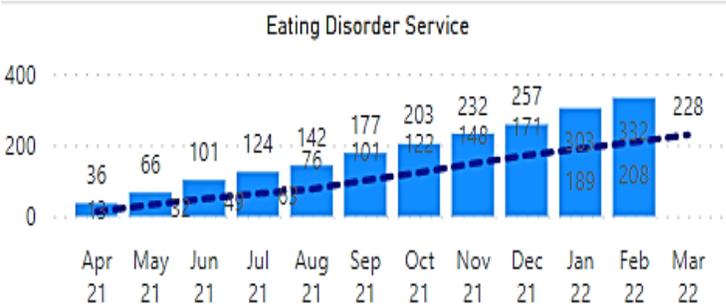
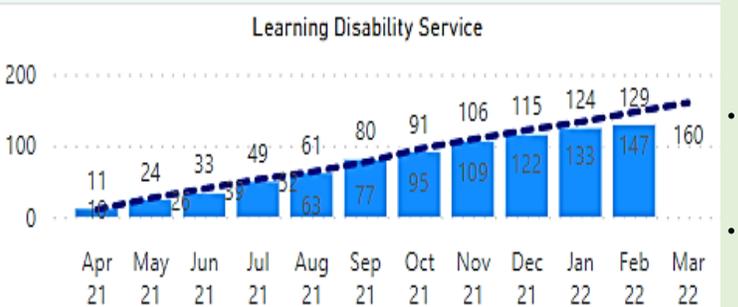
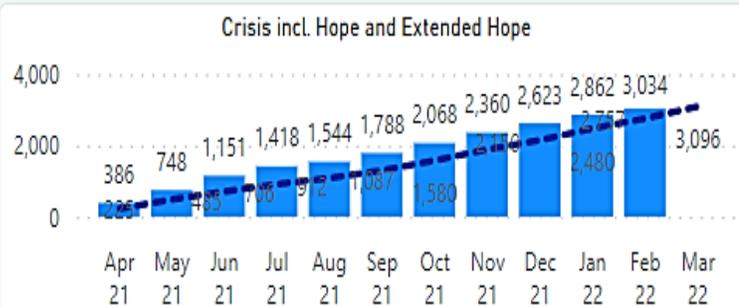
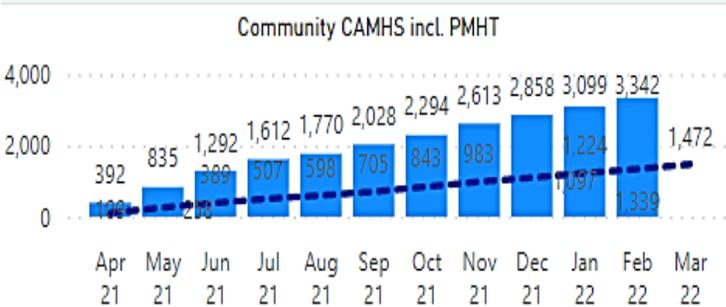
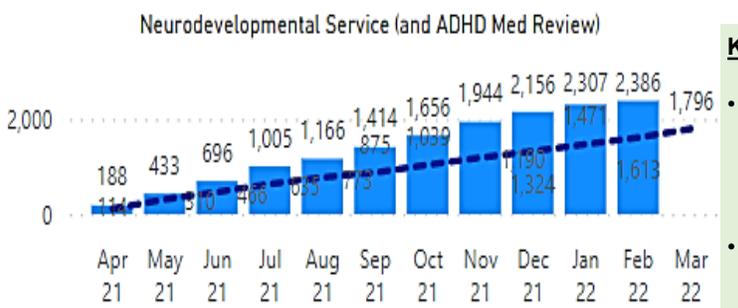
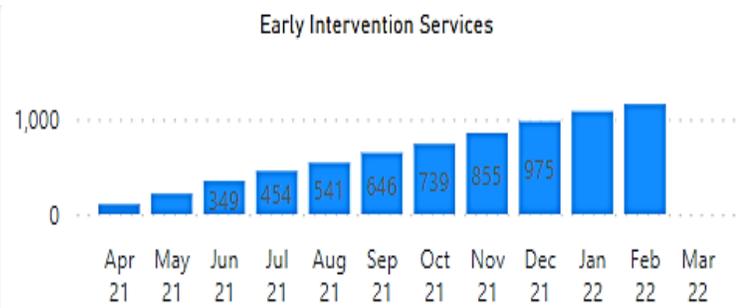
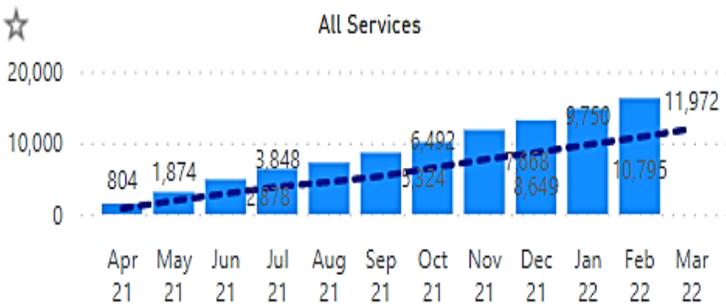
****Waiting times, waiting list & activity targets to be included in the next Performance Insights report.**

Total Requests for Service:

- Community Wellbeing Team 363
- Parent Wellbeing Service 21
- ADHD Schools 166
- Total Interventions one to one & group: 3364 YTD M11



SABP Data M11 February 2022 - Referrals



KEY MESSAGES

- 16,257 Referrals received, 50% (5,462) above trajectory (10,795).
- Much higher referrals than target particularly in Comm CAMHS, EI STARs, ED and ND (see ringed values in bottom table).
- 3,342 Community CAMHS referrals, 149% above trajectory.
- Early Intervention - SABP has no target but retained responsibility for Safe Havens and Youth Counselling Service.

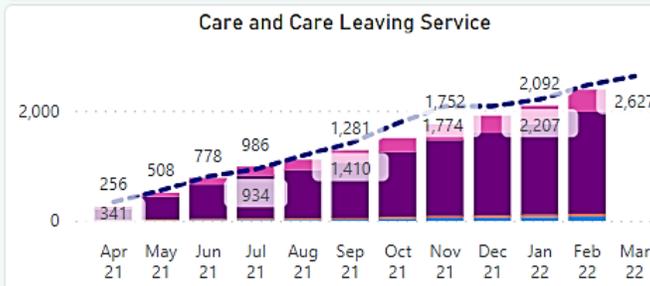
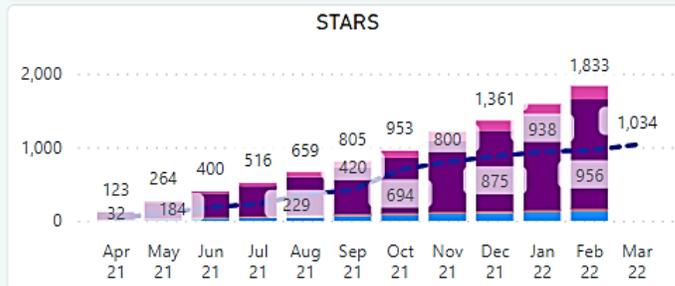
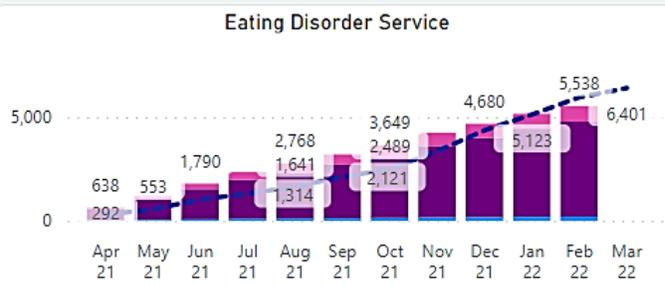
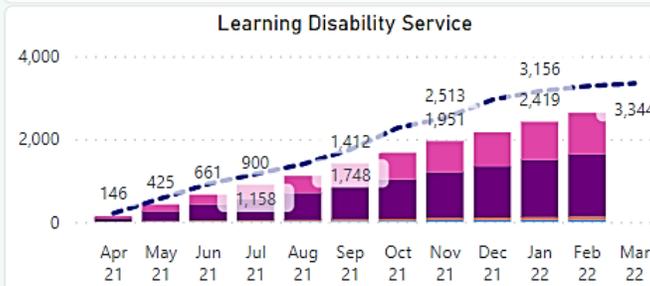
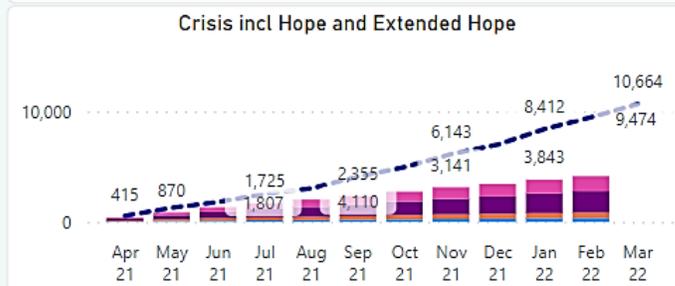
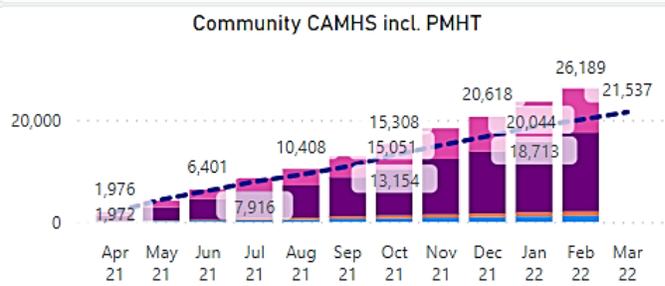
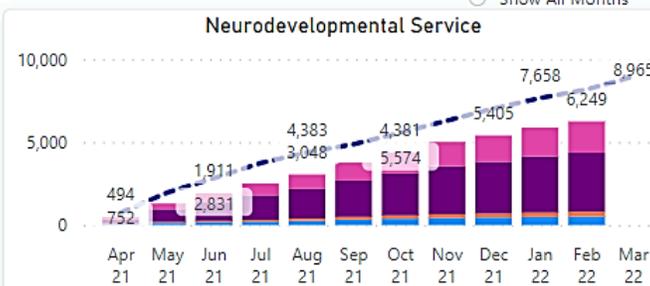
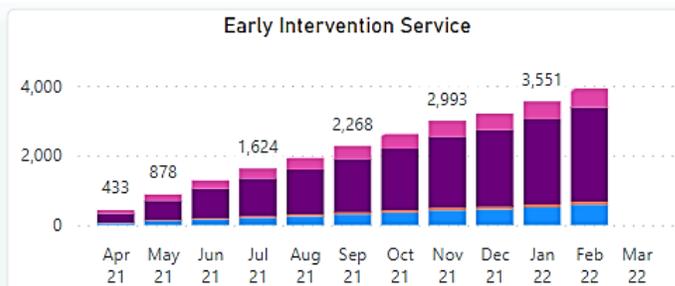
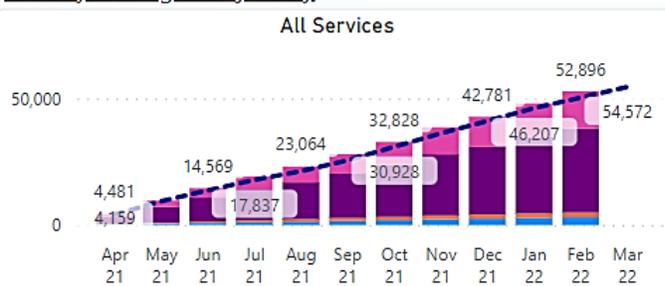
	EIS	ND	CAMHS	Crisis	LD	ED	STARs	Care
YTD Feb 22 Total	1157	2386	3342	3034	129	332	249	239
YTD Contract Target		1613	1339	2757	147	208	124	321
% above / -below target	-	47.9%	149.6%	10.0%	-12.2%	59.6%	100.8%	-25.5%

Note: In addition to the figures shown in the table, there were circa 4500 YTD referrals closed by SPA and 900 open in SPA.



SABP M11 February 2022 – Assessments and Treatments Activity

Activity vs Target Trajectory (i) ● In-Person Assessments ● Non-In-Person Assessments ● In-Person Treatments ● Non-In-Person Treatments ● Trajectory



- All Services**
- 52,896 Assessments and Treatments completed.
 - 5% (2,541) above trajectory (50,355).
- Assessments**
- 4,993 Assessments completed
 - 67% (2,013) above trajectory (2,980).
- Treatments**
- 47,903 Treatments completed.
 - 1% (528) above trajectory 47,375.
- Crisis incl. Hope & Extended Hope**
- A considerable proportion of Hope activity is not recorded on S1 and instead has been manually collected.
 - This is approx. 300 activities per month. This equates to c. 3300 over 11 months.
 - Crisis activity target was increased by 3,363 to include the figures manually recorded by HOPE day services.
 - This process is being reviewed to determine whether the activity can be recorded in SystemOne.

Note: Assessment = 1st attended appt. Treatment = 2nd attended appt. In reality several appts are required for some services to complete the assessment (e.g. ND). This is to be considered when setting activity targets for 2022/23.

	EIS	ND	CAMHS	Crisis	LD	ED	STARS	Care
YTD Feb 22 Total	3918	6249	26189	4154	2633	5538	1833	2382
YTD Contract Target		8177	20044	9475	3278	5959	956	2463
% above / -below target	-	-23.6%	30.7%	-56.2%	-19.7%	-7.1%	91.7%	-3.3%



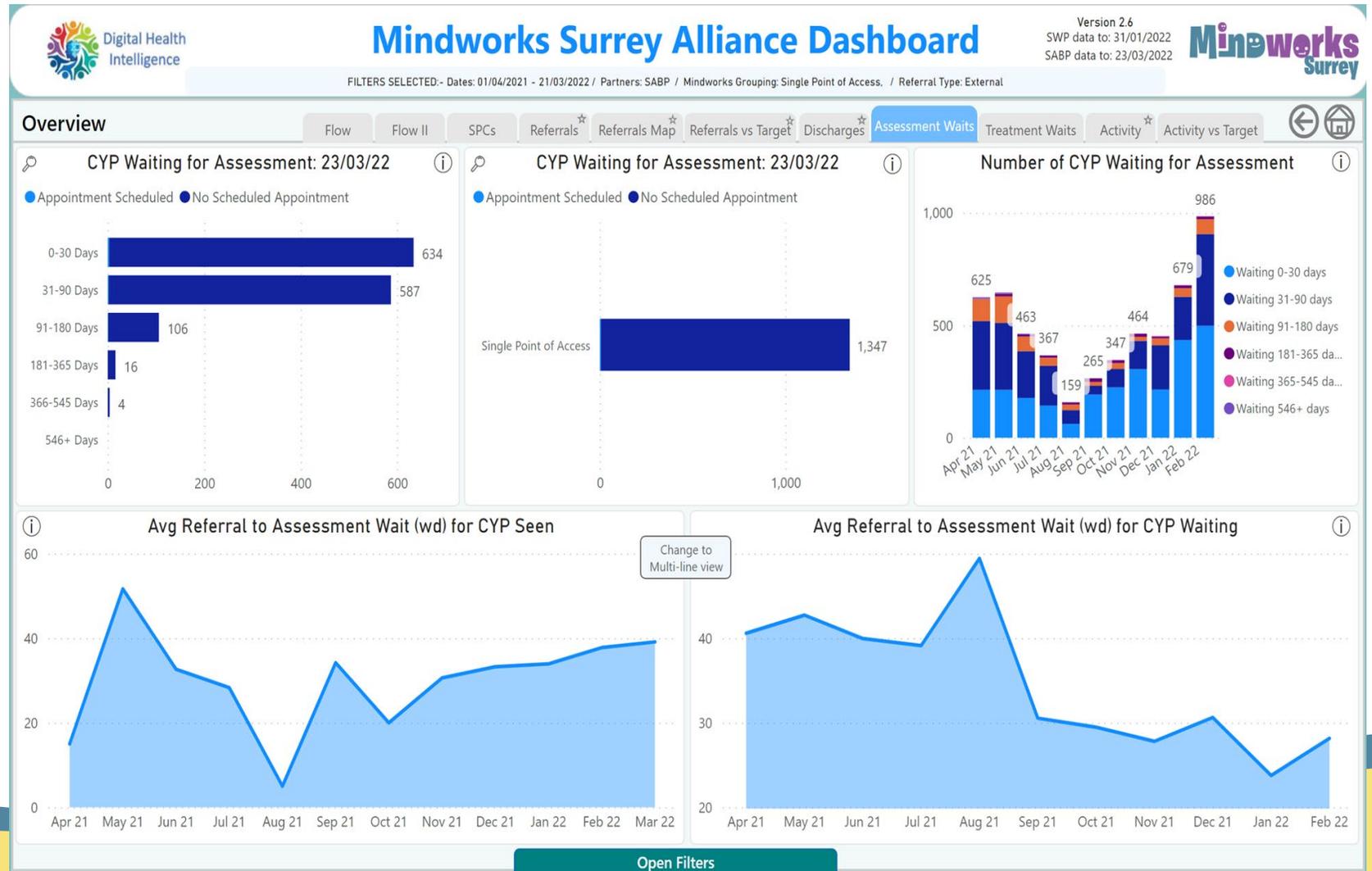
Waiting times

Barnardos ADHD Parenting Service		
Total Requests for Service	Current waiting list	Contacted and offered a place
1495	438	1057

SWP	
Waiting List	Average Waiting Time in days
647	50

NAS		
SWP	Average Waiting Time	
	Transition Support	10 days
	Wellbeing Support	4 weeks
SABP	Parent/Carer 1:1	4-5 Weeks

SaBP - 1352 CYP waiting for Assessment (23/03/22) with avg waiting time of 28 days at end of Feb 22. Majority are routine, external referrals for non vulnerable CYP. There are 19 vulnerable CYP on the waiting list with only 1 CYP waiting 181-365 Days



Guildford activity by GP practice

Apr 21 - March 22: Total no of Referrals (CYP's) received into Mindworks Surrey by registered GP Practice (Guildford & Waverley)																						
	GUILDOWNS GROUP PRACTICE	HASLEMERE HEALTH CENTRE	WOODBIDGE HILL SURGERY	CRANLEIGH MEDICAL PRACTICE	FAIRLANDS MEDICAL PRACTICE	DAPDUNE HOUSE SURGERY	MERROW PARK SURGERY	THE MILL MEDICAL PRACTICE	VILLAGES MEDICAL CTR	WITLEY SURGERY	BINSCO MBE MEDICAL CENTRE	ST. LUKE'S SURGERY	GRAYSHOT T SURGERY	WONERSH SURGERY	THE HORSLEY MEDICAL PRACTICE	AUSTEN ROAD SURGERY	SHERESU DDISPENSARY	SPRINGFIELD SURGERY	CHIDDINGFOLD SURGERY	GUILDFORD RIVERS PRACTICE	Grand Total	
2021	Apr	27	16	20	12	20	9	30	11	13	8	14	11	22	10	21	8	5	6	3	266	
	May	34	17	11	32	25	21	28	16	27	22	18	9	16	13	8	7	9	2	6	4	325
	Jun	41	35	22	27	12	23	30	26	10	22	6	14	14	15	24	11	9	9	6	5	361
	Jul	42	26	23	19	13	24	26	16	11	10	15	14	8	8	10	7	2	6	6	1	287
	Aug	20	16	8	8	13	19	12	13	6	11	11	6	8	4	9	14	6	2	5	3	194
	Sep	41	33	24	21	21	21	9	11	10	12	13	15	17	11	6	11	3	7	4	2	292
	Oct	33	22	21	15	22	23	15	12	20	13	19	15	10	18	15	7	6	5	5		296
	Nov	25	31	29	29	21	16	11	14	9	12	22	21	14	19	15	10	9	5	4	6	322
	Dec	35	22	32	24	17	17	18	15	9	12	14	15	7	13	2	7	14	6	3	1	283
2022	Jan	30	30	30	26	17	18	17	18	24	17	16	17	11	14	6	13	11	9	11	5	340
	Feb	33	25	18	20	21	15	14	17	16	17	8	15	13	10	5	6	7	11	6	3	280
	Mar	36	21	34	25	26	22	18	30	15	14	14	18	23	10	12	9	16	6	7	4	360
Grand Total		397	294	272	258	228	228	228	199	170	170	170	170	163	145	133	110	97	74	63	37	3606

Trends Noted, Key Challenges & Achievements

- Waiting times – there have been some improvements in our waiting times, with improvements in the backlog identified in ND and Access and Advice Team (AAT).
- The waiting times from request for support to assessment has been rising over the past six month and our numbers of CYP waiting from assessment to treatment reducing.
- In March 2022 (23/03), there were 1352 on the waiting list for 90 days or less of which there is only 1 that is considered vulnerable. A recovery plan is in the final stages of agreement to be implemented from April 22.
- We are seeing high levels of demand for Community CAMHs (+149% above expected levels), STARS (+100%) , Eating Disorders Service (+59%) and Neurodevelopmental Services (+48%).
- All services Referrals are much higher than 2020 and 2021/22 target level (50% above).
- All services: Total Assessments and Treatments Activity is 5% above target -
52,896 Assessments and Treatments completed.
5% (2,541) above trajectory (50,355).

- The number of CYP waiting for an assessment has been steadily rising. However, the number waiting for treatment has continued to decrease.



Impact/Feedback

“Su, I had the BEST day yesterday! I FINALLY felt invigorated and encouraged that we are moving things forward, even if it takes another 5 years! I was so fired up after the meeting! It’s amazing what happens when you get together in a room of real people! I am very excited to speak with our team in our meeting today and feedback from the meeting. I think exciting things are going to happen!”

Case Study

April to September 2021 – Wellbeing Coordinator support

The young person was referred to the Community Wellbeing Team in April 2021 from the Access and Advice Team to receive support with anxiety, feeling overwhelmed with emotions, struggling to cope with change, feeling different and insecure. After an initial discovery conversation with Mum via Zoom and then a further conversation with Mum and the young person face to face, it was identified that longer-term emotional wellbeing support was needed. The young person and their parents were presented with the different support options available to them, and they chose a referral to the Y’s Girls mentoring programme and one to one sessions with a Wellbeing Coordinator whilst waiting for the mentoring to start.

One to one sessions started in June 2021 and these sessions covered a number of different areas such as friendships, asking for help and making mistakes, emotional regulation, negative thinking and managing uncomfortable thoughts and feelings. ‘Bear Feelings Cards’ were used to explore emotions; a story about worries and a ‘traffic light toolkit’ for managing emotions, affirmations and activities to boost self-esteem. During the penultimate session, the young person said that she has “become better at coping with things” and feels “more confident.” She said that she felt “nervous and overwhelmed before” but now she feels “better at handling things.” She will shortly transition to support from a Y’s Girls mentor for approximately 12 months.

Case study: aged 15 with anxiety, panic attacks and low mood

Stephanie* was referred into the CWT via her GP for low mood and anxiety, she has suffered for a long time with low mood however, having to complete her GCSE’s this year escalated her anxiety rapidly. Stephanie began having panic attacks and was unable to attend school, she missed all her exams. Stephanie was tired, found it difficult to get out of bed, interact with her family and stopped speaking to and seeing her friends. Stephanie was willing to set up weekly 1-1 sessions with me. Initially, she just needed a space to talk and open up about her family, themes soon emerged surrounding her control issues and her perfectionism. Stephanie set up some initial goals to go for a weekly walk with a friend, to reflect on her emotions and to attend the YMCA youth group Waves. Allowing Stephanie to explore who she was and how she felt really helped her. Stephanie kept a thought diary, she began to become more aware of her moods and emotions and how to approach and challenge them – she noticed a positive change.

I continued to check in with Stephanie after our 1-1 sessions ended, she was able to rationalise some of her feeling and despite experiencing anxiety. Stephanie was able to make it to school for her A Level induction, making a new friend in the process. Pushing herself showed she had resilience and that things aren’t always as bad as we think they will be. By having someone to support her she was also able to try new things and attended Waves sessions, being able to share her experiences with mental health was really positive for her.

Stephanie is now able to challenge her negative thoughts to stop them taking over, she has reconnected with some of her friends and her sister too. She has also found the confidence to apply for a part time job and is being referred for further CBT to help support her with her exam panic attacks.

*Name has been changed



Impact/ Feedback continued

I've been meaning to send this feedback for some time now. It relates to 2 people within your CAMHS team that have been instrumental in supporting my son over the last couple of years and I wondered if you had some kind of internal recognition programme as they've both been fantastic.....

Around March 2020 Lizzie Newman one of CAMHS Occupational Therapists started to see M in his primary school, after his challenges were becoming more apparent in the school setting. M's anxiety was escalating and OCD behaviour started to emerge. Lizzie quickly built up a rapport with M and continued to speak to him remotely once lockdown had been announced. M struggled a bit with communicating in this way, however Lizzie continued to be on hand to support the family and provide helpful tips/strategies to assist M. Around the summer of 2020 Lizzie felt it appropriate to re-refer M for an ADHD assessment (he was assessed a couple of years earlier but discharged without diagnosis).

Lizzie continued to support us when M started Sunbury Manor and also attended a school meeting, with myself, the SENCO and Head of Year. This was really helpful as Lizzie was able to provide additional context about M's specific challenges and raised awareness with the teaching staff. Lizzie also suggested referring M for CBT when he started Sunbury Manor as there was a new mental health programme about to launch, run by Siobhan Smith, (MHST Early Intervention Senior Clinician & EMHP Supervisor). She did this and Siobhan took over his treatment earlier this year.

Siobhan also very quickly built up a rapport with M and had sessions in school to help M address and understand his OCD. We have seen a significantly positive change in M's behaviour in this area and he has a better understanding of what he can do to reduce his OCD. Siobhan has also been a great support to me, taking time to listen and offer advice about different approaches we can try with M. She has also met with us at home to mutually agree some boundaries with M, on some of the areas that were causing a lot of angst. Again, we have seen improvements and it really helped to have a 3rd party involved.

So, in a nutshell, these 2 lovely ladies have been amazing and have really done their utmost to support our family. Before this intervention I was feeling a bit deflated and felt that there was little or no help out there for us. We've since received an ADHD diagnosis for M and are waiting on HealiOS' decision with regard to his ASD assessment.

I'd be really grateful if you can share this feedback with Lizzie and Siobhan's line-managers and, on behalf of my family and I, say a great big THANK-YOU!



Focus over the next 12 months



- Implement the service roadmaps- what we need to do in each service area over the next 12 months
- Evaluate where we are and what we have learnt a year into the new service and transformation
- Embed quality and safeguarding at each level across the Alliance ensuring we have an alliance overview
- Complete a demand and capacity exercise to plan and implement in year 3
- Complete the agreed recommendations of work within: Access into Mindworks service, digital & performance and Neuro developmental service
- Produce an outcome framework for the Alliance
- Continue to strengthen our Communication and engagement with Surrey Children, young people, their families and professionals



Our Challenges

Operational

- Further recruitment to posts across the whole service
- Existing waits and the effects of the Pandemic
- The demand and requests for support being seen across all service areas

Health, education and Social care system

- The expectation to deliver and demonstrate impact (1 year into the new contract/service)
- Mindworks is one part of the system, there is need across for CYP& families

Cultural and organisational

- We are getting to understand each partner's way's of working while trying to deliver as one!
- The 'push and pull' between large NHS trusts and smaller VCS- how do we keep our identity and unique offers while, fulfilling the ask of a national standardise contract and the requirements?
- Managing expectations; the pressure to actually deliver the whole model quickly- CYP&F are still waiting to long and/or require support
- Working in a new model of; providers (NHS & VCS), commissioners and wider stakeholders with equality on vision, plan and implementation



Useful Links

- **Surrey Mindsight CAMHS website**- lots of helpful resources on mental health and building resilience (<https://www.sabp.nhs.uk/CYPFwellbeing/resources>)
- **Surrey Advice Line** (<https://childrenshealthsurrey.nhs.uk/services/advice-line>) also offers advice on sleep hygiene and parenting advice (Tel: 01883 340 922)
- **The ADHD foundation website** which has some useful resources for parents on understanding behaviour within the context of ADHD:
<https://www.adhdfoundation.org.uk/information/parents/>
- **Surrey National Autistic Society**- offering telephone support and online resources to support young people and their families within the context of ASD (<http://www.nassurreybranch.org>)
- **QWELL**- a counselling service for parents with a child with SEND needs (<https://www.qwell.io>)
- **Surrey Family Voice**- an online support group for parents with a child with SEND needs that are currently running virtual workshops and support groups (<https://www.familyvoicesurrey.org>)
- **Surrey SEND**- for advice on education provision and support (<https://www.surreylocaloffer.org.uk>)
- **Young Minds**- website offering information on mental health issues including useful resources on how to support young people with the transition and change
- **Surrey Wellbeing Partnership**: <https://surreywellbeing.org/>





Any Questions?



Find out more at
mindworks-surrey.org

