



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

February 2023



# Reminder of Mindworks: Partnership, Services & Framework-ITHRIVE

Our alliance of partners and wider partners commissioned by EWMH, will 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. Access & Advice Mon-Fri 8am to 8pm Sat 9am to 12pm.
  - CYP Havens: 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
- **school-based needs** - a new model, co-produced with schools, using a cluster model with emphasis in school based support and consultation
  - School support - enhanced support for schools and parents, carers and young people delivered by alliance partners
- **building resilience** - help to access services in the local community, such as counselling, mentoring or wellbeing projects
  - Community-based practitioners connecting with children and families as soon as they feel they are struggling. Mentoring to CYP who have presented in crisis (Emerge). Counselling, Early Intervention Co-ordinators. SWP partnership delivering specified interventions to individuals and groups of young people
- **CYPs Community Teams** - for more complex young people and families who would benefit from extensive or intensive treatment using evidence based interventions –
  - Area based Children and young people's community Teams, Eating Disorders, EIIP, STARS, Learning Disability Team, New Leaf (Children in Care, Post Adoption Service, Care Leavers Service), HOPE Service
- **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
  - Crisis helpline 24/7. Consultation line for acute hospitals 5pm -11pm - 7 days. Children's Crisis Intensive Support Service (CCISS), reduced bed 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)
- **reaching out** – support for the most isolated and vulnerable children and young people, such as those at risk of offending, school exclusions, experiencing transitions delivered as a multi-agency network using outreach, groupwork, risk support, mentoring, clinical interventions
- **neurodevelopmental services** – a radically transformed service model which we believe will reach children and young people who need help earlier
  - ND pathway team needs based support and diagnoses, Third Sector partners working with children and families living with neurodevelopmental challenges, including parental support, 1 2 1 for Child and Parents, transition support, parenting sessions, drop-in sessions, stepping up Autism Course (8 weeks) for parents and training for CYP with co-morbidity. ND Helpline 5pm-11pm 365 days



Key principles for system change:

1. **Common Language**
2. **Needs-Led:**
3. **Shared Decision Making:**
4. **Proactive Prevention and Promotion**
5. **Partnership Working:**
6. **Outcome-Informed:**
7. **Reducing Stigma:**
8. **Accessibility:**

<p><b>Surrey and Borders Partnership NHS Foundation Trust</b>  <b>Clinical service delivery and oversight</b> - 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><b>Barnardo's</b>  <b>Engagement and family support</b> - 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><b>Learning Space</b>  <b>Neurodevelopmental support</b> - 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><b>National Autistic Society</b>  <b>Neurodevelopmental support</b> - 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><b>The Surrey Wellbeing Partnership (SWP)</b>  <b>Early intervention</b> - 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><b>The Tavistock and Portman NHS Foundation Trust</b>  <b>THRIVE development, leadership and outcomes</b> - 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>	

What have we been doing since April 2022?



## Engagement and Coproduction





Amplifying the voices of children and young people

- Amplify (our young people led board/group) are hosting the second Mindworks Surrey event. All colleagues, families & stakeholders in Surrey are welcome; just scan the QR code or click here:

<https://www.eventbrite.com/e/516836009417>

# Mindworks Surrey Event: 4<sup>th</sup> March 2023



**MINDWORKS SURREY PRESENTS...**

## Surrey Spring Wellbeing Festival

**Saturday 4th March 2023**

**11am – 3pm**

**Guildford County School, Guildford, GU2 4LU**

This is a free, ticketed event for children, young people and families living in Surrey. Please register your interest via the Eventbrite page using the QR code below.

**Join us for:**

**A wellbeing treasure hunt**

**Performances from young people**

**Stalls run by Mindworks wellbeing services**

**Wellbeing arts and crafts**

**And so much more!**

**Giveaways**

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



Find us on social media:



@amplifysurrey

@mindworkssurrey



# Co-production and Engagement with our schools:

## Reference Group purpose:

- To share understanding about iThrive, the new contract and the alliance with some key groups
- Provide a forum for colleagues from the Alliance to test thinking on operational design of new/revised services and get feedback during the early months of mobilisation
- Partners to share experiences of the offer delivered and work together on solutions.

## The Primary School Reference Group:

- Informed the need to invest in more parental support. Barnardos have been asked to undertake this work and are developing Parent Support Groups, to be rolled out over the coming term
- Build primary school capacity to strengthen the work they are doing on anxiety – plans in place, for example the 'Fantastic FRED Experience', an experiential play approach to supporting children with EWMH needs in primary school settings. This new initiative has already been booked for 220 Surrey schools for the forthcoming school year
- Some SWP partners also provide support to primary schools, which sits outside the Mindworks service - we are continuing to work together to ensure that support is sensibly integrated

## Secondary School: focus 21/22.

- Working in partnership with secondary schools, public Health, SCC, Mindworks and Commissioning to agree the process for safety plans that are created for CYP within crisis, to be shared with schools as part of safeguarding requirements where appropriate or with consent.
- Process agreed with designated safeguarding leads
- Pilot project started October 22 within Epsom Acute and Royal Surrey Hospital Trust. This will be evaluated by Easter and rolled out to all Trusts and all schools.

**The Special Schools:** It was recognised in our special school reference group that these schools needed a new and bespoke emotional wellbeing and mental health offer. As a result, we set up networks for the four different types of school with colleagues from SWP and Educational Psychology

- COIN - Communication and Interaction Needs
- LAN - Learning and Additional Needs
- SEMH - Social and Emotional Mental Health
- SPAN - Severe Learning difficulty

## What was the agreed offer:

- Staff support
- Consultation
- Whole School Approach
- Parent workshops and drop ins
- Signposting and Referrals

**22/23:** We are continuing with the reference groups and introducing an Independent Schools Reference Group

## Transitions Services



# Transitions from Primary to Secondary School

Improving transitions for CYP as they move from primary to secondary school and reach adulthood is a priority for the Surrey children's system. Within the Mindworks offer, support to the primary to secondary transition is via the Community Wellbeing Teams, School-based Needs Teams, and the Mental Health Support Teams.

The average age of referral into the MHSTs is 12 years and through a digital support offer 'Kooth,' they can quantify and illustrate that children who are or have transitioned from primary to secondary school tend to use this online service more. Mindworks teams are collectively working together to see how to build more support to respond to this including building family resilience, offering more intervention packages for under tens / primary school and CYP in transition.

Our Kooth counselling service offer is an anonymous service for CYP in Surrey. CYP choose what information they provide. We receive quarterly reports on protected characteristics, age, and support needs of the CYP that choose to share this information. We are also able to see their goal-based outcomes and experiences.



# Transitions in to Adulthood

The Reaching out service works with 16–25-year-olds who are hard to reach or difficult to engage. This has been piloted support for Young People (YP) at 17 ¾ to 18 ¼ as they transition out of YP Services into Adult Services. A transition checklist has been co-produced with YP and is being piloted which acts as a guide and prompt to areas YP may require support with their transition, which then forms a care plan. YP transitioning to adult services are supported to manage expectations and anxieties about their transition and supported to engage with the new team and coordinator. YP who are transitioning out of services are encouraged to identify goals to help them move forward and link with appropriate services or community activities. They offer individual low intensity Cognitive Behavioural Therapy (CBT) with a senior wellbeing practitioner and a virtual 'Improving Wellbeing' CBT course. They have also worked with recovery colleges and piloted a "virtual transition, online" module.

To support the young person to transition to Adult Services, Community Mental Health Recovery Service (CMHRS) allocate a Lead Professional to jointly work with Mindworks to help all involved to understand the young adult's care and support needs. CMHRS Teams have weekly CMHRS Multidisciplinary Team (MDT) meetings and have three standing agenda slots to discuss: Complexity and Risky behaviours, Disengaging clients, and clients for discharge. This ensures strong MDT oversight is exercised and ensures all reasonable steps are taken to engage the person and family before discharge. The allocated Lead Professional is required to inform the person using the services, their GP and when appropriate carer/parent or legal guardian, of this decision in writing with clear guidance on how they may access services in the future should they wish to do so. There is a plan to evaluate the effectiveness of this approach in Q2 2023/24.

The National Autistic society (NAS) offer one to one support for autistic CYP aged 16-18 years through school transitions, to identify post sixteen opportunities as well as support them to access these and bridge the existing gap between CYP and adult services. The NAS Coordinator works in partnership with schools, post sixteen settings and post 18 teams to smooth the transition for CYP, as well as addressing specific issues experienced by this cohort (puberty, sex and relationships, gender identity, social acceptance, moving towards independence.) The NAS can signpost 18+ years to young adult social groups (18-25 years) which are based in Guildford and Redhill. These young adult groups meet twice a month and are facilitated by NAS staff. Currently the groups meet once a month on a virtual platform, the individuals can 'check in' with NAS staff and discuss any issues or concerns they may have. The virtual session is structured to provide time to talk and then a group social game or topic of discussion. The second session of the month is face to face, the group will meet in the local community and may access social activities with the support of NAS staff. These activities may include going for a drink, meal, cinema, bowling, snooker hall as well as a structured topic-based sessions, which are chosen by the group attendees. NAS is also able to provide further signposting to their 18+ ASSIST service where individuals can access further one to one support if required and other social activities. In addition, NAS have a further two adult social groups which are based in Guildford and Aldershot that meet once a month and these are aimed at people aged or 25+ years.

# Mindworks Reaching Out Service

Our Reaching Out service (previously known as Mindful) supports young people aged 16 to 25 who are isolated and/or vulnerable.

Young people often come to us because they are finding it hard to engage in the important things in life like interests, education and employment, friendships and being with family. Young people may also need support in finding somewhere to live or support in engaging in the services they need.

The service covers the whole of Surrey and works across agencies to engage with, and facilitate, mental health care for young people who are hard to reach.

Our service offers a flexible and friendly approach. We support the most isolated and vulnerable children and young people including those who are:

- homeless or at risk of homelessness (ages 16 to 25)
- not in education, employment or training (NEET) or at risk of this (ages 8 to 18)
- struggling with drug and alcohol difficulties (ages 16 to 25)
- those 17/18 year olds needing support to transition from Children's Services to Adult Services
- young offenders (ages 10 to 18)
- and those who are hard to reach and/or difficult to engage with (ages 16 to 25)

If you, or a young person you know, are feeling worried, anxious or overwhelmed, finding it hard to engage in life, concentrate at work, school, college or university, becoming isolated or experiencing changes to sleep patterns or appetite, we might be able to help.

# Blurring the boundaries

Guildford & Waverley Mindworks Prototype



## 4 Themes and opportunity areas were identified

### Theme 1: CYP bouncing between services and interactions

- How might we grow the number of 'warm handovers'?
- How might we enable some joint-holding of CYP, especially when risk exists

### Theme 2: A disconnected system

- How might we reduce the number of times we ask CYP to repeat their story? How can we help CYP feel that the system is genuinely listening to them and remembering them?
- How can we get better at introducing CYPF to available local offers?
- How can we enable staff to short-cut bureaucratic processes for example, by simply picking up the phone or finding ways of avoiding a referral on?
- How can we grow effective multi-agency teamworking across more areas?

### Theme 3: The long shadow of the old (clinical) system

- What is the real impact of retaining the deeply embedded language, terminology and practices of old CAMHS and the Tier system?
- How can we re-build more trust and understanding between people and services?
- Can we create a more joined-up system by changing the language and how we communicate?
- "Service guidelines are limiting us" - truth or myth? Can we make these guidelines less rigid?

### Theme 4: Scarcity versus abundance

- How can we celebrate what we do well, and get better at maximising our own resources?
- How can we fairly tap into the great services and offers already available (e.g. schools and community orgs) to meet need?
- What are the opportunities for looking after ourselves and colleagues under the stresses and strains of our work?

# 4 strategies for improvement



1. **Soft landings:** rethinking how we offer better, more flexible end of support, to reduce the chances of re-referral (Maristelle and Nuala)

**Managing and sharing risk:** Shared risk management across partners, including frameworks and shared consultations spaces (Dan and Lisa)

**In-between spaces:** check in calls and useful information for those awaiting support; tracking referrals (Kirsty and Lewis)

**Warm handovers:** Holding three-way conversations with the YP and those handing over support; streamlining back-office processes to enable better handover (Kerry and Nikki)

# How did the prototyping create energy & hope?

<p><b><i>Real change happens in real work</i></b></p>	<p>With support, the team got quickly off the page and into the real world, applying and testing their thinking in real cases. <b>This work wasn't theoretical.</b></p>
<p><b><i>Those who do the work do the change</i></b></p>	<p>Everyone who was involved in the prototype learnt from it, and was changed by it. <b>Change is embodied in those who are involved in it, not in a written strategy or report. If you want change, get involved in the work of change.</b></p>
<p><b><i>People own what they help to create</i></b></p>	<p>If people aren't involved in creating the idea, they are likely (consciously or otherwise) to recreate it to suit their own purposes when it finally reaches them. Here, <b>the ideas have sustaining energy because they were developed by those who will be applying them.</b></p>
<p><b><i>Connect the system to more of itself</i></b></p>	<p>The simple power of getting practitioners and managers from across Mindworks and the wider system in the same room and working together created learning and value from the off. <b>The building of relationships is a key part of the work of complex change, and needs prioritisation.</b></p>
<p><b><i>Start anywhere... follow it everywhere</i></b></p>	<p>With an initial focus on CYP who might bounce between community and clinical services, Sprint 1 started with the task of interviewing CYP&amp;F and other colleagues. Revelations from this learning and prototypers' observations led quickly to ideas about what could be done differently and better. <b>The key thing isn't finding the perfect place to start, it's to get started...</b></p>
<p><b><i>The process you use to get to the future is the future you will get</i></b></p>	<p>We cannot expect to grow a Thrive-like, coherent and consistent system if what we create isn't co-designed by Mindworks and wider system workforce colleagues in deep partnership. This prototype set up a deliberately multi-agency and multidisciplinary space, where there was equality of voice, permission to experiment and reflect. <b>We need to design the <u>way</u> we work to be more generative of the future we are hoping to create.</b></p>

## Performance and Outcomes

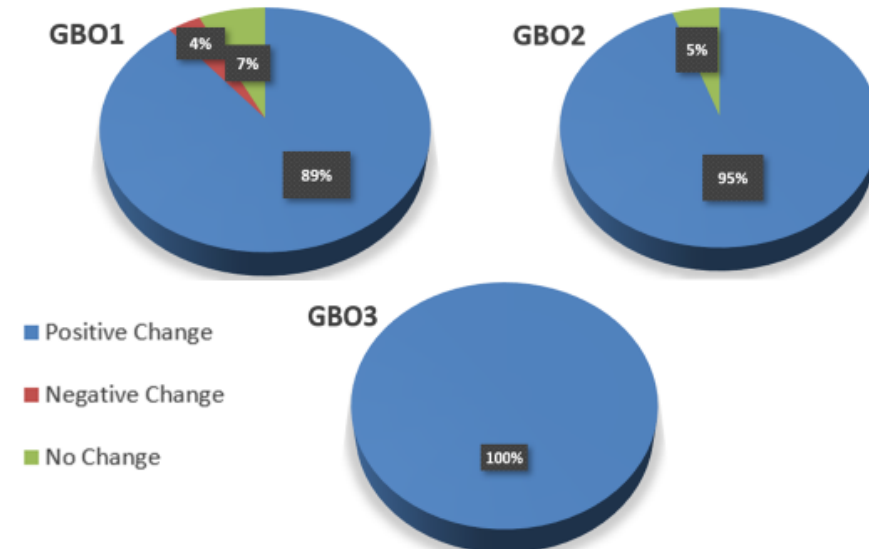


# Building Resilience examples of feedback and outcomes

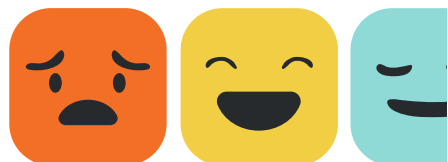
- SWP have begun using Goal Based Outcomes (GBO) across all partners from September 2022
- Initial results show an overwhelmingly positive response. YMCA figures, for example show:
  - On average, 94% of young people achieved positive change across their goals
- Other experiential feedback is routinely sought and that supports an overwhelmingly positive interaction and benefits of the services



Community Wellbeing Team  
Goal-Based Outcomes data for 36 clients that completed sessions between July 2022 – Sept 2022



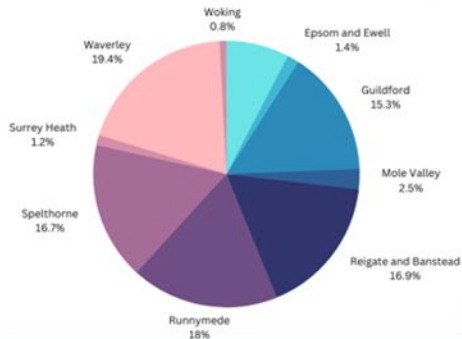
On average,  
94% of  
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# Year 2 with Surrey Child Wellbeing Practitioners (CWPs)

Referrals received from each borough



484 Requests for Support  
292 individuals were offered a 1:1 intervention  
between April 2021-March 2022

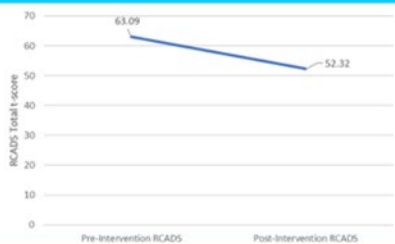


60% of referrals were female; 30% male; 10% other



## 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.



Average anxiety and low mood scores reduced from moderate to mild following support from CWPs

Significant increase in goal achievement following support from CWPs



## What young people told US...

I am grateful for this support

My CWP adapted strategies based on my interests and life circumstances

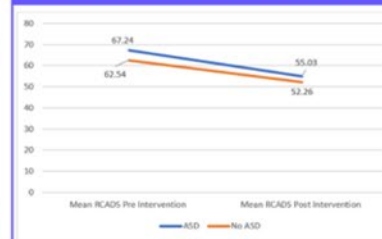
I felt respected and not judged

Helped me to understand myself better

The sessions helped me to feel empowered

## What about those with ASD/ ADHD

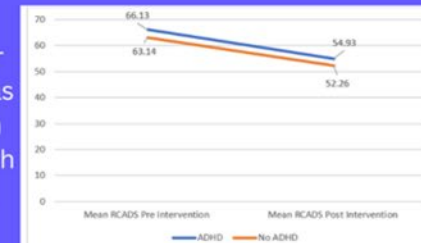
Out of the 292 individuals who were offered 1:1 support, 34% of those were diagnosed or waiting to be assessed for ASD and 14% for ADHD.



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.

A similar effect was found in those with ADHD



# Surrey Heath Mental Health Support Team in Schools

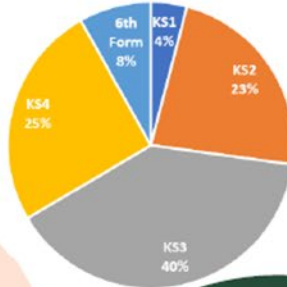
**66% female; 32% male**  
**2% transgender or non-binary**  
**28% had suspected or diagnosed ASD**  
**11% had suspected or diagnosed ADHD**

**Average age of referrals: 12**

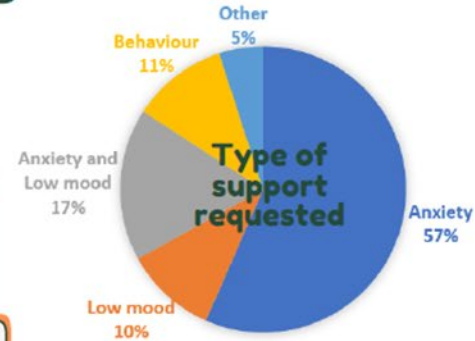


**221 Requests for Support April 2021-April 2022**

## Key Stage at Time of Referral



**Senior Clinician Assessments: 42**  
**EMHP Assessments: 119**  
**Assessment by other: 2**  
**Declined an assessment: 12**  
**Referral not accepted (signposted): 46**



## Feedback from People who Completed Interventions

I felt open to speak every session and it helped me

I felt like I was taken seriously and given genuine ways of being helped

It was very relaxed and helped with day to day life

It helped me a lot

## WORKSHOPS

31 workshops for students and 16 workshops for parents covering Low Mood, Anxiety, Friendships and Exam Stress

4 workshops for staff covering Mental Health Awareness and Staff Wellbeing

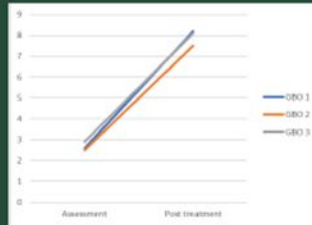


Consultations and advice offered for **270** young people

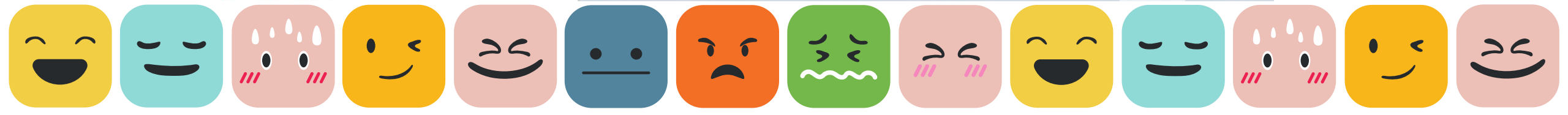
## Routine Outcome Measures



On average RCADs scores tracking anxiety and depression symptoms decreased by 26% following treatment.



100% of young people made progress towards their goals

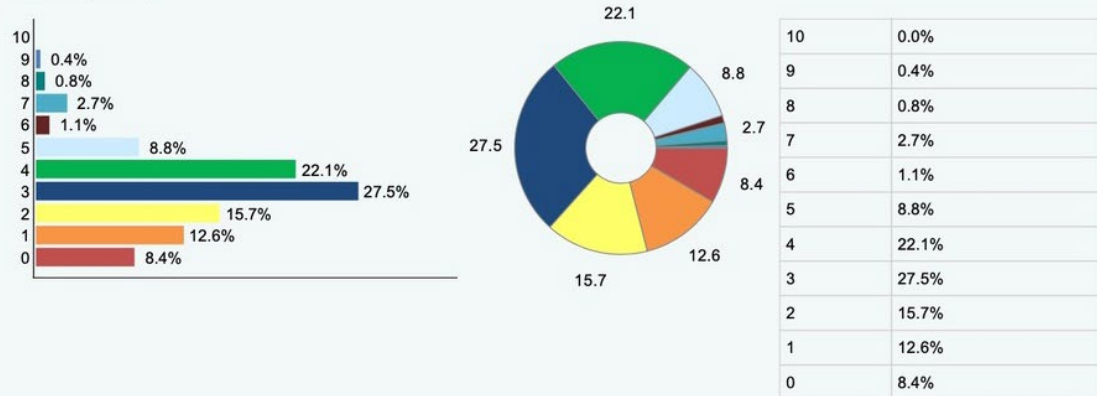


# Youth Counselling Service: Outcomes



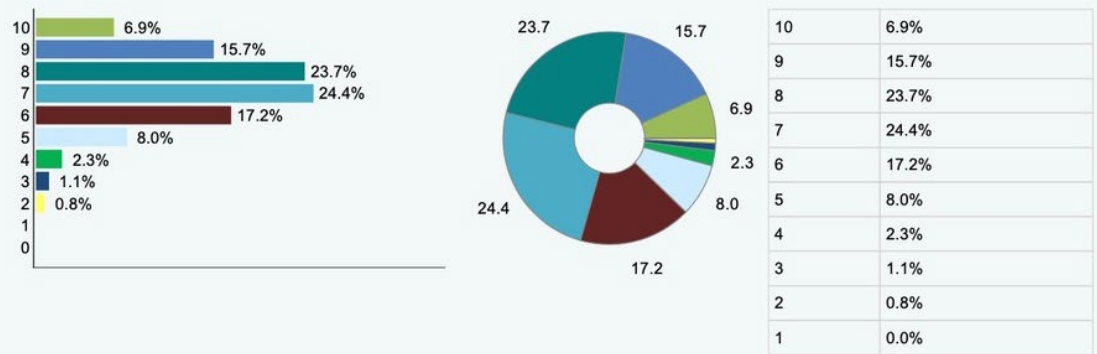
Exclude NA / Dont know: No

2. How did you feel before you started counselling: On a scale of 10 to 0. With 10 = great and 0 = terrible. Score for this question: 29.39% (based on 262 responses)



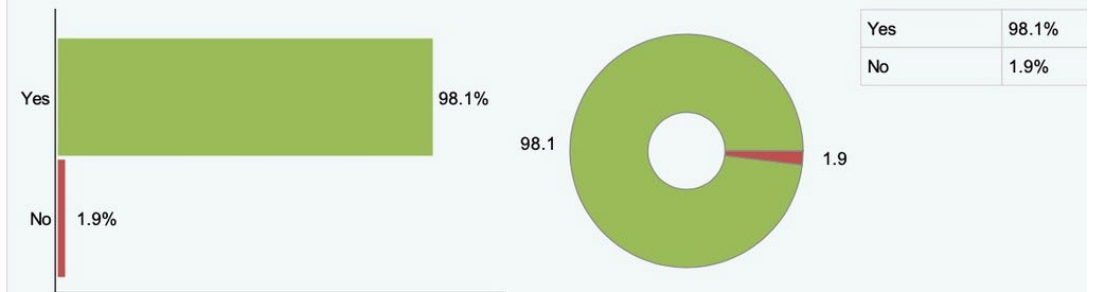
Score for this question: 29.39% (based on 262 responses)

3. How did you feel as a result of your counselling: On a scale of 10 to 0. With 10 = great and 0 = terrible. Score for this question: 72.71% (based on 262 responses)



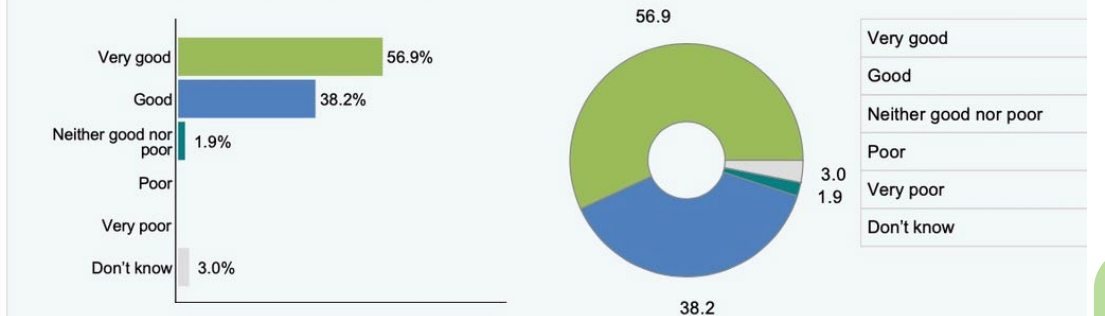
Score for this question: 89.17% (based on 262 responses)

4. If you felt you needed further support, would you use our service again?

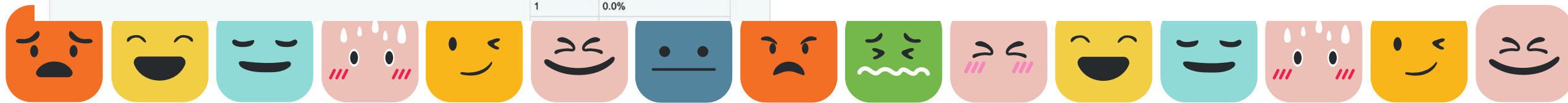


Score for this question: 98.09% (based on 262 responses)

5. Thinking about your visit, overall, how was your experience of our service?



Score for this question: 89.17% (based on 262 responses)



# Key Messages Mindworks Surrey Alliance Performance Position YTD M09 - Dec 2022

## Targets

- The 2021/22 referral and activity targets have been rolled into 2022/2023 for now. Once agreed, they will be included/adjusted in the Alliance wide Reporting Template.

## Demand

- **LSP** - Demand has exceeded Annual Contracted levels YTD M09 at **187%** of Annual Contracted Activity
- **NAS** - Referrals at **140%** of total contracted activity. However low volumes received for **ADHD 1:1 service at 17% of annual contracted activity**
- **Barnardo's** - In general demand at **144%** of total contracted activity. **CYP 1:1 Service at 62%** of contracted activity
- **SWP** – Demand at **57%** - **5,363** referrals received YTD M09 against annual contracted activity of **9,287**
  
- **SABP** - Demand at **121%** of contracted activity as at YTD M09 **14,527 referrals** against contracted annual target of **11,972**

## Activity

**SABP** - YTD M09 a total of **5311** assessments carried out at **160%** of annual contracted target of **3315 Assessments**. YTD M09 a total of **52, 294 treatments (98%)** delivered against contracted target of **52,967** YTD M09 a total of **57,605 assessments and treatments** delivered against contracted target of **56,280 (102%)**

**LSP** - In general activity is at **114%** of annual contracted activity as at YTD M09 Dec

**NAS** - In general activity is at **64%** of annual contracted activity as at YTD M09 Dec. There is capacity within the CYP 1:1 direct work at **2.1%** annual contracted activity

**Barnardo's** - In general activity is at **56%** of annual contracted activity as at YTD M09 Dec. There is capacity within the CYP 1:1 direct work at **21%** of annual contracted activity

**SWP** - In general activity is at **78%** of annual contracted activity as at YTD M09 Dec.

## YTD M09 Dec Alliance Position

**Referrals - YTD M09 Dec:** total alliance position at **23,533** referrals against total annual contracted target of 19,074 (**123%**)

**Activity - YTD M09 Dec:** total alliance position at **117,785** of total annual contracted activity of **135,703 (86%)**

You can view the entire performance pack here: [Mindworks Alliance Performance Position Report YTD M09 Dec 240123 v71](#)

## Mindworks Local Named Practitioners

	Primary Mental Health Worker (PMHW):	Early Intervention Coordinator (EIC):	Children's Wellbeing practitioner (CWP)	Mental Health Support Team Lead
Guildford	Holly Bloom <a href="mailto:Holly.Bloom@sabp.nhs.uk">Holly.Bloom@sabp.nhs.uk</a>	Mark Nelson	Marie Wheeler	Kerrie Waller – launching January 2023
Waverley	Nikki Brunton Smith <a href="mailto:nicola.brunton-smith@sabp.nhs.uk">nicola.brunton-smith@sabp.nhs.uk</a>	Maristelle Preece	Ella Jarvis	Sandra Hooper – Launching January 2023

## How to access support in a crisis: Contact lines, in and out-of-hours

**CYPS Crisis Line** (24-hour telephone support)- Tel: **0800 915 4644** offering support and advice to families and young people in crisis

**Neurodevelopmental Helpline:** offering out of hours support (5pm to 11pm) and advice to families with a child with underlying neurodevelopmental issues: Tel: **0300 222 5755**.

**CYPS Havens-** offering youth focused drop-in support to young people. Please refer to the website for the opening hours of your local centre (<https://www.cyphaven.net>)

### For Out of hours support:

Extended Hope Service Tel: 01483 517878-offering telephone support from 5pm to 11pm for young people and parents where there are concerns regarding a mental health crisis.

### In the event of a medical emergency:

- NHS 111 for non-urgent medical advice
- A&E department for urgent medical care



# Discussion Themes, challenges and next steps

## Discussion:

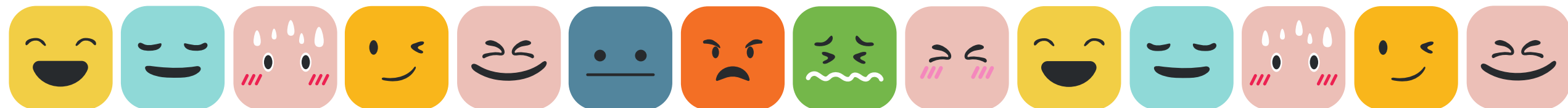
- Normalisation of EWMH being part of peoples lives, and so building confidence in self care and not all issues being a diagnosable issue – reduce stigma and help build Getting Advice and Getting Support.
- Parental Support Value when a CYP is identified within families as having EWMH issue

## Challenges:

- Demand for support in our Mindworks services especially within the Neurodevelopmental service out weighs our capacity to meet CYP's needs in a timely way
- We are seeing more CYP with complex needs and increased acuity
- The financial pressures on Mindworks Surrey and other CYP & families support services is impacting need and capacity to meet that need

## Next steps:

- Surrey-wide approach to responding to anxiety, self harm and our neurodiverse CYP
- Build family resilience / intervention packages for under 10's / primary school and CYP in transition





Any Questions?



Find out more at  
[mindworks-surrey.org](http://mindworks-surrey.org)

