

# Surrey Children's Emotional Wellbeing & Mental Health Services for Children & Young People

Market Engagement Event 28<sup>th</sup> January 2020

**WELCOME**



# Hayley Connor

Director of Children's Commissioning  
Surrey County Council

Welcome and Introductions

09:15	Welcome and Introductions	Hayley Connor, Director of Children's Commissioning, Surrey County Council
09:20	Voice of Child and Young Person	Freya Selman
09:40	Aims, Recap and Progress	Hayley Connor, Director of Children's Commissioning, Surrey County Council
10:00	Surrey Children's EWMH Service Specifications Overview	Julia Cramp, Emotional Wellbeing and Mental Health Transformation Programme Lead, Surrey County Council
10:15	Break out sessions – EI, CAMHS, NAS, SPA	ALL
11.15	Tea/Coffee Break	
11:30	Provider Questions to Panel	<ul style="list-style-type: none"> <li>• Claire Sibley. Strategic Procurement Manager, Surrey County Council</li> <li>• Hayley Connor, Director of Children's Commissioning, Surrey County Council</li> <li>• Julia Cramp. Programme Lead – EWMH Transformation Programme. SCC</li> <li>• Sue Robertson, Associate Director of Strategic Commissioning , Surrey Heartlands CCGs</li> <li>• Harriet Derrett-Smith. Head of Children's Commissioning, Surrey Heartlands CCGs</li> </ul>
12.15	Next Steps / Timeframes	Claire Sibley, Childrens Procurement Partner, Surrey County Council
12:00	Close	Hayley Connor, Director of Children's Commissioning, Surrey County Council

Freya Selman

Experience of EWMH Services in Surrey

# Our aims for today

Give more detail around proposed service model and individual service elements including how we see these operating together and gain feedback from potential providers on the opportunities and challenges

Provide further information on procurement process

Update attendees on progress made since last event

# Recap of October Event

We met with providers in October and some of the key themes and learning emerging from that event were as follows;

- Requirement to define Early Intervention Services further (see later slide), but also strong support for the value of Early Intervention in all its forms
- Desire to see a mechanism for providers not formally under contract to be able to contribute to service and system learning
- Recognition that to be successful, the model can only work as a result of strong, respectful, trusting and honest relationships across the system, including all providers and stakeholders such as schools and GPs
- Strong support for a minimum 5 year term if not longer (7 years preferred) (see later slide)
- Proposal for the involvement of independent system stewards to review delivery and maintain quality standards
- Recognition that whilst the Neurodevelopmental Assessment Service could be delivered as a separate pathway, there must be strong links to the Early Intervention Services and Clinical CAMHS provision. It should be about identifying the right intervention to help with the circumstances the child/family/carers are having to deal with.
- Digital offers are about more than early access; they should be seen as an intervention/provision option right across the pathway including specialist need treatments and step down support.

# Engagement with Children and Young People

Throughout November and December 2019, commissioners have delivered a series of workshops with children and young people, some of whom had accessed the existing services. We presented the developing ideas and discussed how the new service model might work in order to gain feedback about what they liked and what else they would want to see more of and how it would work in practice. The feedback we've received to date includes:

- Support in schools is inconsistent and it was felt this needs to improve. Young people didn't feel that schools (teachers) were always supportive to children and young people with mental health needs.
- Parents also need support and an improved understanding on how to support their children
- Bullying is having a major impact on young people in schools and this is impacting their mental health.
- It is frustrating to have to tell your story multiple times to different professionals, and this puts people off using online and digital resources.
- More and better information about what is offered before a request is made for CAMHS support, and the options available whilst you are waiting for a specialist intervention would be well received.
- **Confidentiality** was a key theme for many of the young people we spoke with, they talked about bullying and the negative impact of having their peers know they are going to appointments (having 'in the open' sign out books) or having teachers discuss these things openly in class was very distressing for them

# Progress since October

Since we last met, Commissioners have agreed the following;

- The principle of linked service elements – Early Intervention Service, Neurodevelopmental Assessment Service and Clinical CAMHS, all underpinned by an multi-disciplinary Single Point of Access - to deliver necessary improvements to support children and young people’s emotional wellbeing and mental health.
- A minimum specified level of funding for the Early Intervention Service.
- One contract for the range of Emotional Wellbeing and Mental Health Services being commissioned that is jointly managed by the lead CCG and County Council.
- A ‘Light Touch’ Open Tender with the ability to clarify bid submissions, with a budget declared and therefore evaluation criteria with major weighting towards quality rather than price.
- Contract length to be 7 years with the potential to extend for further 3 years – longer contract length recognises extent of change required and the need to make this tender attractive to providers of CAMHS who may consider bidding.

# Financial Envelope

- The Financial Envelope for this procurement is **£15.8m**. This is based on the current funding of services in scope for the re-procurement
- Payment is likely to be predominantly block-based
- CQUIN will apply
- Early Intervention will be ring-fenced from the total financial envelope at a minimum value of £2.4m
- The Financial Model Template will require bidders to split their bids between EI and other CAMHS services, with specific services and SPA detailed out within the financials.

# System Working

Surrey Heartlands Health and Care Partnership is a first wave Integrated Care System (ICS) within which improving outcomes for Children and Young People is a key priority. Our shift towards greater system integration is enabling providers and commissioners to work together in greater partnership and unblocking barriers to service transformation.

We are looking for a system leader for children's emotional mental health and wellbeing to join us on our journey of service improvement, helping us to achieve the ambition of better outcomes for our children and young people.

Providers of emotional health and wellbeing services will work across our system, providing sufficient flexibility and responsiveness in approach that can cut across and be part of the answer to our four key priorities for improvement for children in Surrey, which are:

- Emotional Wellbeing and Mental Health
- SEND
- First 1,000 Days
- Acute Paediatrics

# Julia Cramp

Programme Lead – EWMH Transformation  
Programme  
Surrey County Council

## Service Specifications Overview

# The THRIVE Framework



# Single Point of Access

- A Single Point of Access will provide triaging of all requests for support received related to emotional wellbeing and mental health services delivered under this contract.
- The SPA will be jointly delivered by staff working within Early Intervention covered by this contract and clinical CAMHS.
- Young people and parents and carers will be encouraged to make their own request for support (where they feel confident to do so).
- The SPA will include 'navigation' staff to signpost to other local organisations or evidence-based online resources where appropriate.

# Early Intervention

- Focus will be on supporting children and young people with emerging and mild to moderate mental health difficulties, e.g. anxiety, low mood and behavioural issues such as anger
- The Service will enable a faster response to children and young people referred to the EWMH Single Point of Access where a counselling or similar intervention may be appropriate.
- Development of an online resource of 'approved' information to support children and young people's emotional wellbeing and mental health.
- The Emotional Wellbeing and Mental Health Single Point of Access should fully integrate the Early Intervention offer and ensure that consideration of, signposting and access to Early Intervention services is a fundamental part of triaging function with integration of appropriate expertise and staff to resource and deliver this.
- The triaging function will change and develop over the lifetime of the contract as steps are taken to work more closely/integrate with the Surrey County Council Children's Single Point of Access (C-SPA).
- The Primary Mental Health Service will provide the key link between health and education, working in partnership with the range of Early Intervention Services provided across the contract but funded within the financial envelope of the Clinical CAMHS element.
- Examples of EIS interventions or therapeutic approaches may be mentoring, counselling (online or webchat) and supporting schools to enable children and young people to build resilience (including online resources).

# Neurodevelopmental Assessment Service

- A diagnostic service does not have to be delivered by a traditional, specialist mental health provider and needs to be clearly separated out from Clinical CAMHS with its own pathway.
- The model needs to be part of a wider system change that is clear on what should happen before a referral is made for a diagnostic assessment. There is an expectation of a pathway that shows what is required of other partners, primarily schools and services that support schools, for example specialist teachers and educational psychologists.
- Any child with potential ASD/ADHD or a diagnosis should have access to support for any mental health difficulties as part of the Early Intervention Service or Clinical CAMHS, as would any other child or young person.
- Oversight of prescribed medication for ADHD will be provided as part of the neurodevelopmental assessment service, bearing in mind shared care protocols in place with GPs.
- Support the cultural change that shows effective help for most children and young people with ASD/ADHD comes from good practice within schools and giving parents and carers strategies for responding to children with additional needs.

In spite of focused investment into the early intervention elements of the new service, there will always be children that require Clinical CAMHS and sometimes crisis support.

The following range of services will need to be delivered, as under the current contract, but commissioners wish to see innovation (including use of digital) to get the best possible support from available financial envelope:

- Community Eating Disorder Service
- Community CAMHS (including the Mindful Service)
- Sexual Trauma and Recovery Support (STARS)
- Care and Leaving Care Service (including support for Unaccompanied Asylum Seeking Children)
- Current Crisis-related Services in CAMHS (including clinical input into HOPE and Extended HOPE)
- Service for 16-25 year olds who find it difficult to engage with CAMHS

Services OUT of scope of new contract, as referred to in current contract:

- Children and young people Learning Disability Service
- Parent and Infant Mental Health Service

# BREAKOUT

## Service Specifications Discussion Table-by-Table

# Questions about Single Point of Access

- What challenges and opportunities does the proposed service model present?
- What more should be considered within the service proposal?
- How will the SPA support access to self-help and services outside of the scope of the Emotional Wellbeing and Mental Health Services Contract, for example, physical activity, social opportunities and community support?
- How would the organisations involved in delivering Early Intervention and Clinical CAMHS work together to ensure there is an appropriate response to all requests for support?
- We know that children can be referred to multiple agencies and sometimes they may be referred to the wrong service but wait for an assessment or to be directed to a different source of help. The ambition is to develop integrated initial response whereby we are able to determine which service is best placed to meet that child's needs. This will provide a swifter service and prevent multiple assessments. How could you help the partnership to realise this ambition?

# Questions about Early Intervention

- What challenges and opportunities does the proposed service model present?
- What more should be considered within the service proposal?
- Prevention and Early Intervention are key to providing early support to children and young people, their families and carers, de-escalating crisis and/or need and enabling people to cope better and implement self-help strategies. What interdependencies will the EWMH service have with other key providers/services and how might these be enabled and developed?
- How will the provider(s) ensure that the Early Intervention is dynamic and able to respond to new and emerging need?
- How can the Personalisation agenda and access to Personal Health Budgets be incorporated into the contract over time?

# Questions about Clinical CAMHS

- What challenges and opportunities does the proposed service model present?
- What more should be considered within the service proposal?
- Is there enough clarity on the full range of services that need to be delivered within this element of the Emotional Wellbeing and Mental Health Services contract?
- How might you ensure that the available financial envelope is able to provide timely support for children and young people with moderate to severe mental health needs?
- How can the needs of vulnerable groups be met through the delivery of robust clinical services?

# Questions about Neurodevelopmental Assessment Service

- What challenges and opportunities does the proposed service model present?
- What more should be considered within the service proposal?
- What role is there for support and guidance within this service, for parents as well as young people?  
This may be during the wait for assessment or after diagnosis
- With a separate pathway which may lead to a diagnosis of ASD/ADHD, how can you ensure that children and young people with potential/diagnosed ASD/ADHD get access to the right type of support if they have a co-morbid mental health difficulty?
- What are your views on ways of developing a pathway that ensures that parents/carers, schools and GPs are clear on what should happen before a request is made for a diagnosis for ASD/ADHD?

BREAK

# Panel

**Claire Sibley**

Strategic Procurement Manager  
Surrey County Council

**Hayley Connor**

Director of Children's Commissioning  
Surrey County Council

**Julia Cramp**

Programme Lead – EWMH Transformation Programme  
Surrey County Council

**Sue Robertson**

Associate Director of Strategic Commissioning  
Surrey Heartlands CCGs

**Harriet Derrett-Smith**

Head of Children's Commissioning  
Surrey Heartlands CCGs

Claire Sibley

Childrens' Procurement Partner  
Surrey County Council

Procurement Timetable

# Procurement Timetable

TASK	TIMETABLE
OJEU notice released	March 2020
Publishing documentation on In Tend	April 2020
Tender evaluation/moderation	Mid May 2020 – June 2020
Internal Sign offs	July 2020
Contract Award	September 2020

# Hayley Connor

## Director of Children's Commissioning Surrey County Council

Close

