

Emotional Wellbeing & Mental Health (EWMH) Services for Children & Young People in Surrey

UPDATE - November 2019

Following our communications to you in February and May this year we want to keep you informed about the progress being made in transforming EWMH services for children and young people living in Surrey.

A person can develop poor mental health at any stage of their life. The emotional wellbeing of children and young adults is just as important as their physical health. Good emotional wellbeing and mental health allows children and young people to develop the resilience to cope with whatever life throws at them and grow into well-rounded, healthy adults.

Improvement to services will see, amongst other changes, the introduction of a focussed early identification and support service, building resilience with children and young people and working with schools to offer an Emotionally Healthy School to all children in Surrey.

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The Transformation Programme

Surrey County Council and Surrey's six Clinical Commissioning Groups have formed a partnership with local organisations and groups to drive through the transformation of emotional wellbeing and mental health services for children and young people. The partnership, established in late 2018, has launched an extensive programme of work to design and deliver a coordinated whole system transformation programme between now and April 2021.

There is a commitment to improving more than the specialist mental health services, known as CAMHS; we want to make significant changes for children and young people through working with the whole system, including schools, GPs, the voluntary and community sector, and the Council's Early Help Hub, to focus on promoting resilience and responding as soon as mental health issues emerge.

Transformation Programme priorities

There are five themes to our transformation work:

- **Access to support and services**
- **Early intervention**
- **Vulnerable groups**
- **Social Emotional and Mental Health (SEMH/BEN)**
- **Crisis**

Comprehensive details can be found at

<http://www.guildfordandwaverleyccg.nhs.uk/page1.aspx?p=21&t=4>

The table below details examples of some of the issues being addressed within each theme.

Priority	Why we need to change	How we intend to change
Access	<p>We need to:</p> <ul style="list-style-type: none"> • Reduce long waiting times; • Help people better understand the system and how to move around within it; • Improve multi-agency triage and • Provide an appropriate response to needs including crisis. 	<ul style="list-style-type: none"> • Align the Single Point of Access for Local Authority and Health access • Provide care in local settings • Opportunity for children, young people and those who care for them to self-refer • Improve availability of digital information and support such as virtual counselling.
Early Intervention	<p>We need to</p> <ul style="list-style-type: none"> • Reduce unnecessary waiting times; • Provide care in the community; • Support resilience; • Recognise schools, children, young people and parents as decision makers in care solutions and • Improve access to digital help <p>Taken together, these should reduce the number of children and young people who need more specialist clinical services as more are helped at an earlier stage.</p>	<ul style="list-style-type: none"> • Provide new service models in Surrey schools (primary, secondary and special) to support them all to become Emotionally Healthy Schools. • Increase the number of Primary Mental Health Workers¹ for consultation training and support linked to schools. • Maximise how the expertise of the Voluntary, Community and Faith Sectors is incorporated into our overall service offer.
Vulnerable Groups	<p>We need to:</p> <ul style="list-style-type: none"> • Proactively align with the needs of vulnerable groups of children who are more susceptible to Emotional Wellbeing and Mental Health issues; • Identify the best places to offer treatment and 	<ul style="list-style-type: none"> • Expand the remit of the existing service for Looked After Children, Care Leavers, Childcare Sufficiency Assessment and post-adoption support to include other vulnerable groups including Young Carers, Young Adult Carers and Children in Need, such as those who have experienced domestic violence, child sexual exploitation, and those excluded from school.

¹ See Glossary of Roles on [GWCCG website](#)

	<ul style="list-style-type: none"> • Improve recognition of vulnerability in order to intervene earlier. 	<ul style="list-style-type: none"> • Offer support in non-clinical settings. • Work with Family Safeguarding Teams
Social Emotional Mental Health	<p>We need to:</p> <ul style="list-style-type: none"> • Better align with Special Educational Needs and Disability (SEND) services; • Reduce waiting times and • Improve the experience of families in all circumstances, including pre and post diagnosis recognising that children, young people, parents and schools are decision makers in care solutions. 	<ul style="list-style-type: none"> • Work with schools to provide a different model of support for neuro-diverse children and young people at all stages. • Construct a multi-disciplinary team around a keyworker.
Crisis	<p>We need to:</p> <ul style="list-style-type: none"> • Remove division between locally commissioned NHS services and nationally commissioned specialised services; • Address unbalanced and inconsistent response to crisis due to geography and • Eliminate any disconnect between inpatient and community services impacting recovery and length of stay. 	<ul style="list-style-type: none"> • Test a new approach that to includes the development of a local crisis support offer with the potential for in-patient bed provision in Surrey in line with the New Care Models Programme². • Offer those recovering from crisis a full range of services across all relevant agencies. • Ensure the right response is in place for incoming crisis referrals • Provide more support for schools who are working with children and young people in crisis. • Establish a 24/7 Crisis Help Line for professionals.

The Transformation Themes started making alterations to the way in which some services are arranged in June 2019 by starting to pilot new approaches in selected sites.

Access

Take a look at the latest newsletters describing the improvements being delivered in the CAMHS Single Point of Access:

[June 2019](#)

[September 2019](#)

Early intervention

A selection of schools started trialling new ways of working at the start of this new school year, in September 2019. Details of which schools are involved and how they were chosen for the pilot phase can be found at

http://www.guildfordandwaverleyccg.nhs.uk/website/X09413/files/190425-EWMH_Finalised_Accelerator_Schools_SurreyCCGs_SCC.pdf

² <https://www.england.nhs.uk/blog/transforming-child-and-adolescent-mental-health-services/>

Vulnerable groups

There are some children and young people who are more likely to experience, or be at risk of, mental health difficulties or may not have the resources available to them to tackle them when they arise. Considering how the proposed model will work for them is a core focus of this workstream and what flexibility needs to be built into the system to support the more vulnerable groups.

Neurodiversity services (currently known as Behavioural, Emotional and Neurodevelopmental – BEN)

We know that children and young people can spend a long time waiting for support on the existing BEN pathway and that the support they are looking for is not always delivered. We also know that we could do more across the system to join up and work together with schools, parents and other early help services to provide a greater level of support to these young people.

A significant amount of work is being undertaken to streamline the current model and ensure that there is better information available regarding how the service works e.g. improving information available to referrers when there are initial concerns about behaviour and social development; ensuring that information and support already available is routinely shared, as part of the overall service if a child does not require mental health care. Support from voluntary organisations is key to this ambition.

Crisis

There is a wealth of good practice in Surrey in terms of supporting children in crisis through the Havens and the Extended Hope service. We want to build on this good practice by enhancing our digital offer and the way that we communicate with children and young people and their families to ensure they are kept aware of the support in place through every point of their journey in the service. We are exploring a 24-hour crisis line for professionals. We are working with NHS England to align the provision of inpatient beds with our crisis services.

Evaluating the transformation programme

An important element of any transformation is evaluating whether the improvements intended actually happen. An external organisation has been commissioned to independently evaluate user experience and satisfaction (focussed on the experience of those referring to the service) and changes in how related EWMH services are managing: are we starting to see an improvement?

Data analysis and engagement workshops with stakeholders will provide quantitative and qualitative information to assess the impact of these new ways of working in order to determine whether these should be embedded in the new service (see section below on procurement).

Procuring a new Emotional Wellbeing & Mental Health Service for Children & Young People in Surrey

Whilst transforming aspects of the current CAMH service, commissioners are also preparing for a procurement exercise to find a provider of children and young people’s EWMH services from 1st April 2021, when the current contracts end.

Procurement is the process of finding and agreeing to terms, and acquiring goods, services, or works from an external source, often via a tendering or competitive bidding process.

The Procurement Programme and the Transformation Programme are running in parallel with the latter influencing service redesign decisions that feed through to the former.

The contract with the current provider of EWMH services for children in Surrey, [Surrey & Borders Partnership NHS Foundation Trust](#), will expire on 31st March 2021. The procurement exercise will run between April 2020 and September 2020.

We are currently at stages 03 and 04 of the diagram below. Whilst transforming some services within the sphere of the current contract we are also redesigning services and pathways more widely than CAMHS in preparation for the procurement and newly established service expectations for significant improvement after April 2021.



Involving children and young people in the service redesign

It’s crucial that those needing care and support for their emotional wellbeing and mental health are involved in and informing what the new service will look and feel like. To that end, we have been out and about in November visiting and talking to different groups of children and young people, most of whom have first-hand experience of the current CAMH services.

Their views and ideas on key design issues will be channelled into the service redesign at the end of the year, ready for the procurement phase next year.

What will be different in the new service?

Our priorities for the new service are described in our strategy: [A Thriving community of children and young people in Surrey: A strategy for their emotional wellbeing and mental health, 2019-2022](#) A version of the strategy for children and young people can be found [here](#).

The new service will recognise and understand that children and parents are the experts in their own lives. Schools and colleges will be better supported to continue their vital role in identifying and enabling children and young people with emerging mental health needs to get help. The expertise of the voluntary, community and faith sector will be harnessed so that children and young people at the early stages of emotional wellbeing struggles and mental health issues are better supported.

You can read more about our vision and plans in this [presentation](#) that was delivered as part of our market engagement event in October 2019. Engaging with potential providers at this early stage is helping us to shape the new service.

What's next?

The transformation work will continue into next year and beyond whilst procurement of the new service takes place. There are key dates for any procurement process – the following timetable provides the overview for this one:

Month/Year	Activity
All of January 2020	Evaluation of Transformation Theme initiatives
End of January 2020	Proposed Procurement Market Engagement Event
March 2020	Approval notice for procurement
Early April 2020	Launch Procurement Process
End of September 2020	Contract Award
October 2020 to March 2021	Mobilisation of new contract
Beginning of April 2021	New Emotional Wellbeing & Mental Health Service for Children & Young People in Surrey commences

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Understanding Who's Who in Children's EWMH services

Commissioners have worked closely with Surrey & Borders Partnership NHS Foundation Trust to produce a Glossary of EWMH Staff and their roles in the Surrey system. Schools, in particular, have let us know that the different job titles and roles can be confusing and we recognise this is very likely the case for children, families and carers also.

The Glossary is available [here](#) and will be rolled out to all schools shortly. We would welcome and will encourage schools to host copies on their websites.

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Contact Us

If you have any questions or views regarding the transformation programme and/or the procurement of the new EWMH service for children and young people in Surrey, please get in touch.

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