

The Norfolk and Waveney Health and Care Partnership

Norfolk & Waveney CYPMHS Transformation

Our commitment





We are listening to children, young people, families and professionals and are transforming children's mental health services, to improve access and focus on getting support to children earlier.



We are working together ensure there are the right services for children and young people aged 0-25, moving away from a focus on illness and diagnosis towards young people's health and emotional well-being.



All of those working across children's services in Norfolk and Waveney are united in creating the best mental health services.



We appreciate the fantastic staff working across mental health services and we want to ensure that the right systems are in place to support them to do their job. We want to create a system based on the THRIVE framework, a nationally recognised best practice approach cited in the Government's recent Green Paper.

- Instead of a tiered system that creates gaps and exacerbates waiting times, a THRIVE-based system focuses on the needs of individual children, young people and young adults.
- All 0—25 year olds are considered to be 'in' the THRIVE framework. The majority will be 'Thriving'. 1 in 8 are likely to need some kind of help, with the majority having needs met through 'Getting Advice'.



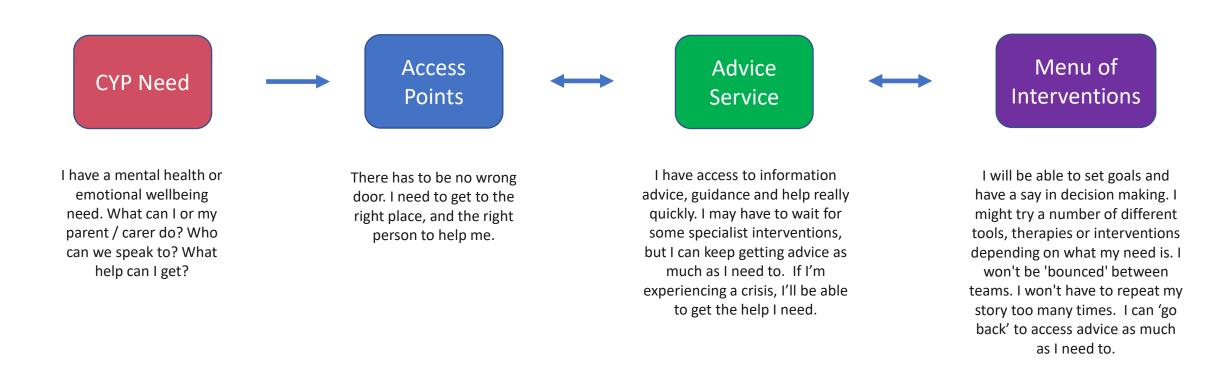


Instead of moving a child or young person around the system, we will move the system around the child or young person. Our new model will embrace some core principles:

- **0—25 yrs:** any child, young person or young adult up to their 26th birthday will be served by this model.
- A focus on Thriving: investing in early prevention and aiming to return those with difficulties to a Thriving state.
- Working as a single system, with shared case management, performance management and assessments across providers.
- **Clear access routes** for children, young people, young adults and professionals.
- **Community Based:** serving local communities and building community capacity.
- Relationship focused: reducing 'hand offs' and reducing the amount of times children and young people need to tell their story.
- **Multi-agency multi disciplinary teams** that provide support to families, professionals, and universal settings (especially schools).
- **Goal-Focused & Episodic Interventions:** involving children, young people and young adults in setting goals and making choices.

Supporting children and young people to have good mental health and wellbeing	 Improved mental health and wellbeing CYPF are enabled to look after their own mental health and wellbeing CYPF feel supported to recognise mental health issues and know where to go for help Increased number of CYPF are appropriately supported by the right services at the right time Increased knowledge and awareness within communities to support health and wellbeing
Reducing the negative effects of emotional and mental health difficulties	 Improved functioning (social, educational) for CYP experiencing mental and emotional health difficulties Reduced need for emergency, crisis and social care interventions Timely access to and progress through interventions Improved physical health Reduced inequality gap for key developmental milestones Duration of help-seeking is reduced Parents/carers, CYP and professionals are aware of available help and how to access it CYP are able to remain at home in safe, stable, nurturing environments
Improving transitions into and experiences of adulthood	 Improved engagement with universal services including school/college/university and apprenticeships Improved achievement of educational milestones More YP accessing training and skills development opportunities YP are confident in developing their independence YP report greater agency and autonomy and have sufficient understanding and skills to take a leading role in their own recovery

The CYPMH Journey: What this means for Children, Young People & Families in the future



<---->

Getting Advice

Getting Advice, Getting Help, Getting Risk Support

4.....**>**

Getting Help Getting More Help

What this means for the Transformation Programme



CFYP will help us understand the needs of CFYP in Norfolk & Waveney, and to communicate and engage widely so that everyone knows how those needs can be met. We'll embed participation and coproduction, and be informed by research and evidence. We need to ensure crosssystem processes and pathways of support. The CYPMH Advice Service needs to be promoted, understood and signposted.

- 1. A virtual 'front door' including:
- Digital platform with information, guidance, self help, peer support, access to Kooth.
 - Phone line and email for CFYP and professionals

2. A physical 'front door'

- Local Drop ins / appointments
- Early Help integration / interface
- An offer for Schools / Settings
- 3. A screening process that includes:
 - Shared assessment
 - Joint triage
 - Clinical governance process to get CYP to the right place
 - Routes to crisis response and risk support.

All elements supported by appropriate clinical staffing and support.

1. Who? To be scoped by Workforce group

2. What?

- Available interventions based on evidence and emerging need
- Clarity of which provider offers which intervention
- Guided by Innovation and Research

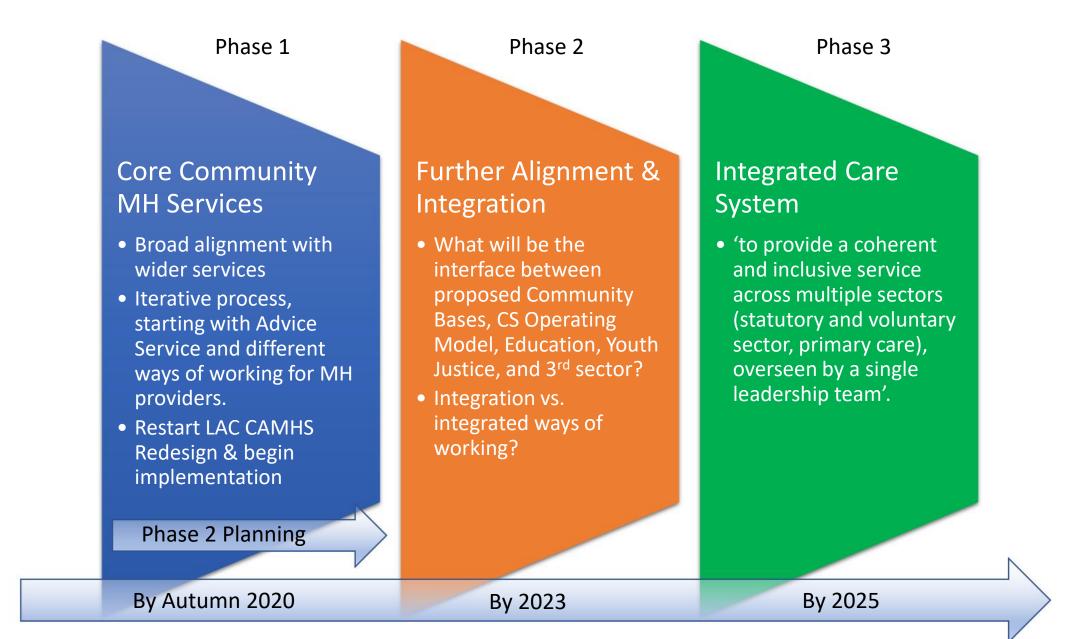
3. How?

Shared Outcomes (GBOs), Feedback & Evaluation, Training & CPD, clear robust supervision structures, guided by I&R

4. Where?

We need to determine the best places for CYPF driven by what's appropriate for their needs and the type of intervention. There also needs to be requisite space for training, supervision, administration and business support.

CYPMHS Transformation Phases



What was achieved in Phase 1



There are **mechanisms in place for insight and coproduction** from CYP networks for service development and change. The virtual YPAG was mobilised and has actively co-produced different pieces of work. A participation model has been scoped and will be developed further.

Access into CYPMH has been simplified. New arrangements have been promoted and advertised across the system.

Pathways of support aren't yet fully coordinated or understood, but conversations are underway, including with Early Help. CYPF don't need a referral to get advice, help and support. They can visit www.justonenorfolk.org/mentalhealth

for IAG, or access Kooth for online support. They can call or email Point 1 (or Wellbeing if over 16), and will receive immediate advice and support over the phone. The First Response number is available 24/7.

Joint triage meetings are helping to direct CYP to the right support quickly and efficiently. Early adoption for other processes is underway.

CYP won't be able to access a community base yet, and may still have geographical challenges in accessing F2F contact. However COVID has resulted in a strong virtual clinical offer, with F2F contact available for those who need it. All MH partners are using **shared clinical outcome measures** for a shared view on progress. However, an integrated system for consistently sharing information and managing cases between providers (or across the system as a whole) isn't in place yet.

Exec Management Group established Systemic integration conversations have begun. Foundations for data and reporting established

Advice Service v 1.0

"You don't need a referral, you can get in touch straight away for advice and support. If you need more specialist help, we will make sure you get to the right person."

0 - 18's

Phone: Point 1 on <u>0800 977 4077</u> (8am – 7pm)
Email: Point1-support@ormistonfamilies.org.uk

Over 18's

Phone:Wellbeing Service on 0300 123 1503 (9am – 5pm)Visit:www.wellbeingnands.co.uk

11 - 19's

Text: Chat Health on <u>07480 635060</u>

Online Advice

Live chat, 7 days a week until 10pm, articles, advice, live forums <u>www.kooth.com</u>

For out of hours enquiries please call First Response on <u>0808 196 3494</u>



www.justonenorfolk.nhs.uk/mentalhealth









Phase 2 Workstreams

Workstream	Themes
Service Development & Integration Delivering the change in services	 Advice, Access & Interventions Workforce Estates Digital Infrastructure LAC CAMHS Community Resilience (Thriving / Universal Services) & Third Sector engagement
Research & Participation Information and intelligence to guide the change; listening to different voices	 Participation & Co-production Innovation & Research Data and reporting (including outcomes) Demand & capacity Equality & Diversity
Governance & Finance Having the right structures in place to support the change	 Alliance agreement Contracts Financial envelopes and reporting

Overarching Processes / Themes

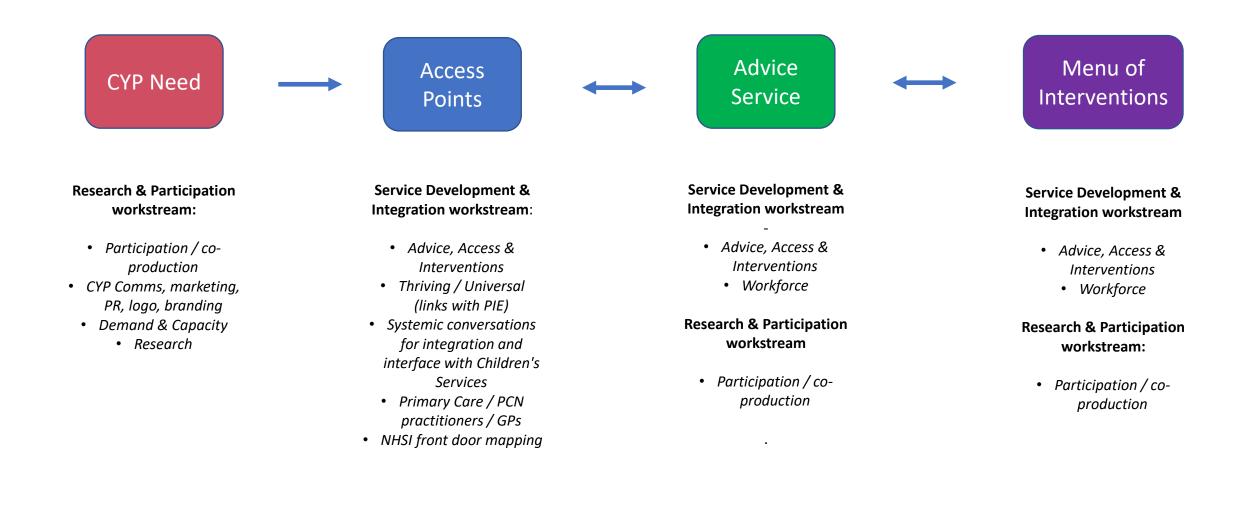
- Systemic Learning & Evaluation
- Systemic ways of working (integration)
- Shared information infrastructure
- Participation & Co-production
- Comms & Engagement
- Data & Reporting

This will be delivered in an iterative way. Some themes already have a linear project focus with clearly understood goals. Other themes will by necessity adopt exploratory or developmental 'sprints' to gain the knowledge required for the next iteration of their delivery.

Governance

Alliance Board: 6 weekly Exec management meeting: fortnightly Implementation team: 6 weekly Workstreams: as required

Areas of Responsibility



Implications of 0-25scope for transition and Integration / alignment with commissioning points PEaSS / SEND guidance, and across the system Engagement implications for school staff Integration / with VCSE and Estates & alignment with community Workforce wider SEND organisations Integrating read - across transformation Implications with Youth **Overlap** with for Education Justice L&I and SEND **Psychologists** pathways Integration / Advice Menu of Access **CYP** Need alignment with Points Service Interventions NDD, SLT & OT Enhanced transformation Fostering LAC team CAMHS Wrapping support Integrating around schools, Targeted mental health SMEH settings, college Youth expertise in CS SRBs Front Door and communities Support Expanding integrations? the Service FLOURISH Shared Inclusion Intensive & brand understanding, and Early Integrated Specialist language and Help geographical No Support Adult practice around model foot print Wrong Adult MH Social Care Service Risk / Safety Door Transformation Planning

Opportunities for potential integration

System Partnership

In order to build mental health support and resource for children and young people it is essential that a system approach is adopted and maintained.

Engagement has taken place, and continues with system partners including

- Police
- Voluntary, Community and Social Enterprise (VCSE) organisations
- Children and Young People's groups
- District Councils
- Primary Care
- Health Providers
- Childrens services
- Education settings

As with all CYP transformation programmes, this system approach will be maintained through the Norfolk and Waveney health and care system infrastructure such as Youth Advisory Boards, People Participation leads, Education Forums, The Children and Young Peoples Strategic Partnership Board and the Norfolk and Waveney VCSE Assembly and Infrastructure organisations.