

# Norfolk & Waveney CYPMHS Transformation

# Our commitment

01

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.

02

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.

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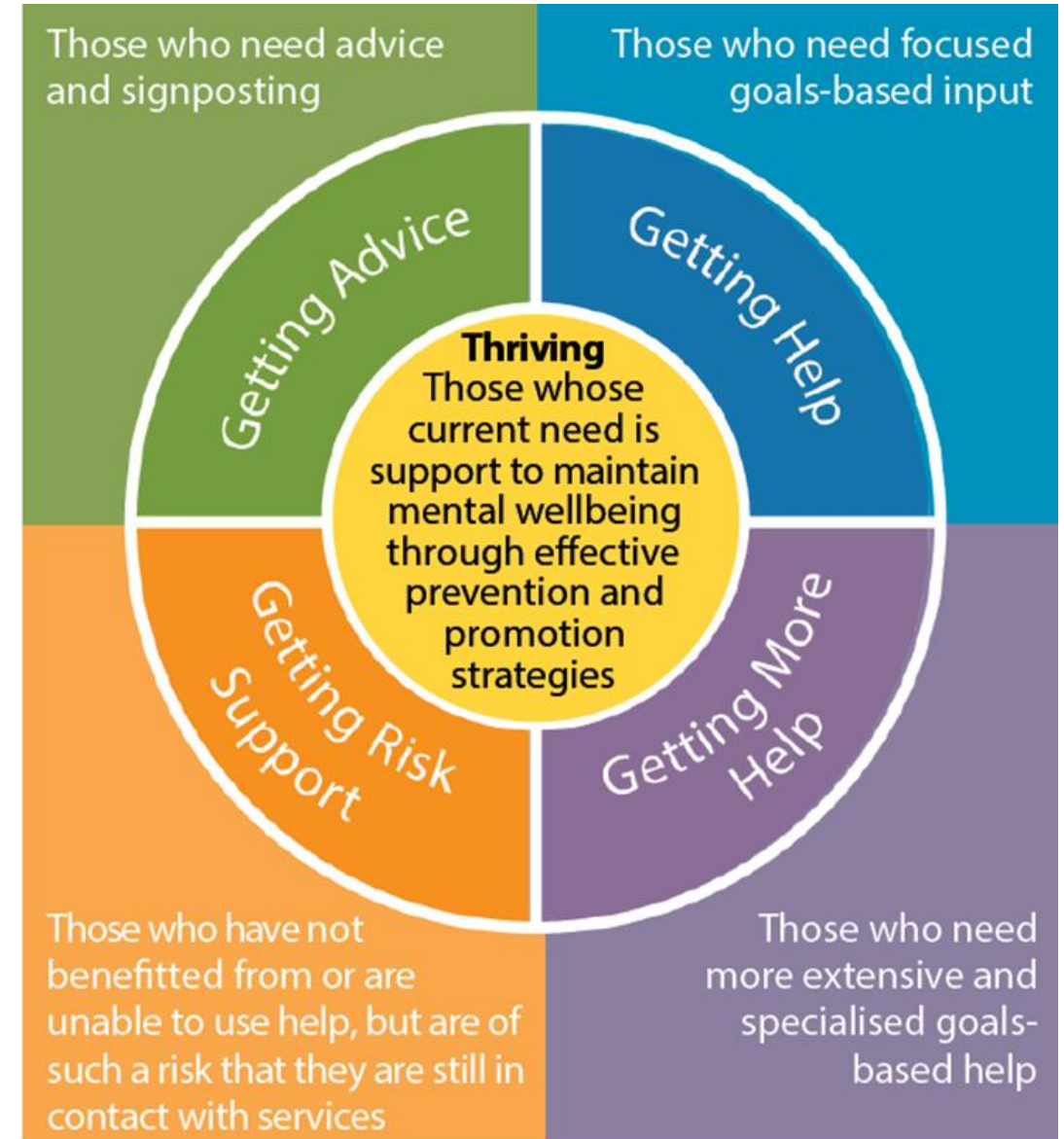
All of those working across children's services in Norfolk and Waveney are united in creating the best mental health services.

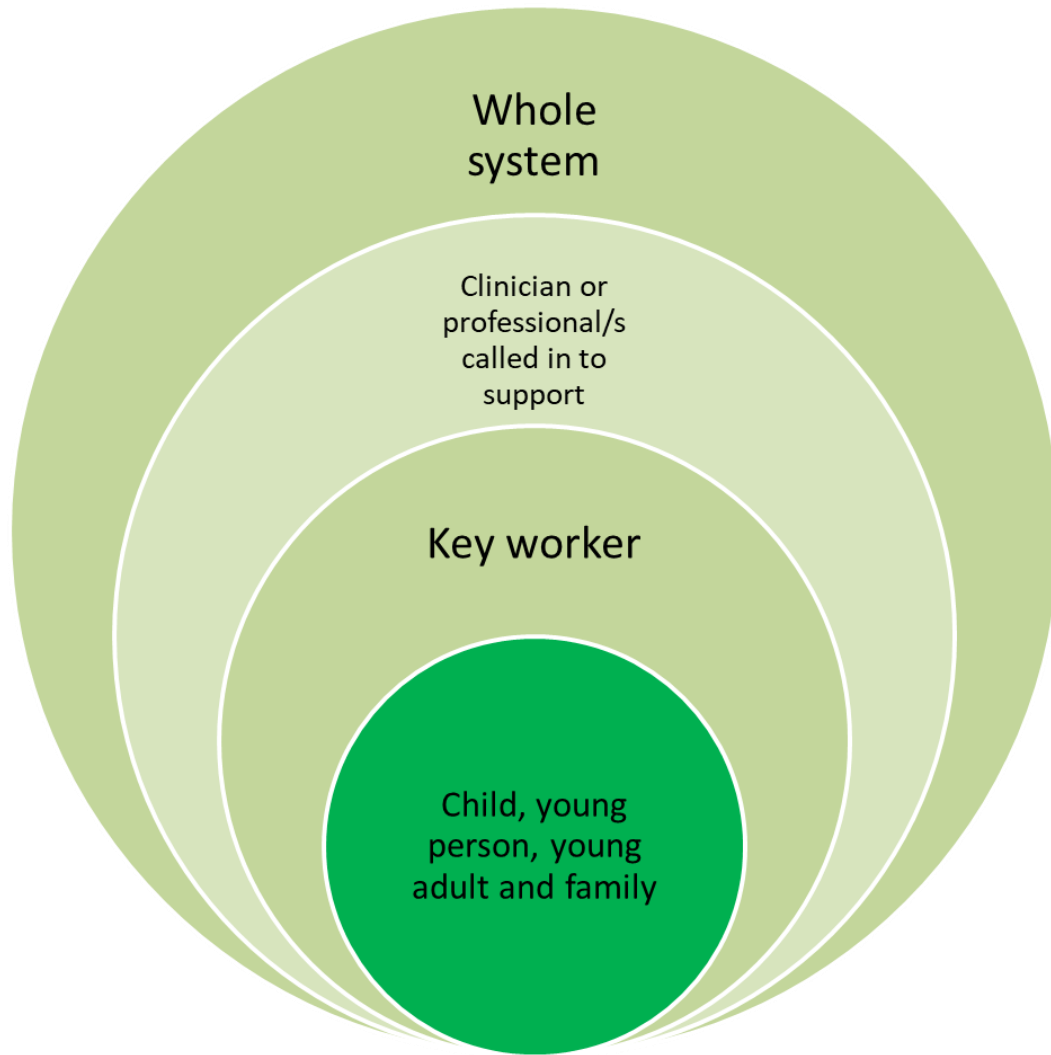
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We appreciate the fantastic staff working across mental health services and we want to ensure that the right systems are in place to support them to do their job.

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'.





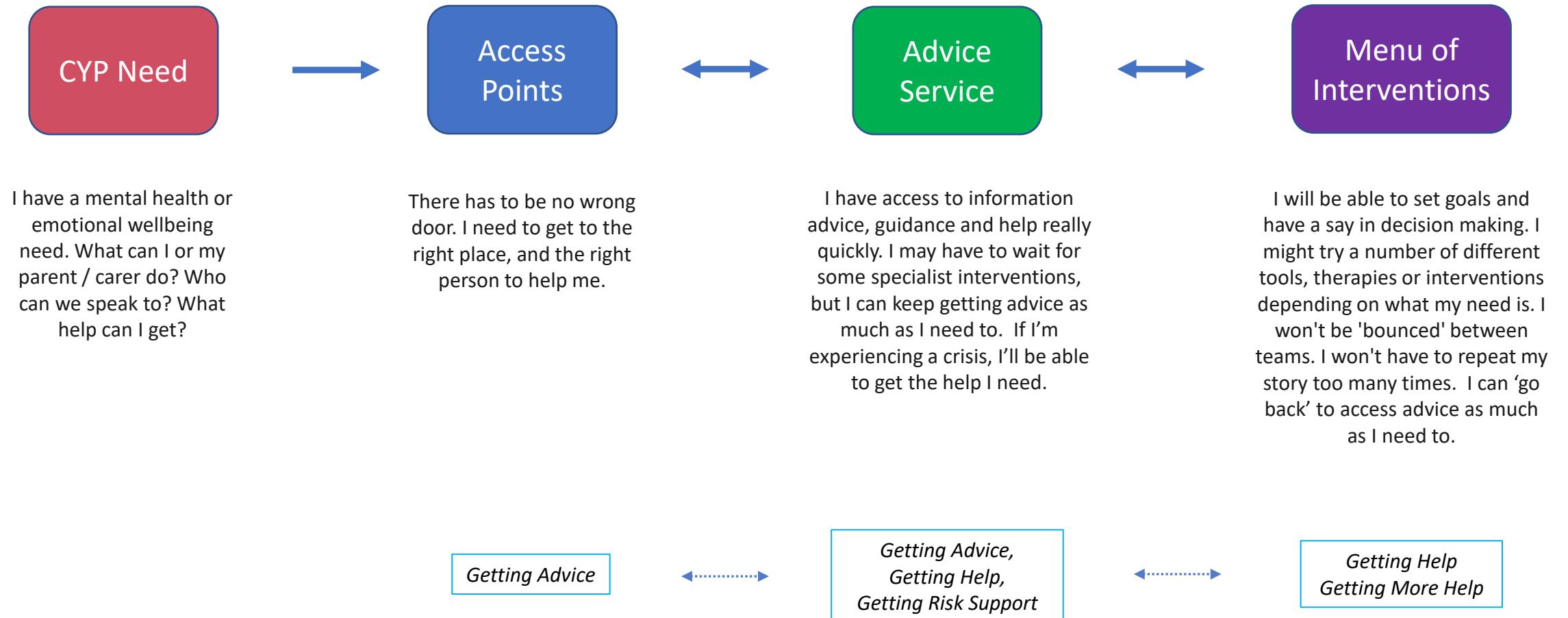
Instead of moving a child or young person around the system, we will move the system around the child or young person. Our new model will embrace some core principles:

- **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.

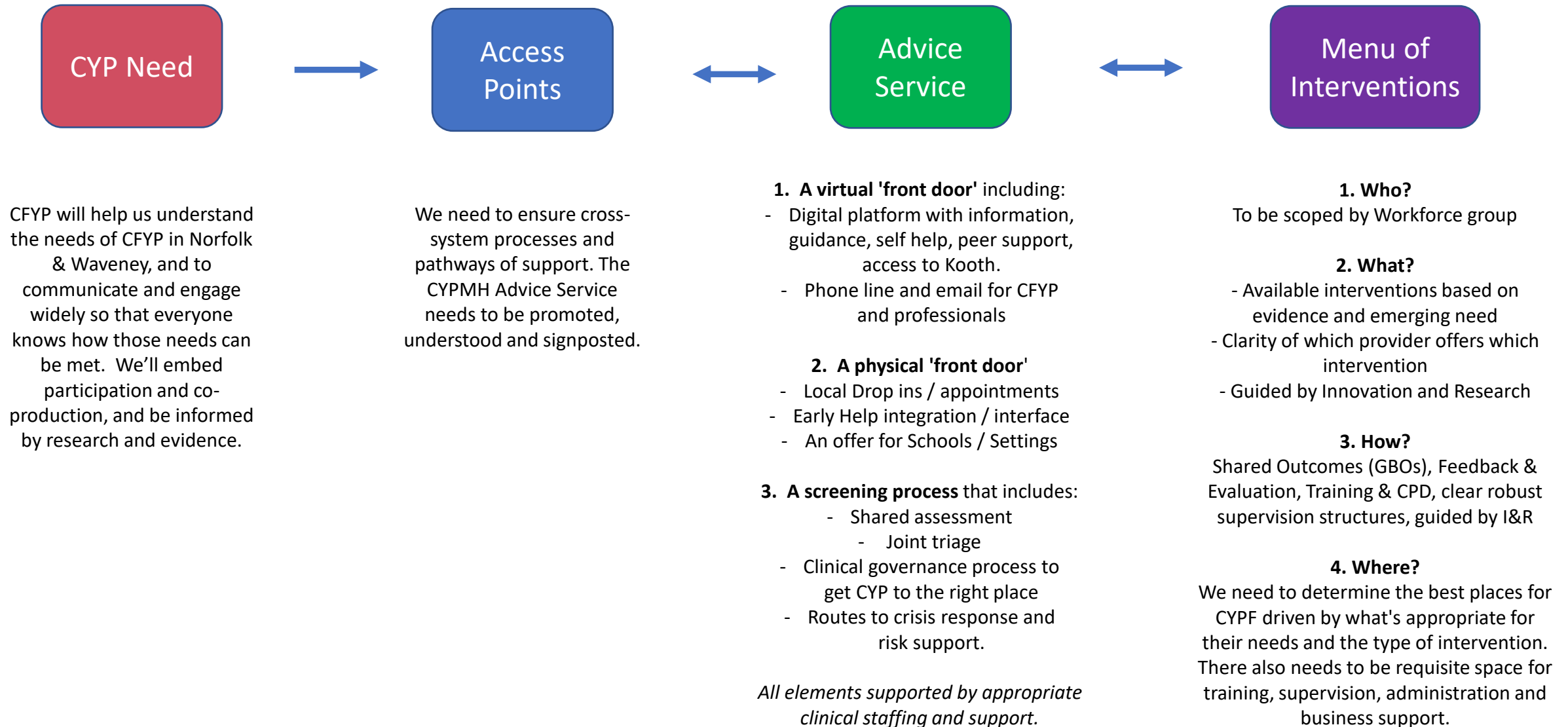
<b>Supporting children and young people to have good mental health and wellbeing</b>	<ol style="list-style-type: none"> <li>1. Improved mental health and wellbeing</li> <li>2. CYPF are enabled to look after their own mental health and wellbeing</li> <li>3. CYPF feel supported to recognise mental health issues and know where to go for help</li> <li>4. Increased number of CYPF are appropriately supported by the right services at the right time</li> <li>5. Increased knowledge and awareness within communities to support health and wellbeing</li> </ol>
<b>Reducing the negative effects of emotional and mental health difficulties</b>	<ol style="list-style-type: none"> <li>1. Improved functioning (social, educational) for CYP experiencing mental and emotional health difficulties</li> <li>2. Reduced need for emergency, crisis and social care interventions</li> <li>3. Timely access to and progress through interventions</li> <li>4. Improved physical health</li> <li>5. Reduced inequality gap for key developmental milestones</li> <li>6. Duration of help-seeking is reduced</li> <li>7. Parents/carers, CYP and professionals are aware of available help and how to access it</li> <li>8. CYP are able to remain at home in safe, stable, nurturing environments</li> </ol>
<b>Improving transitions into and experiences of adulthood</b>	<ol style="list-style-type: none"> <li>1. Improved engagement with universal services including school/college/university and apprenticeships</li> <li>2. Improved achievement of educational milestones</li> <li>3. More YP accessing training and skills development opportunities</li> <li>4. YP are confident in developing their independence</li> <li>5. YP report greater agency and autonomy and have sufficient understanding and skills to take a leading role in their own recovery</li> </ol>

# The CYPMH Journey:

## What this means for Children, Young People & Families in the future

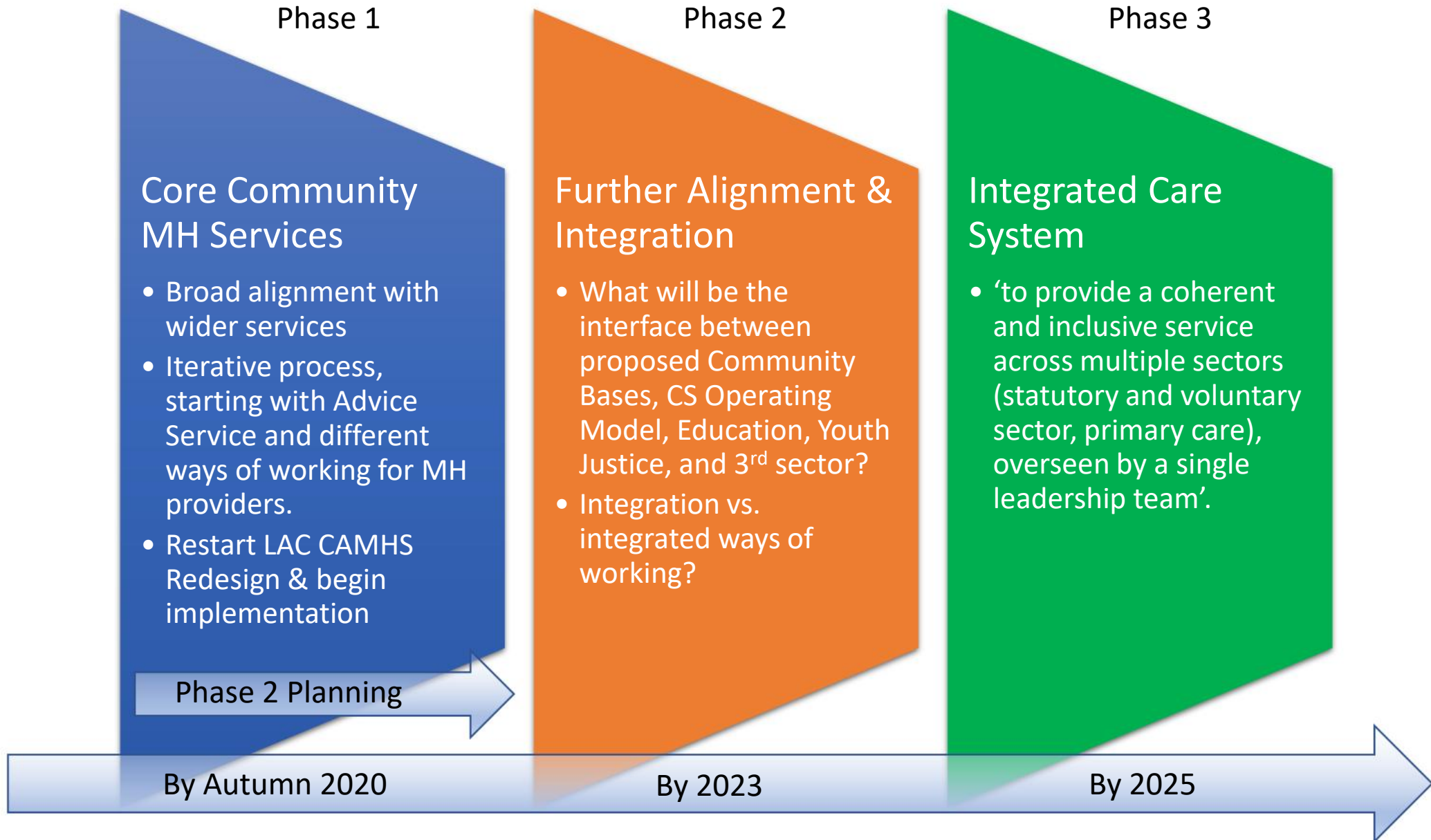


# What this means for the Transformation Programme



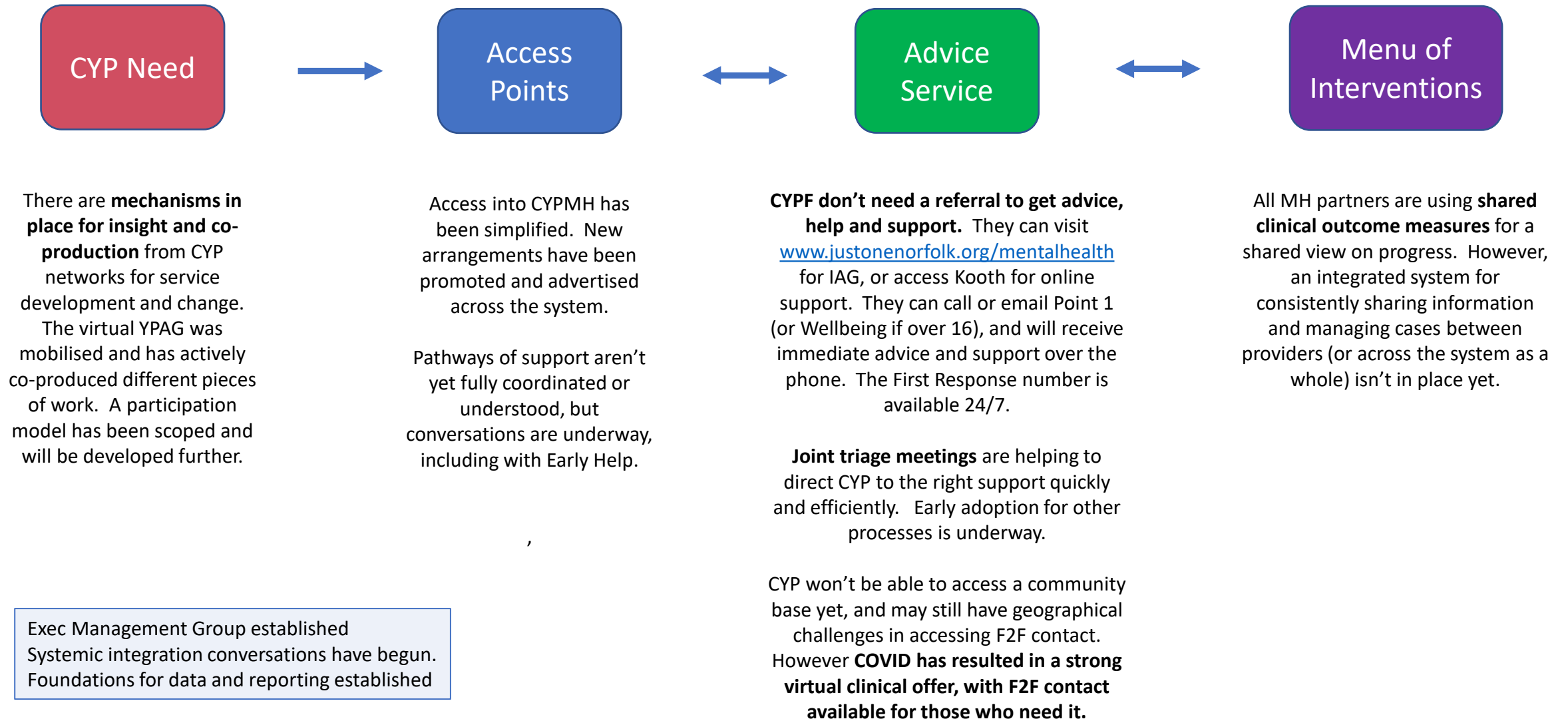


# CYPMHS Transformation Phases





# What was achieved in Phase 1



# 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 [0800 977 4077](tel:08009774077) (8am – 7pm)

**Email:** [Point1-support@ormistonfamilies.org.uk](mailto:Point1-support@ormistonfamilies.org.uk)

## **Over 18's**

**Phone:** Wellbeing Service on [0300 123 1503](tel:03001231503) (9am – 5pm)

**Visit:** [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

## **11 - 19's**

**Text:** Chat Health on [07480 635060](tel:07480635060)

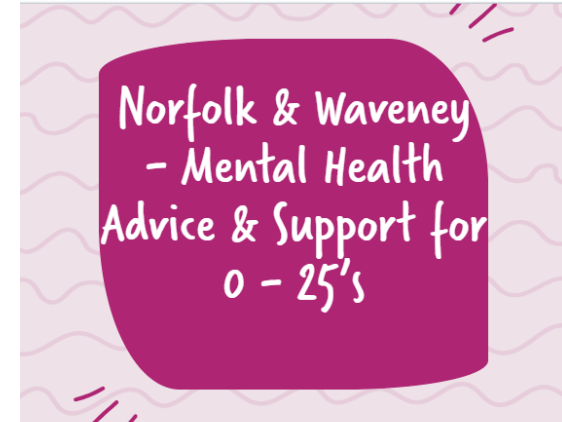
## **Online Advice**

Live chat, 7 days a week until 10pm, articles, advice, live forums

[www.kooth.com](http://www.kooth.com)

## **For out of hours enquiries**

please call First Response on [0808 196 3494](tel:08081963494)



[www.justonenorfolk.nhs.uk/mentalhealth](http://www.justonenorfolk.nhs.uk/mentalhealth)



## Phase 2 Workstreams

Workstream	Themes
<b>Service Development &amp; Integration</b> <i>Delivering the change in services</i>	<ul style="list-style-type: none"><li>• Advice, Access &amp; Interventions</li><li>• Workforce</li><li>• Estates</li><li>• Digital Infrastructure</li><li>• LAC CAMHS</li><li>• Community Resilience (Thriving / Universal Services) &amp; Third Sector engagement</li></ul>
<b>Research &amp; Participation</b> <i>Information and intelligence to guide the change; listening to different voices</i>	<ul style="list-style-type: none"><li>• Participation &amp; Co-production</li><li>• Innovation &amp; Research</li><li>• Data and reporting (including outcomes)</li><li>• Demand &amp; capacity</li><li>• Equality &amp; Diversity</li></ul>
<b>Governance &amp; Finance</b> <i>Having the right structures in place to support the change</i>	<ul style="list-style-type: none"><li>• Alliance agreement</li><li>• Contracts</li><li>• Financial envelopes and reporting</li></ul>

### 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

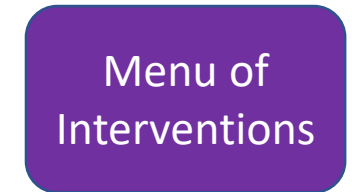
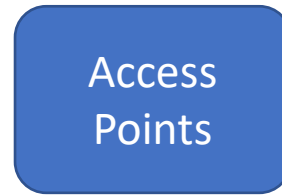
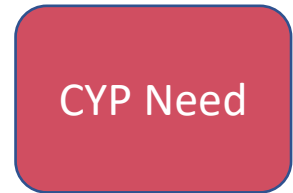
Alliance Board: *6 weekly*

Exec management meeting: *fortnightly*

Implementation team: *6 weekly*

Workstreams: *as required*

# Areas of Responsibility



## Research & Participation workstream:

- *Participation / co-production*
- *CYP Comms, marketing, PR, logo, branding*
- *Demand & Capacity*
  - *Research*

## Service Development & Integration workstream:

- *Advice, Access & Interventions*
- *Thriving / Universal (links with PIE)*
- *Systemic conversations for integration and interface with Children's Services*
- *Primary Care / PCN practitioners / GPs*
- *NHSI front door mapping*

## Service Development & Integration workstream

- *Advice, Access & Interventions*
- *Workforce*

## Research & Participation workstream

- *Participation / co-production*

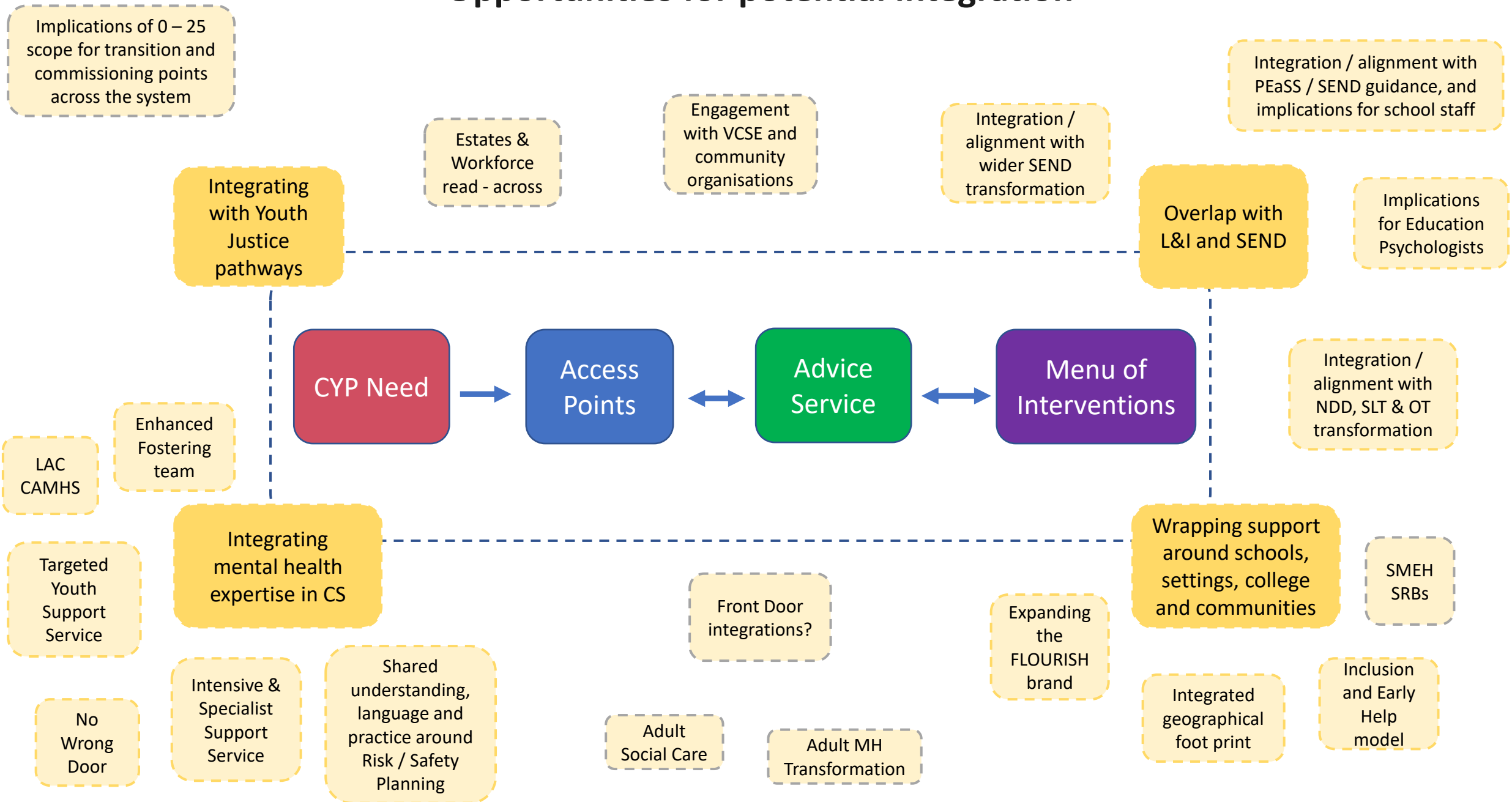
## Service Development & Integration workstream

- *Advice, Access & Interventions*
- *Workforce*

## Research & Participation workstream:

- *Participation / co-production*

# 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.