

**CYPE(6)-04-22- Papur i'w nodi 7**

**Y Pwyllgor Plant, Pobl Ifanc ac Addysg**

**Cais am wybodaeth am weithio gyda'r trydydd sector i ddarparu gwasanaethau cymorth iechyd meddwl i blant a phobl ifanc**

**Ymateb gan Fwrdd Partneriaeth Rhanbarthol Gogledd Cymru**



CYDWEITHREDFA GWELLA GWASANAETHAU  
GOFAL A LLESIAINT **GOGLEDD CYMRU**

**NORTH WALES** SOCIAL CARE AND WELL-BEING  
SERVICES IMPROVEMENT COLLABORATIVE

- **how you work alongside the third sector to plan and deliver support services;**

### **Family Wellbeing in General Practice, the Whole School Approach including roll out of CAMH Schools In-Reach Service**

The Schools In-Reach pilot ended in July 2021. In North Wales, the pilot site covered Education Services in Denbighshire and Wrexham Local Authorities. The pilot programme was evaluated positively.

Funding for the North Wales expansion of the CAMH Schools In-Reach for 2021-2022 was approved by WG August 2021 and approved "in principle" from 2022 onwards.

Since the closure of the pilot project in July 2021, plans for roll-out across North Wales have progressed. Activity has focused mainly on liaison with key stakeholders across North Wales specifically local area specialist CAMHS teams Early Intervention and Prevention functions, and Local Authority-level Whole School Approach/Healthy Schools Framework implementation groups. Following a parallel review of the evaluation and associated literature and taking into account lessons learned from the pilot, a Service Delivery Model and Proposed Staff Structure have been developed

The CAMH Schools In-Reach Service forms one part of the Early Intervention Care Pathways work stream under the CAMHS Programme - Targeted Improvement Framework.

Family Wellbeing Project within General Practice to establish a pathway in primary care to support early identification of children and young people who are experiencing or at risk of developing a mental health disorder is being rolled out across North Wales

We have utilised familiar primary care information systems to support needs led decision-making, and enhance access to high quality advice and service information to support early intervention.

The pilot to embed a Family Wellbeing Practitioner (FWP) in each primary care cluster was a success and following positive evaluation BCUHB have been successful in their bid to WG for mental health improvement funding to recruit specialist nurses for each GP cluster within North Wales. To date we now have a FWP in 4 primary care sites and are recruiting to roll out across all areas this year.

The FWP is a clinician with expertise in child and adolescent mental health and early intervention, and maintains strong links with universal and targeted children's services and specialist mental health services (S-CAMHS).

They provide:

- Training and consultation for primary care colleagues to enhance early detection and promote awareness of early help resources and services.
  - Direct consultations to children, young people and families who need more than self-help or signposting information, but do not require a specialist mental health service S-CAMHS. Practice clinicians can refer directly through EMIS.
  - Consultation for families who have received advice and signposting but require further support within six months of the GP consultation. Families are able to self-refer, reducing the need for repeat GP consultations.
  - Bridge the gap between universal and targeted support services and S-CAMHS, ensuring that each family referred has a plan to address their concerns.
- **any active projects/initiatives that you are currently undertaking alongside the third sector (i.e., a summary of what the projects/initiatives do, which third sector organisations are involved, who can access the services the projects/initiatives provide and where, etc.);**

**Targeted Improvement Plan** – An Opportunities and Challenges paper was developed and a North Wales Crisis Response Task & Finish group has been established as part of a longer term improvement workstream, with representation from each local authority and North Wales Police. The aim of the crisis workstream is to develop and deliver a cohesive multi-agency integrated model of care for children and young people across North Wales who may experience a mental health crisis with a focus on prevention; early identification, early intervention; assessment and support 24/7. We aim to ensure that Children and young people have access to support before crisis point and are supported with their families in the development of self-care/resilience.

The CAMHS Strategic Improvement and Development Group that oversees the improvement plan facilitated a Workshop focussed on workforce on 24th September, to look at immediate workforce requirements to address the rise in crisis presentations seen across North Wales with involvement of partner agencies. There is a short and longer term plan in place for CAMHS recruitment with opportunities to develop joint posts between health and social care to support. Details of current partnership arrangements and plans for future work with third sector partners are demonstrated in appendix 1.

Aim to develop an overarching Workforce Strategy, workforce profile and action plan to build a sustainable CAMHS workforce which meets the needs of the service. To ensure workforce provisions are available to support the strategy and identify any gaps in workforce provision and consider alternative options

The last 6 months there has been a period of intensive analysis and planning with service managers and clinical and professional leads within CAMHS to agree what posts would be funded by the additional investment for 2021, and to re-profile/align core budgeted establishments to enhance recruitment, retention, and sustainability. Opportunities to augment current workforce profiles through diversification of skills, development of career structures to enhance workforce development, and the development of posts with a specific remit for workforce development were identified and agreed

We have recently appointed to the Regional CAMHS Service Manager post for unscheduled crisis care to commence in February 2022. Meetings with LA/NWP and BCUHB continue and a number of crisis response schemes are being considered to inform a sustainable service model for crisis care. Task and Finish group to further develop, agree and finalise all the operational aspects of the proposed pilot schemes. Aim to recruit to a fixed term project manager post to specifically support the pathway work.

There are 3 project schemes in the early planning stages to progress:

- **YOUNG PERSON CRISIS SAFE SPACE PROJECT (Sanctuary)**  
This project pilot will establish a community facility to support young people, aged 13-18, to deal with an urgent mental health or emotional wellbeing issue. The facility will be open in the evenings, nights and weekend and operated by trained and compassionate staff provided by a third sector partner in partnership with the local Health Board. The project aims to prevent or reduce deterioration in a young person's emotional, behavioral or wellbeing state which may otherwise result in an application of section 136 of the MHA, calls to emergency services, admission into hospital or presentation at an emergency department. Site visit completed and further discussions with WG planned for mid-November to clarify the requirements for the pilot. The project will aim necessitate the establishment of an accessible, homely and age appropriate facility within the local community. The proposed facility for the pilot in the East area of the Region will be open in the evenings, nights and weekend and operated by trained and compassionate staff provided by a third sector partners with a robust pathway in place to directly access NHS mental health professionals
- **CHILDREN & YOUNG PERSON CARE HOME EDUCATION & SUPPORT TEAM**  
This project pilot aims to ensure accommodation providers caring for 'looked after children' have rapid access to specialist support from mental health professionals. This project may prevent or reduce deterioration in a child or young person's emotional, behavioral or wellbeing state which may result in possible admission into CAMHS services or hospitals. The project will initially consist of CAMHS professionals covering a defined number of care homes. Those homes will be defined by geography or acuity of resident need such as the historical frequency of Tier 4 CAMHS admissions or requested Tier 3/4 CAMHS assessments. The care homes that have been identified to run the pilot are in the Denbighshire Region of the Health Board. This specialist support will be through the provision of resident specific advice, training and education to the care home staff by BCUHB Kite Team who provide and intensive outreach service.

- 111 Mental Health Response/Local Emergency Duty Teams (EDT)  
CAMHS working with Adult Mental Health to support plans for 111 as a The First Response for Mental Health scheme sees those children and young people and their families who call 111 have the availability to choose an option where they are put through to a local team and pointed to the right place for treatment avoiding A&E where appropriate. Running in parallel to this initiative will be development of CAMHS professionals joining LA EDTs to ensure a rapid response to crisis with appropriate advice and support and provision of assessment out of hours if required. Early discussions have taken place with LA colleagues and the project plan for piloting with EDTs in specific areas will be agreed.
  
- **where partnership working has worked well, and where you have learnt lessons for how to improve it in the future;**
  
- **short term intensive support services including short term residential facilities**  
In both the Central and East Area, multi-disciplinary teams have continued to work with families. In Central, the Bwthyn Y Ddol Multi-Disciplinary Team, have had a positive closure on 7 cases to date and has avoided 374 weeks of care through the team's work.  
  
Meanwhile, in the East Area, MST team have continued to work with families in the community (39 cases / 36 completed treatment /average stay to complete treatment 121 days / 86% still living at home / 89% in school or working / 92% no new arrests).  
  
In the West Area, the MDT recruitment continues, the team have met with the consultant clinical psychologist and conducted their first case formulation. There has been difficulty recruiting to the team due to the short term nature of the contracts.  
  
In terms of residential centres, both the East and Central Area teams are progressing. In the Central area the Bwthyn Y Ddol build has been delayed due to the builders going into administration. The contract is currently in the process of being re tendered. The identified residential interim solution (Ingleside) requires remedial building work to bring it up to standard for use as a residential centre. A schedule of work is currently being prepared alongside the drawing up of the lease. It is anticipated that the interim accommodation will be available at the end of March 2022.  
  
Planning has been approved, for the refurbishment work on the residential assessment centre, Ty Nyth, in the East. It is due to start on site late November / early December depending on the final agreement of costs and contract finalised. It is anticipated it will be operational late November / early December 2022.
  
- **Early Help LIFT team** - central area launched their Local Integrated Family Team (LIFT) which to date has had 91 referrals. The team are continually

improving referral, consultation, assessment formulation and evaluation processes. The whole team continuing to bond well, effectively working together as a team and with other agencies. The LIFT have launched a website [www.denbighshire.gov.uk/LIFT](http://www.denbighshire.gov.uk/LIFT) and have started to receive contacts from parents.

- **Emotional Health Wellbeing & Resilience**

*Developing a framework* - we have developed an English version of the framework for ages 0-18 years, all of which have been through a Peer Challenge Review, the framework will now be translated.

*Building a digital proof of concept for ages 8 – 11* - A successful SBRI Challenge was launched during August and two suppliers were selected to deliver a prototype solution during Phase 1 of the challenge.

*FRIENDS Resilience* - A Welsh version of the Australian/English FR Training Hub will be developed in order to provide all training resources in Welsh and English giving choice to the North Wales population. This will enable compliance with Welsh Language Standards 2018. Printed books will become available in Welsh to ensure equity and accessibility of resources.

- **any future plans you have for partnership working with the third sector, what you hope to achieve with those plans, and how they will be monitored and evaluated.**

The North Wales **NWD draft strategy** (described below) is a substantial document in excess of 26,000 words and 90 pages in length, which reflects the complexity and breadth of the work undertaken. Comprehensive comments received from partner agency staff are now being incorporated into a revised document.

Most preparative work for the strategy is complete, apart from engagement with schools and education services. Due to the pressures during the period of preparation it was not possible for representative staff from schools to attend the workshops or otherwise participate in the process. Because education are an important support to children and young people's mental health and an education perspective is essential to the strategy, a further engagement process is required.

There is an economic case and quality benefits, borne out by research, for adoption of this strategy, which aims to improve the cost effectiveness of services. The strategy cannot, at this point, offer a full financial impact analysis. This is a necessary part of the implementation process and will require modelling based on data that is not currently available, and requires collection and analysis.

The North Wales 'No Wrong Door' strategy was developed through a collaborative process using Appreciative Inquiry methods. These are strengths-based and seek to: discover what is working well in the current system; develop a joint vision for the future; design a future delivery model; propose and implementation plan.

The process took place over a period of 5 months and consisted of:

- Work with the regional team and Children's Services Managers to clarify the scope of the project and work collaboratively to initiate the work programme
- Quantitative data research
- An examination of national and international good practice relating to integrated children and young people's mental health and well-being services
- A series of workshops with professionals from partner agencies across the region
- Engagement with children and young people who have had contact with relevant services
- Iterative drafting of a strategy document and revision based on feedback from senior managers

The initial draft strategy proposes a radical revision of existing arrangements that offers an ambitious model for working together that aims to improve mental health and well-being outcomes for children and young people aged up to 25 years old. It builds on the strengths of the current system and is specifically designed for the local context.

The strategy recognises that children and young people's mental health and well-being is supported by multiple inputs delivered by a complex network of services and interventions, both formal and informal. This strategy has implications for all agencies and partners that contribute to the health and well-being outcomes of children and young people, enabling them to live their best possible lives. It will require each agency to interpret and align their own strategies and plans to this 'No Wrong Door' strategy.

The strategy proposes a regional approach based on a shared vision and an agreed set of common principles that will apply across the whole of North Wales. It however recognises that there are significant differences across the region reflecting culture, language, population density, economic factors, amongst other things. The strategy therefore proposes a regional framework consisting of a set of principles and a model that can be tailored to local circumstances. The RPB will ensure that there is local accountability for compliance with the principles and system performance. We refer to this approach as Tight – Loose – Tight: Tight adherence to the principles and outline service model – Loose (flexible) implementation of the service model – Tight accountability and monitoring of performance against the strategy.

## **Agreed Vision for the Future**

This vision statement was developed from the key themes identified during the professionals' workshops and consultation with children and young people.



*We want the children and young people of North Wales to enjoy their best mental health and well-being.*

*We will do this by ensuring the organisations that support them are easily accessed, work effectively together, and aim to deliver outcomes in a timely way, based on children and young people's choices and those of their families.*

A briefing paper that outlined the progress that has been made towards the finalisation of the North Wales 'No Wrong Door' strategy was shared during the latest NWRPB meeting and it is evident from the discussion that the NWRPB are committed to sign up to the NWD Strategy and the NWRPB were in agreement to note the recommendations on the following,

- To note and approve the main points of the strategy
- To agree that the implementation of the plan will be the responsibility of the new Childrens Sub Group of the RPB.
  
- **A new children's sub-group of the RPB met for the first time this autumn.** Co-production is key to the success of the RPB Children's Sub Group, therefore, we held three initial "Childrens Sub Group Pre-meets" which took place during September and October, with the final one taking place late November. The group were tasked with reviewing arrangements for:
  - Existing C&YP partnership meetings being mapped out, to avoid duplication.
  - Terms of Reference, Priorities and Membership to the subgroup to be agreed.
  - Agree the framework for engagement and co-production with children and young people, embedding a Children Rights approach.
  - Clear governance and reporting structures to be developed
  - Population needs assessment refresh, consider the priorities when setting the work plan.

The pre-meets have been held with a view to the Group being actively launched and the conception meeting held in January 2022 and then monthly thereafter. Proposed membership of the group includes the following, however, we will review as we progress:

- Heads of Children Services
- Heads of Education Services
- Public Health Wales
- BCUHB Children's Services
- North Wales Police
- Voluntary Sector
- Children Provider Service
- Young Carer Representative

## APPENDIX 1

Current Arrangements		
AREA	Third Sector Partner	Details
Regional	Mind Online Anxiety groups, Gorwel, Cruse Bereavement, SNAP Cymru, Young Carers, ASD Info Wales, Rape and Sexual Assault Centre (RASAC), NSPCC, Barnado's, Papyrus, Young Minds, Early Help Hub Flintshire, STAND, VIVA, West Rhyl Young People's Project, Cruse, DASU, NYAS, St Kentigens Hospice Bereavement, North Wales Womens Centre, Action for Children	<p>Example of third sector organisations signposted to via Single Point of Access (SPOA) and Family Wellbeing Practitioners working in GP clusters.</p> <p>Third sector partners are also invited to CAMHS team brief sessions</p>
Central Area	Y Bont	<p>Worked with Y Bont for many years to deliver the Seasons for Growth manualised group based loss and grief education programme. Y Bont now lead on the programme with CAMHS services providing mentorship.</p>
Central Area	Conwy Mind	<p>Improved links being made with individual staff strengthening connections and attendance at CAMHS team meeting.</p> <p>Conwy Mind also attend the Transition meeting monthly alongside other partners to ensure we are working collaboratively with all sectors and agencies and have more patient choice.</p> <p>Training recently provided to the staff team at Conwy Mind re – Self harm in Young People. This link brings added value to the work</p>



		relating to transition and includes a three way partnership with adult services.
Central Area	CREATE	Service based on the arts as a support/step down for young people. CAMHS involved in the setting up of the service and continue to sit on the sub-group to ensure staff are supported
West Area	GISDA	GISDA has the only specific LGBTQ+ young peoples' service in Gwynedd, offering key worker support and also accommodating peer-supported interactions within a youth club setting across three locations in Gwynedd. GISDA offers accommodation, with hostels and independent flats, support with independent living skills, financial advice/education as well as supporting young people back into education, training and employment. Many of the young people GISDA support struggle with their mental health and therefore co-working with CAMHS is very important in ensuring a holistic and complete service, be this is a consultancy role, or working directly with the young people. GISDA and CAMHS co-work on an individual case by case basis, but also on a project development basis, with CAMHS practitioners' project planning, implementing, and managing the LGBTQ+ service to its current status.
East Area	Inspire – Youth Work in Hospital Team	Dedicated CAMHS Practitioners based with them.

		Recently commissioned the employment of a youth worker to be based in CAMHS services to allow for further joint working with Inspire. Monthly supervision facilitated
East Area	Flintshire Sorted (Drug and Alcohol)	Dedicated CAMHS Practitioners based with them
East Area	In2Change	Supervision facilitated on a monthly basis
East Area	Action for Children	Longstanding arrangement, jointly commissioned by BCU/WBC and FCC to deliver therapeutic services to children and young people in care or on the edge of care
Regional CAMHS Tier 4	Urdd Cymru	Outward bounds offering activities to children and young people during school holidays
<p><i>The regional KITE Outreach team works collaboratively via the AMBIT model of engaging the systems of support around the young people open to the team, working systemically and viewing third sector services as an integral part of the MDT. The team ensures that any third sector workers are kept updated as to their work and intervention and they are invited to all reviews. Examples of third sector working with the Kite team include:</i></p>		
KITE team	Action for Children	Joint working to support families
KITE team	Barnardo's	Collaborative working via multi agency meetings. Access services from Barnardo's in relation to young girls at risk of child sexual exploitation
KITE team	Hafal	Joint working in relation to young people transitioning who are experiencing 'first episode psychosis'
KITE team	KIM Project	A project that works to empower young people to build resilience, boost confidence and manage difficult emotions be engaging them in projects, clubs and activities, joint working on a number of occasions.

KITE team	Rape and sexual abuse support centre (RASASC)	Liaison with this service several times in relation to counselling for young people who have experienced sexual abuse/assault.
<b>Plans for future work with third sector partners</b>		
<i>CAMHS services have recently undertaken a Call for Innovation with partners to offer funding available from investment slippage for innovative projects that will enhance CAMHS services. The following bids from third sector partners have been received:</i>		
East Area	Your Space (Marches) Limited	Outreach support for children, young people and their families awaiting ND assessment or post diagnosis, provision of talking therapy counselling – further clarification requested.
West Area	Barnardo's	Provision of interventions and prevention for children and young people and their families who may not meet core CAMHS criteria or require short-term interventions following crisis admission – bid successful
West Area	GISDA	Additional support for 100 at risk homeless or vulnerable young people in Gwynedd – bid successful
Central Area	Denbighshire Missing Boys	Pilot scheme to trial therapeutic interventions with identified cohort of males 11-18 requiring mental health support using outdoor therapies and walk & talk strategies – bid successful
Regional	Multiple third sector partners including Barnardo's, Outdoor Partnership and Gisda	Mind out future programme - Group activities and engagement discovery exercises to facilitate 'what matters?' conversations with emotional resilience and mental health services.  Address mental health inequalities that were highlighted and made worse by the Covid-19 pandemic

		Bid submitted for lottery funding, request for interim funding – further information required.
Further plans for future work with third sector partners		
Central Area	Mostyn Art Gallery	Discussions being held regarding provision of art psychotherapy group and their community engagement programme
Central Area	TAPE	Links with TAPE music and film recently made to explore community activities they could deliver focussing on the Five Ways to Wellbeing possibly utilising filming/interviewing skills