

Introductions

- **Kathryn Magson**, Chief Executive, Herts Valleys CCG (HVCCG)
Chair of Hertfordshire Children and Young People's Emotional & Mental Wellbeing Board, member of Hertfordshire Health and Wellbeing Board
- **Jenny Coles**, Director of Children's Services, Hertfordshire County Council (HCC) Member of Hertfordshire Health and Wellbeing Board
- **Jess Lievesley**, Executive Director Service Delivery & Service User Experience, Hertfordshire Partnership NHS Foundation Trust (HPFT)
- **Sheilagh Reavey**, Director of Quality and Nursing, East and North Herts CCG (ENCCG)
- **Liz Biggs**, Children, Young People & Maternity Programme Lead, HVCCG
- **Simon Pattison**, Head of Integrated Health and Care Commissioning, working on behalf of HCC, HVCCG and East & North Herts CCG
- **Maria Nastri**, CAMHS Transformation Manager, working on behalf of HVCCG and ENCCG
- **Fiona Winspear**, CAMHS Transformation Communications Manager, HVCCG & ENCCG, and Health & Wellbeing Board coordinator for CQC Review

Hertfordshire – an overview



County Council
and 10 District /
Borough
Councils

More than 130
GP practices
across 2 CCGs

Population
estimated at
1,176,700

Hertfordshire – an overview

- 282,000 children and young people (CYP) under 18
 - of these, 172,000 attend one of more than 530 educational settings
 - 91.7% of Hertfordshire schools rated good or outstanding by Ofsted
- 21,700* CYP could benefit from a CAMHS service
- Lower than national average of CYP with statement of educational needs or Education, Health and Care Plan
- Lower than national average for CP, CiN and CLA
- Around 2,700 on current HPFT CAMHS caseload
- A number of local NHS providers with strong CQC ratings for children and young people
- Children's Services rated GOOD at last Ofsted inspection

* 2004 prevalence estimates

Hertfordshire – our local story

- Local review in 2015 and comprehensive needs assessment made case for change, with:
 - a system that lent itself to crisis management
 - concerns about waiting times, in particular from children and young people
 - One in 10 CYP likely to need support
- Hertfordshire's CAMHS Transformation Plan signed off by Hertfordshire Health and Wellbeing Board

Young People say

“Sometimes it feels like we have to go to one service to get one thing fixed and then another for something else, it would be better if we could do all of it at once and not have to keep saying the same thing but to different people”

“I've worked with lots of professionals and fancy titles don't mean anything, it is the people who really care and I can talk to that make the difference”

“Having to miss school to go to appointments makes me feel worse as I have to catch up on school too”

“We want to help ourselves, sometimes we just need pointing in the right way”

“I want someone I can talk to who respects me and what is important to me”

Hertfordshire's I Thrive pathway for children and young people's emotional wellbeing & mental health

Countywide key messages on promoting wellbeing and resilience of our children and young people



Breaking down the barriers to accessing provision

Jointly produced and owned risk management plans

Step up and step down pathway

Hertfordshire – our success story

- Improving emotional and mental wellbeing of children and young people, needs – not a diagnosis
- A strong, strategic local system
- Embedded, long-standing partnership arrangements
- We know our strengths and areas of development
- Committed to ensuring a positive and timely journey for CYP needing emotional & mental wellbeing support
- Relentless in our drive to ensure emotional and mental wellbeing of children and young people is everyone's business – and coproduced with CYP

Community Eating Disorders Team

- April-June 2016: average 12 CYP in a Tier 4 inpatient bed with an eating disorder. By December 2016, this reduced to an average of 5.75
- April-July 2017: 100% of urgent referrals seen within 3 days and 100% of routine referrals seen within 28 days



Healthy Young Minds in Herts

A £600,000 funding boost has expanded the eating disorders team from 3 to 18 staff so all children and young people with an eating disorder can be supported by specialists.



#HertsCAMHS



Herts Valleys
Clinical Commissioning Group



East and North Hertfordshire
Clinical Commissioning Group



New Community Perinatal Mental Health Team

- Successful bid for NHS England start up funding of £800k a year
- Went live March 2017 with an expected capacity of 300 – have seen 650 people already
- Infant Mental Health Online training delivered to 120 professionals with 60 more in next cohort
- VIG (Video Interactive Guidance) has started and will run until March 2018. Supporting 16 families



"Thank you so so much for talking to me. You've really helped me think about why I'm feeling bad"

Quarter Summary

New Registrations

Total



1,050

By Gender



808



242

1 in 4 New Registrations were Male

BME

261 of the New Registrations identified as BME (25%)

By Age

Age	Percentage
11	3%
12	8%
13	9%
14	15%
15	15%
16	14%
17	12%
18	7%
19	4%
20	3%
21	2%
22	3%
23	2%
24	2%
25	1%
26	0%

Heard From Top 3

1	School	46%
2	GP	15%
3	Internet	7%

Logins

Total

Total Logins

5,112



Unique YP

1,164



Out of Office Logins

Office Hours
28%



Out of Office Hours
72%

Returning YP

New YP
21%



Returning YP
79%

Feedback

98% are planning on coming back soon*

95% would recommend this service to a friend*

*From 185 responses from 121 YP.

Usage

Chat Sessions

Sessions

481



Unique YP

270



Messages

Messages

3,173



Unique YP

625



Articles

Views

1,190



Unique YP

285



Self Help Documents

Times Accessed

619



Unique YP

417



Ask Kooth

Views

171



Unique YP

42



Forum

Views

5,222



Unique YP

400



KLOE 1: Identifying & responding to mental health needs – our strengths

- System-wide agreement, strategic oversight
- Delivery against many local priorities in the past 2 years:
 - Families First Early Help Model
 - Kooth and Tier 2 expansion – over 3,000 CYP engaged and supported
 - Crisis support – 9am-9pm 7 days a week
 - National CAMHS Schools link pilot developed into sustainable model for CAMHS School links
 - PALMS development
 - A multi-agency countywide Mental Health First Aid Training programme

Identifying & responding to mental health need – our areas for development

- Clarity and understanding from the wider workforce on promoting emotional wellbeing, particularly on tier 1 & 2 services
- More to do on identified national and local priorities up to 2020 – e.g. improving access

KLOE 2: Working together – our strengths

Strategic

- Strong, well established local partnerships
- Emotional & mental wellbeing a shared priority through HWBB
- Longstanding joint commissioning – 10 years+

Operational

- Joint working protocol and trusted assessment in place
- Innovation Fund to develop and grow practice
- Tools for Schools, GPs and social workers
- Multi-agency Families First and Family Safeguarding team models
- Engagement from Safeguarding Children Board

Working together – areas for development

Operational

- Multi-agency pathways which allow children and young people to move seamlessly through the system
- Using existing partnership arrangements with schools, continue the development of sustainable models for CAMHS and schools

KLOE 3: Experience of care – our strengths

	<p>My mental health story </p> <p>"I now come into school every day whereas I didn't before because of anxiety about it." Herts young person who used school counselling service Safe Space</p> <p>#HertsCAMHS</p>	<p>My mental health story </p> <p>"Thank you for listening, well, reading and responding. I think what you do is so great and amazing." Herts young person who used online counselling service Kooth</p> <p>#HertsCAMHS</p>	<p>My mental health story </p> <p>"I am less stressed, Mum and Dad say I am less short-tempered and not as angry." Herts young person who used school counselling service Safe Space</p> <p>#HertsCAMHS</p>
	<p>My mental health story </p> <p>"Sometimes things get worse before they get better, but they do get better." Herts young person who has had specialist mental health support</p> <p>#HertsCAMHS</p>	<p>My mental health story </p> <p>"It is really good to get help with my problems, so that now I can be the best I can be." Herts young person who has had specialist CAMHS support</p> <p>#HertsCAMHS</p>	<p>My mental health story </p> <p>"Thank you so, so much for talking to me. You've really helped me think about why I'm feeling bad." Herts young person who used online counselling service Kooth</p> <p>#HertsCAMHS</p>

Experience of care – our strengths

- Ongoing engagement with CYP leading to change
- HPFT 2016 NHS benchmarking against other Tier 3 CAMHS providers:
 - better performance for waiting times
 - lower than average DNAs,
 - better than average compliments
 - Re-referrals well below average
 - 2016/17 – 24 complaints and 342 compliments

Experience of care – our areas for development

- Information sharing in a timely way
- Better support for children and young people with challenging behaviour, including capacity issues with our good practice PALMS model
- Ongoing development around crisis support
- Workforce pressures – just under 20% vacancy rates in HPFT CAMHS (covered by agency and bank) and recruitment issues elsewhere

KLOE 4: Funding in Hertfordshire

- CCG additional investment of £2.8million on an ongoing basis – a 25% increase (total investment now £13.7million)
- Lack of clarity about future additional NHS funding
- Investment by other partners is less clear cut as many services have an element of prevention and early intervention - Children's Services invests over £21million per annum in services that contribute to supporting improving emotional wellbeing

Local messages for the national review

- Good emotional wellbeing is everyone's business:
 - Solutions: strong & well-embedded strategic arrangements and multi-agency partnership working
 - Building prevention and resilience early is crucial
 - Incorporate into commissioning agreements
 - Increase understanding of emotional wellbeing
- National systems can impact on local organisations and arrangements to work as effectively as possible
 - Data sharing issues need resolving

Local messages for the national review

- A range of skill mix, knowledge and confidence across agencies is key to addressing and supporting capacity
- NHS Access target is limiting. There needs to be a recognition of the whole system and encouraging the focus on early intervention and prevention community models which are coproduced with children, young people and their families
- Fragmented commissioning across the children and young people's landscape

What's next on our transformation journey with children, young people & families?

- Commitment to coproduction
- Embedding 'everybody's business' in existing arrangements
- Multi-agency pathways starting from early help
- Increasing access to NHS funded counselling
- Taking on responsibility for Tier 4 inpatient beds
- Development of a dedicated S136 suite



Healthy Young Minds in Herts



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