

HWW Recommendation	Commissioner Response
<p>1. Ensure clear information is available for parents and carers and young people about:</p> <ul style="list-style-type: none"> o Understanding children and young people's mental health and emotional wellbeing. o Different types of support available for mental health and emotional wellbeing in Worcestershire including: CAMHS, Kooth, Reach4Wellbeing, Healthy Minds, local voluntary groups and organisations support and private counselling. o Explanation of different levels of support available and when each may be most appropriate. o Criteria and referral process to access different types of support. 	<p>The SEND (Special Educational Needs and Disabilities) Local Offer is a major single information source including for mental health, emotional wellbeing and neuro-developmental issues. In the past 12 months, the content of the Local Offer has been reviewed, amended and improved and continues to develop and grow. Promotional materials for the new improved Local Offer have been produced and distributed to a number of venues including GP surgeries and a series of Local Offer roadshows for parent carers were held, leading to increased usage of the site. We will continue to work with Worcestershire Health and Care Trust and others to ensure that it includes appropriate and comprehensive information as described in the report.</p> <p>We will continue to promote access to the Worcestershire Health and Care Trust website which contains full information on services available, criteria and referral process.</p> <p>We will continue to invest in an online platform offering information, support and advice and promote this and other sources of information (including national resources) which provide information about understanding children and young people's mental health and emotional wellbeing.</p> <p>We will support the imminent launch of the CAMHS BESTIE app which has been developed by Worcestershire Health and Care Trust in co-production with children and young people and will be an exciting, interactive online platform, designed to help young people to find out more about emotional wellbeing and mental health and to get the right help when they need it.</p>
<p>2. Ensure there is information available for parents and carers about support available for them, including local support groups and organisations.</p>	<p>The SEND (Special Educational Needs and Disabilities) Local Offer is a major single information source including for mental health, emotional wellbeing and neuro-developmental issues. In the past 12 months, the content of the Local Offer has been reviewed, amended and improved and continues to develop and grow with partnership input including from Families in Partnership, the Worcestershire parent carer forum. The site includes information about local support groups and organisations. Promotion materials for the new improved Local Offer have been produced and distributed to a number of venues including GP surgeries and a series of Local Offer roadshows for parent carers were held in November 2018, which were supported by the attendance of health colleagues and were attended by nearly 200 people. There has been a significant increase in the number of users visiting the Local Offer webpages. There were 234 returning visitors and 163 new visitors to the site during August 2018, rising to 500 returning visitors and 361 new visitors during January 2019.</p>
<p>3. Consider how this information can be more widely promoted to parents, carers and young people, including:</p> <ul style="list-style-type: none"> o Most appropriate online platform – e.g. Worcestershire County Council Website, NHS website o Schools and Colleges o Social media 	<p>A single page pathway of mental health and emotional wellbeing services for children and young people has already been produced for professionals including GPs and schools and is available on the Worcestershire County Council website. On the basis of feedback, we are reviewing this resource and will also consider a more public facing version and how to promote this to parents, carers and young people.</p>

<p>o GP practices and other health and community settings</p>	
<p>4. Promote and encourage the implementation of Emotional Wellbeing Toolkit in Schools and Colleges across Worcestershire. In particular ensuring:</p> <ul style="list-style-type: none"> o Parents, carers, children and young people are aware who they can contact or speak to about any concerns or issues regarding emotional wellbeing or mental health. o Staff within schools and colleges have a good understanding of support available, how to access support and advice available from CAMHS CAST. o Promotion within schools and colleges about the importance of mental health and speaking to someone about concerns, as part of Personal Social Health and Economic (PHSE) lessons and wider school ethos and approach. 	<p>This toolkit was originally developed in 2017 with the support of local headteachers, senior pastoral leads, SENCOs and learning support leads and was updated in April and December 2018. It is available on the Worcestershire County Council website and has been extensively circulated and promoted via the education portal, to all school Heads, SENCOs and Designated Safeguarding Leads and at events including network meetings for these groups. CAMHS CAST was launched in September 2017 with information provided to all schools and engaged with around 1/3 of all schools in the county in the first 6 months of operation. We will continue to promote the availability of the CAMHS CAST team widely and monitor uptake, to ensure that all schools are aware of and, if appropriate accessing, the team. We are working with Worcestershire Health and Care Trust to monitor use of and opportunities for further development of the team and will consider additional investment in the team if there is a business case to do so, particularly in relation to encouraging schools to embed the 'whole school' approach of the Emotional Wellbeing toolkit, which covers and includes resources related to the specific points of this recommendation. This includes a link to the PSHE Association resources for schools. We are working with the Worcestershire Association of Secondary Heads and other partners to support the sharing of best practice in schools and facilitate the further embedding of the toolkit approach.</p>
<p>5. Consider the possibility of a point of contact or information helpline for parents, accessible by phone and email, to enable them to find out about most appropriate support and discuss the referral process. Similar to the CAMHS CAST service available for professionals.</p>	<p>In 2019/20 we are reviewing the CAMHS Single Point of Access (SPA) in conjunction with Worcestershire Health and Care Trust with a view to widening its scope in relation to feedback from partners and referrers, who would value a SPA covering all mental health, emotional wellbeing and neuro-developmental issues. Our main priority during 2019/20 will be supporting referrers in this way, as well as through the CAMHS CAST team, as we know that parents/families often approach referrers such as schools and GPs first when they have concerns about a child or young person's mental health or emotional wellbeing. We will also continue to develop and support the resources described above such as the SEND Local Offer and digital platforms.</p>
<p>6. Commissioners to carry out mapping of available support and counselling to ensure that all children and young people across Worcestershire are able to access appropriate one-to-one support if required.</p>	<p>We will work with our colleagues in education, public health and early help in order to ensure that availability and offer of local services is known and publicised, particularly through the SEND local offer and through information which schools are required to publish on their own websites.</p>
<p>7. Commissioners to promote and encourage implementation of guidance in Emotional Wellbeing Toolkit for all schools and colleges to provide or commission counselling for students.</p>	<p>Worcestershire was unsuccessful in its bid for funding in the first round of pilot areas linked to the Children and Young People's Green Paper, to commission primary mental health workers for schools; however, we will continue to bid for subsequent opportunities. Through the Emotional Wellbeing Toolkit we will continue to publicise DfE guidance for schools on counselling within schools.</p>

<p>9. Commissioners to monitor if those referred to CAMHS but not offered treatment are informed of alternative support available to them.</p>	<p>Noting that recommendation 8 is "Worcestershire Health and Care Trust to ensure that all children and young people who are referred to CAMHS but not offered treatment are informed of alternative support available to them", we will seek assurance and audit outcomes from Worcestershire Health and Care Trust to ensure that this is being done. We will also continue to encourage referrers to advise of any experiences they have where they feel that alternative support has not been advised, so that we can investigate these directly.</p>
<p>11. Commissioners and Worcestershire Health and Care Trust to provide information about actions taken to reduce waiting times following Summit.</p>	<p>Following the CAMHS Waiting Times summit in July 2018, Worcestershire Health and Care Trust have developed and implemented an improvement plan which has seen waiting times reduce. This has included additional capacity being funded by commissioners in 2018/19 as well as other measures such as a waiting list 'blitz'.</p> <p>A summary of improvements in waiting times is shown below:</p> <ul style="list-style-type: none"> • The average wait from Referral to Choice (the first/assessment appointment in CAMHS) fell from 6.66 weeks in April 2018 to 3.06 weeks in January 2019. • At the end of January 2019, 100% of children and young people were seen for their Choice appointment within 18 weeks of referral and 93.5% were seen within 8 weeks. Of the 10 young people who waited more than 8 weeks, 9 had been offered an appointment within 8 weeks but cancelled or did not attend it. • The average wait from Referral to Partnership (start of active treatment/intervention in CAMHS) fell from 20.03 weeks in April 2018 to 13.21 weeks in January 2019. • The number of young people waiting over 25 weeks from Referral to Partnership fell from 31 in April 2018 (20.3% of total) to 3 in January 2019 (1.9% of total) <p>The additional non-recurrent funding which we have secured since the waiting times summit to reduce waiting times is aimed at ensuring that the maximum wait from referral to partnership in CAMHS reduces to 15 weeks. Our aim is that future Mental Health Investment Standard funding ensures that this standard can be both maintained and further improved in the future.</p>
<p>12. Commissioners to provide ongoing key performance indicators, including waiting times for CAMHS for publication in the public domain, to enable monitoring and review.</p>	<p>We will continue to include key performance indicators about waiting times and other impact measures in the annual refresh of Worcestershire's Transformation Plan for Children and Young People's Emotional Wellbeing and Mental Health, as well as sharing them through other forums including the related Partnership Board and the SEND Improvement Board.</p>
<p>13. Commissioners and Worcestershire Health and Care Trust to carry out evaluation and monitoring of CAMHS service to provide reassurance that quality standards are being met in relation to –</p> <ul style="list-style-type: none"> o Understanding individual needs of child / young person o Involving children, young people and parents and carers in decision making o Effective communication between 	<p>Commissioners will continue to seek assurance on quality and impact measures through contract reporting and monitoring on quality and performance measures as well as participating in peer audits and other opportunities to visit and review services. We will continue to work in partnership with others in relation to seeking, reviewing and acting upon feedback in relation to services. We will support and monitor the publication of a national indicator on outcome measures of children who have accessed CAMHS (publication expected to commence in 2020/21).</p>

<p>CAMHS and schools o Overall effectiveness of treatment</p>	
<p>15. Commissioners to consider if there is sufficient emotional wellbeing and mental health advice and support for children and young people with Autism Spectrum Conditions and if a specialist Autism service is required in Worcestershire.</p>	<p>As described above, we will continue to ensure that information on the SEND Local Offer is up to date and fit for purpose.</p> <p>The CCG has identified funding to pilot some training for parent carers of children with autism, which is being promoted widely including through Families in Partnership, the Worcestershire branch of the National Autistic Society and the SEND Local Offer. We will evaluate the outcome of this with colleagues in Worcestershire County Council, with a view to seeking resource to continue it if appropriate.</p> <p>As part of the business case for increased investment in mental health and emotional wellbeing services, the CCG is asking Worcestershire Health and Care Trust to identify how staff will be upskilled and supported in order to increase the offer to children and young people with autism who meet the service criteria, including specifically ensuring that those with autism are no longer excluded from access to Reach 4 Wellbeing.</p>