

Report recommendation	ICS Action	Lead organisation	Responsible owner	Timescale
<p><b>Access to Information on Health and Emotional Wellbeing</b></p> <p>Produce and distribute targeted information about looking after physical health for females and gender diverse young people.</p>	<p>A dedicated CYP MH and Wellbeing Communications and Engagement Officer starting in post on 4th November. They will work across the system to produce a "roadmap" around what services are available, what they do and who for and how to access them. This will include working specifically with CYP and families to ensure that this is accessible and easy to understand, identify gaps and align to other developments, especially in relation to the new neurodivergent pathway</p> <p>The Worcestershire Joint Local Health and Wellbeing Strategy (JLHWS) aims to take a whole population approach to improving mental health and wellbeing and preventing mental ill health across Worcestershire. This includes providing accessible and inclusive information, advice and support in appropriate formats. We work closely with colleagues across the system to ensure appropriate formats are available, this includes information and advice services and the development of the Deaf working group partnership.</p> <p>The Healthwatch report indicates that there was "moderate" increase in those who think they have enough info about looking after physical health. The report indicates the need for females is around information about self esteem and self confidence.</p>	Herefordshire and Worcestershire Health and Care Trust	Sue Harris	Nov-24
<p>Identify why young people are not using local online information resources about looking after emotional wellbeing mental health, and what would encourage them to do so. Develop an action plan to address this. Actions should include a focus on digital skills but not rely solely on online information.</p>	<p>The CYP MH and Wellbeing Communications and Engagement Officer will work across the system to produce a "roadmap" around what services are available, what they do and who for and how to access them. This will include identifying gaps and developing an action plan to align to other developments and identify improvements which could support great access and usage.</p> <p>Public Health to raise this at District Youth Networks asking them to gather this insight from youth providers.</p>	Herefordshire and Worcestershire Health and Care Trust	Sue Harris	Apr-25
<p>Consider ways young people might be able to have better access to in-person information and services, including those young people in rural locations.</p>	<p>The ICB is undertaking a re-procurement of children and young people's emotional wellbeing and mental health services, during which process providers have been asked to provide communication and engagement planning as part of any proposed implementation. Bidders have been asked how they will provide a service across both counties as distinct places with distinct geographies, including face to face options in local meeting places.</p> <p>A number of opportunities are available for young people through the voluntary and community sector. This includes the Your Space Mental Health &amp; Wellbeing Hubs (delivered by Onside) who provide support to children and young people ages 11-25 in community locations across Worcestershire. From April 2025 there will be a 0-19 Mental Health Prevention and Early Intervention Service in the county. This will include face to face opportunities for mental health support.</p>	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Jun-25

**Access to Affordable Healthy Activities**

Provide increased financial support to youth provision throughout the county to bolster the number of free / subsidised places available, especially in school holidays.	<p>The Worcestershire JLHWS aims to improve communities and places, ensuring that good mental health and wellbeing is central to everything we do. This includes ensuring a range of local and affordable activities and events are available to people of all ages.</p> <p>Much universal open access youth provision is free, max costs are around £2 per session. Youth providers also deliver HAF sessions which are free to YP on FSM - this provision often reaches children rather than teenagers. In addition changes to the funding application process has been a barrier to some organisations applying to deliver HAF. Suggested actions: Children Services HAF lead to make the HAF offer more attractive to teenagers. HAF Lead reviews the HAF application process to encourage increased applications.</p> <p>In partnership with West Mercia Police and Crime Commissioner, Worcestershire County Councils Public Health Team are currently offering one-off grants of up to £3,000 to youth organisations/ services to support innovative projects that will prevent crime (violence, engagement in County Lines, anti-social behaviour and criminal activity) by increasing young people's engagement in physical activity or mental wellbeing projects. Organisations can apply any time before the end of December 2024.</p> <p>The Public Health Stay Connected Community Grant allows community-based organisations to apply for one-off grants of up to £2,500 to support projects which aims to tackle loneliness and isolation among people of all ages.</p>	Public Health Worcestershire	Liz Altay	Sep-25
Consider how healthy activities can be made attractive and accessible to those with anxiety or low motivation. Work with youth provision to support development of appropriate supportive groups and activities for young people with anxiety / low motivation	Public Health team to meet with district youth networks to share the outcomes of the report and invite discussion and planning with youth providers around this recommendation.	Public Health Worcestershire	Liz Altay	Sep-25
Ensure a wide range of varied opportunities are communicated to young people, using a range of digital and non-digital engagement methods (e.g. posters, leaflets, paper surveys, in-person workshops with groups) in order to reach those sections of Worcestershire's young population who are digitally excluded and / or likely to experience health inequalities.	All services who communicate with YP will ensure opportunities are communicated to Young People. H&C Trust, Starting Well Service will refer to the promotion of ChatHealth (school nurse text service).	Public Health Worcestershire	Liz Altay	Sep-25
<b>Access to In-Person Emotional Support</b>				
Ensure young people are aware that there are appropriate adults they can talk to if they are worried about something or feeling unhappy. Consider visual signifiers (badges, posters) in education settings or youth provision to highlight staff who can be approached by a young person for informal support.	<p>The Worcestershire JLHWS aims to support people to start well, live well and age well so they can live a greater proportion of their lives in good health. This includes Enabling children and families to access the services and support they need for good mental health and wellbeing, from pre-conception through to adulthood. As part of this Public Health have been working closely with colleagues across the system to develop a new mental health and wellbeing policy template for schools as well as updated guidance on suicide prevention.</p> <p>Public Health will raise this at District Youth Networks to share with youth providers. Public Health will review the options for the Orange Button scheme to be offered for use by youth workers.</p>	Public Health Worcestershire	Liz Altay	Apr-25
Ensure that there is always an option for an in-person appointment for a young person when they need someone to talk to.	A key tenet in the new specification for CYP emotional wellbeing and mental health services requires bidders to provide a blended offer of face to face and remote/digital interventions, ensuring choice to CYP on how they wish to access information and services.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
Consider how young people's preferred option of one-to-one sessions support for their mental health and emotional well-being can be achieved within the current service framework.	Another requirement of the new service specification for CYP emotional wellbeing and mental health services is that bidders must make provision for a blend of both 1:1 and group interventions. Although it's recognised that group interventions will remain a part of provision, bidders are required to provide 1:1 provision as well.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25

Ensure that one-to-one options are part of the service offer when commissioning or arranging young people's emotional support service provision.	As above.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
All young people's support services mentioned in the Report should consider the feedback provided by young people and what actions they can take to improve. Each service should develop an action plan to address feedback.	All action plans / updates will be overseen by the Learning Disability Board, SEND Partnership Committee and Mental Health Partnership Board	Herefordshire and Worcestershire ICB	Richard Keeble	Apr-25
<b>Transition to Adult Services</b>				
Develop an action plan to address ways in which the transition to adult services can be better managed, including improved communication of the process, waiting times and what to expect.	The new service specification for CYP emotional wellbeing and mental health services is for a service for CYP aged 0-25, the specific aim of which is to support the transition between CYP and adult services. This provision is intended to minimise the impact to patients/service users of the transition period at 18 years by providing a continued service.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
<b>Gender Identity</b>				
Gender Identity – Herefordshire and Worcestershire ICB should provide clarity on the treatment pathway and consistent information and training to all GP / PCNs.	HWHCT are currently reviewing the local arrangements for support CYP with possible Gender identity disorder who do not have moderate or severe mental health issue.  GPs and PCNs to be trained to the standard as laid out by the GMC	Herefordshire and Worcestershire Health and Care Trust	Sonja Upton	Apr-25
Commission suitably qualified and sustainable support for gender diverse young people and their families both while waiting for appointments and when receiving treatments.	As above	Herefordshire and Worcestershire Health and Care Trust	Sonja Upton	Sep-25
Communicate these support options throughout the County	Post review of local arrangements, communication routes will be identified and rolled out	Herefordshire and Worcestershire Health and Care Trust	Sonja Upton	Sep-25
In line with the Accessible Information Standard, make Gender Identity support services visible and accessible to all young people and their families, including SEN, LD, neurodiverse, sensory impaired etc. Produce and distribute posters, leaflets as well as website or social media online information.ommunicate these support options throughout the County.	As above	Herefordshire and Worcestershire Health and Care Trust	Sonja Upton	Sep-25
<b>Herefordshire and Worcestershire ICB</b>				
Neurodiversity - When providing information to young people about looking after emotional wellbeing and mental health, attention should be given to ensure it is accessible to neurodiverse young people, in line with the Accessible Information Standard.	Within the new service specification for CYP emotional wellbeing and mental health services, there is a clear requirement that neurodivergence cannot be an exclusion criteria for accessing services. Neurodivergent children and young people have been sepecifically identified as a priority group for this service. This provision was specifically included in recognition that neurodivergent young people have reported being declined access to mental health services due to their neurodivergent presentation.  Public Health will raise awareness of the AIS with Family Hub providers and Onside in relation to the services they deliver for young people who are neurodiverse.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
When offering Healthcare or support appointments to neurodiverse young people ensure that the option to see someone in person is always included.	Face to Face appointments for neurodivergent CYP are included in the new Early Intervention Emotional Health & Well-being service. Diagnostic services also offer face to face appointments. Wider Healthcare provision is required to make reasonable adjustments including face to face appointments which can be requested. The ICB has a Sensory Friendly Environments (SFEs) training programme for healthcare settings. As a result of recent feedback this now includes an understanding of reasonable adjustments and how to implement these including offering face to face appointments where possible.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
Clarify the treatment pathway for neurodiverse young people seeking support for their mental health.	As noted above, within the new specification it has been made clear to bidders that neurodiversity cannot be an exclusion criteria for access to emotional wellbeing services, and bidders have been asked to outline how services will adapt to meet the needs of neurodiverse people. The treatment pathway for neurodiverse young people is therefore the same as that for neurotypical young people.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25

Investigate why neurodiverse young people are frequently reporting being refused appointments with CAMHS due to their neurodiversity	The ICB will undertake a review of the mental health needs of neurodivergent CYP and the accessibility of provision.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
Clarify and communicate treatment pathways for associated conditions such as ARFID (Avoidant Restrictive Food Intake Disorder), Dyspraxia, FND (Functional Neurological Disorder).	Restricted Food Intake conditions (including ARFID) cover a variety of presentations, often with co-occurring conditions, requiring different treatment and provider options. As a result, treatment for ARFID (where CYP are not in receipt of support from CAMHS) is currently managed through the ICB Mental Health Prior Approvals process. Development of pathways for other neurological conditions will be considered and prioritised in 2025.  Treatment for FND is managed as a tertiary service, so clinicians can similarly refer through the Mental Health Prior Approvals process within the ICB.	Herefordshire and Worcestershire ICB	Jack Wainwright-Lyons	Apr-25
<b>Education Health Care Plans (EHCP)</b>				
Investigate the delays in accessing EHCP assessments and produce an action plan to reduce waiting times.	The Priority Action Plan and SEND Improvement Plan has been developed to address the issues to reduce waiting times.	ICB	Louise Adams	Trajectory spans 18 months with 3monthly check points at each stage progress will be reviewed against the submitted action plans
Investigate why so many young people with an EHCP in place say that it does not provide the support they need. Produce an action plan to address the issues identified.	The Priority Action Plan and SEND Improvement Plan has been developed to address the issues	ICB	Louise Adams	Trajectory spans 18 months with 3monthly check points at each stage progress will be reviewed against the submitted action plans
<b>Young People with Learning Disabilities</b>				
More accessible (Easy Read) health information leaflets or booklets should be sourced or produced and made available to young people with learning disabilities and their support professionals. Topics should include healthy eating, diets, stopping smoking or vaping, managing anxiety or low mood, self-esteem, sexual health and relationships.	The ICB has established a Healthy Lifestyles workstream of the Learning Disability and Autism Partnership Board. This workstream will look at improving the accessibility of information to young people with a learning disability  The H&W video library provides videos on health eating, stopping smoking and more, with funding available to create new videos where gaps exist. The drafted "ICB Guidelines to producing patient information" prompts the consideration of easy read formats and will signpost to resources to support with this.  Public Health and the ICB to investigate new or existing resources to support people with a range of health needs to be aware of key messages in a format most applicable to their needs.	ICB	Jack Caine, Senior Programme Lead, ICB	Jun-25
Young people with learning disabilities are stopping exercising or swimming due to rising costs. Explore ways low-cost options for exercising can be provided and promoted as alternatives so that the health benefits are not lost.	Public Health to raise with Active H&W and leisure providers plus district councils. Public Health are working with Leisure operators to understand barriers to access and forming recommendations for modifications within facilities.	Public Health Worcestershire	Liz Altay	Apr-25
When commissioning or providing emotional wellbeing support for young people with learning disabilities, prioritise in-person group options. Do not expect young people with learning disabilities to engage with online support – either on a website or app like Kooth, or on a video call.	As noted above, a key tenet in the new specification for CYP emotional wellbeing and mental health services requires bidders to provide a blended offer of face to face and remote/digital interventions, both in terms of groups and 1:1 interventions. This will ensure that CYP with a learning disability have access to in-person support for emotional wellbeing and mental health.	Herefordshire and Worcestershire ICB	Richard Keeble	Apr-25