



YOU SAID....WE DID REPORT OF THE PROGRAMME MANAGER

Purpose

This report highlights the action being taken by the Programme to respond to issues raised by Children and Young People (CYP).

Background

In June 2015 the Programme board agreed that the most effective to ensure that CYP were influencing its priority setting and work plan was to link into existing mechanisms across Wales. These include those of the Children's Commissioner's office, Children in Wales and the third sector 'High Needs Collaborative'. Board members felt it was important to provide feedback to those CYP who contribute their views and to provide them with assurance that these were leading to tangible action and service improvements.

Initial priorities for action were identified at the programme launch in February 2016 through consultation with CYP and with individuals from across health, social services, education and the third sector. These have subsequently informed the scope and action plan for each of our work streams. Since that time, Young Wales have identified 7 priority issues for CYP through their engagement work. The following 2 major consultations have also directly sought the views of CYP:

- '*Beth Nesa/What's Next*' survey by the Children's Commissioner to inform her three year plan;
- '*Making Sense*' survey as part of the third sector High Needs Collaborative initiative to support improvements in the delivery of mental health services for CYP.

Progress to Date

Following the extremely powerful presentation by the 2 lead campaigners of the '*Making Sense*' initiative, at the January programme board, members agreed to use the 10 recommendations outlined within that report to benchmark performance. To demonstrate how the programme is listening and acting upon the issues raised by all CYP, and not just those who use Child and Adolescent Mental Health Services (CAMHS), key messages from the recent consultations and high level reports have now been mapped together with the priorities identified through the Young Wales forum. This is outlined in **Appendix 1**.

This has resulted in an over-arching list of the following 12 key areas:

1. Expand and/or create high quality support provided by non-mental health professionals
2. Don't medicalise growing up
3. Reform CAMHS referral systems
4. Embed emotional intelligence and healthy coping mechanisms into the curriculum.
5. Introduce an absolute timescale for referrals
6. Review practice within CAMHS
7. Recognise the transition to adult services
8. Improve data collection and accountability
9. Support carers
10. Listen to young people
11. Improve mental health, wellbeing and tackle bullying
12. Adhere to the rights of the child under the United Convention on the Rights of the Child (UNCRC)

Addressing the Priorities

Early work being delivered by the work streams to address the 12 priorities is outlined below.

1 Expand and/or create high quality support provided by non-mental health professionals

All work streams are considering the full range of cross sector support available to CYP within their work stream. An example of this is the directory of projects and schemes delivered by third sector and non specialist CAMHS that represent good practice across Wales. This is being compiled by the Early Intervention and Enhanced Support work stream. These schemes will be reviewed to provide guidance to Local Authorities and social care on recommended services for vulnerable CYP.

The work stream is also reviewing the roles of the Local Primary Mental Health Support Services (LPMHSS) to ensure the service is available to support other agencies in managing CYP effectively and improve training available.

2 Don't medicalise growing up

Work is being delivered through the Resilience, Wellbeing and Early Years work stream that will focus on increasing the resilience of CYP through an awareness raising training module for front line staff. The training will be delivered through a sequence of slide presentations, together with a DVD following a young person's story. The training pack contains slide presentations as well supplementary factual evidence and is designed to equip staff with the tools to engage with both parents and CYP. This will promote positive mental health and wellbeing and build resilience to enable young people to cope with the inevitable challenges encountered in different settings.

3 Reform CAMHS referral systems

During the first year of the Programme, a comprehensive audit of current CAMHS services has been undertaken with all health boards in Wales to recognise and minimise variations in Welsh services. This is providing an opportunity to share good practice, highlight investment opportunities and develop delivery plans if necessary. This comprehensive picture of services across Wales and demonstration of variations of practice has been shared with key CAMHS colleagues. A national report identifying key areas for action will be published at the conference in June.

The Quality Delivery Framework for specialist CAMHS (see point 6) will establish clear definitions and pathways. It will provide a framework to improve the current service model and enhance access and referral mechanisms for specialist and primary mental health care services. This should help to ensure that there is regular dialogue and collaboration between services and that relevant information is passed on directly. Information for professionals and families and carers to be developed later this year will help to ensure that only those CYP needing specialist CAMHS are referred to that system.

4 Embed emotional intelligence and healthy coping mechanisms into the curriculum.

Successful Futures (the Donaldson Report) published in 2015, proposed a radical overhaul of what children in Wales are taught with a new structure for the curriculum for 3-16 year olds. Evidence considered during the review reinforced the need for a broad education that results in healthy resilient children. This is strongly aligned to the work of T4CYP and discussions have taken place to ensure the two programmes of work are joined up. Products developed by the Resilience, Wellbeing and Early Years work stream will be tested with young people through the Donaldson 'pioneer schools'

5 Introduce an absolute timescale for referrals

The priority for the first year has been to improve waiting times and access, ensuring that targets for CYP needing specialist CAMHS are equitable with those required for adults. Welsh Government has set new targets that all urgent referrals are to be seen within 48 hours, routine referrals to CAMHS within 28 days and for neurodevelopmental services within 26 weeks. This will bring waiting times for CAMHS in line with those for adult mental health and those for neuro development in line with paediatrics.

The Neurodevelopmental and Co-morbid Mental Health/Learning Disabilities (NDMHL) work stream is working specifically to improve services for young people with neurodevelopmental conditions, including Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD).

During this first year, work is concentrating on reducing the time from referral to assessment and diagnosis of conditions; the production of a toolkit to standardise the quality of assessment and diagnosis and the development of a common care pathway towards an integrated 'neurodevelopmental' service across child health, CAMHS, Local Authority and third sector service providers.

6 Review practice within CAMHS

As identified earlier, one of the key products identified from the programme in the first year is a Quality Delivery Framework (QDF) for specialist CAMHS. This has been developed by the specialist CAMHS work stream and will be formally launched at the conference in June.

The QDF will be a live document that will be continually refreshed. The first edition will contain an overarching definition of specialist CAMHS and the following three priority pathways:

- Crisis Care
- Early Interventions in Psychosis
- Eating Disorders.

Further pathways will be developed following discussions to agree priority areas with stakeholders at the workshop session of the Annual Conference in June. Primary care has already been identified as a potential priority area.

Three major reviews of prescribing practice for medication for children in South Wales have been completed by Dr Ann John, Associate Professor of the College of Medicine, University Swansea. The results are currently being shared with the service to assist CAMHS Clinical Leaders to revise the service models for the prescribing of antipsychotics, antidepressants and stimulants.

The Workforce Education and Training work stream is developing a training module that will focus on the core competencies for multi-agency staff that deliver sCAMHS and neurodevelopmental services.

7 Recognise the transition to adult services

The Care Transition work stream is developing a 'transition pack' of resources for professionals that sets out a model for a good transition across the following areas:

- CAMHS to Adult MH Services
- Paediatric to CAMHS
- Referrals to and from Youth Justice
- Children moving out of the care sector, including those children that are looked after/adopted

This will ensure that there is a smooth transition for all points of transition that CYP may experience during their lifetime. Consultation with CYP is taking place in May and we anticipate that the packs will be available at the conference in June.

8 Improve data collection and accountability

The QDF will provide a framework for an improved performance management of CAMHS. Data collected through the baseline audit will be used to inform reporting systems. The Programme Chair has written to all health board Chief Executives to request that the appropriate level of corporate support is provided to CAMHS colleagues across information technology, planning and performance departments.

Work to develop a core mental health data set as part of the Welsh Community Integrated Information System is currently being facilitated by Public Health Wales. This will enable services to monitor demand, capacity, provision and most importantly patient outcomes.

9 Support carers

All of the work streams are working to identify best practice and resources and information that can be widely shared. Information to support families and carers is being developed through the products and resource packs previously outlined in this report. The new T4CYP website will include work stream specific pages, with shared libraries of resources that will be publicly accessible.

10 Listen to young people

The Programme continues to work closely with key partners to maintain a broad based engagement that captures the wellbeing of *all* children and not just those who use CAMHS services. This approach has been endorsed by the Chair of the Expert Reference Group and the Children's Commissioner for Wales.

The Care Transitions work stream will be holding workshops across Wales during May to engage directly with young people who have used CAMHS services to discuss their experiences of transition.

Young service users will also be sharing their experiences of CAMHS and those they engaged in the *Making Sense* initiative with stakeholders as one of the key sessions at the T4CYP Conference in June 2016.

A stakeholder database has been developed to provide the central reference point for engagement across the entire scope of the programme. This will ensure that information can be widely circulated across all partner agencies working to support the emotional health and wellbeing of CYP in Wales.

The need for a communications portal and social media feed has been identified as a priority by CYP. This will be provided through the new T4CYP website that is being developed in partnership with the Welsh Local Government Agency. The website will form part of the Good Practice Wales (GPW) site; a single access online portal to Welsh public services good practice and knowledge. The main GPW portal can be accessed at: <http://www.goodpractice.wales/home>.

The T4CYP website will provide an easy to navigate on-line resource for CYP and their families as well as a live interactive Twitter feed. The website will be officially launched at the conference in June

11 Mental health, wellbeing and tackling bullying

The list of best practice schemes delivered by Local Authorities and social care being developed by the Early Intervention and Enhanced Support work stream (see point 1) will include guidance and support for vulnerable CYP on a wide range of issues, not just those that are diagnosis dependent or health lead.

The training module delivered through the Resilience, Wellbeing and Early Years work stream (see point 2) will include nurturing approaches, social coaching, emotional coaching, physical and mental health.

12 Adhere to the United Nations Convention on the Rights of the Child

T4CYP is based on a human rights approach and is committed to embedding the '7 Core Aims' for CYP under the United Nations Convention on the Rights of the Child (UNCRC).

Through all of its work the Programme will aim to consider how:

- the inequalities, stigma and discrimination experienced by CYP with emotional health needs and/or mental illness are reduced
- the values, attitudes and skills of those treating or supporting CYP with emotional health needs and/or mental illness are improved
- services are able to focus on the early detection of risk and the development of resilience and life skills

Next Steps

Regular progress reports will be provided on our action against these key areas. This report will be shared directly with CYP through our close links with the Children's Commissioner's office, Children in Wales and the 'High Needs Collaborative'. Updates will also be featured in the T4CYP Newsletter, which is widely circulated to stakeholders across health, education, the third sector and to CYP.

The new T4CYP website will provide a live, interactive resource that will provide information for CYP, their families and carers across the entire scope of the programme.

Recommendation

The Board is asked to **NOTE** this report.

'You said ...We Did' – Mapping of Reports and Consultations

	Recommendation	Where Highlighted
1	Expand and/or create high quality support provided by non-mental health professionals <i>Counselling services</i> <i>Social Services input</i> <i>Educational Psychology</i> <i>Family relationships/friendship relationships</i>	Making Sense National Assembly for Wales, Children, Young People and Education Committee (NAfW CYPEC) Childline Review
2	Don't medicalise growing up	Making Sense
3	Reform CAMHS referral systems <i>Resources for sCAMHS</i> <i>Inappropriate referrals/access</i> <i>Primary Care provision</i> <i>Accessing Services</i>	Making Sense NAfW CYPEC Childline Review
4	Embed emotional intelligence and healthy coping mechanisms into the curriculum. <i>Low self esteem and unhappiness</i> <i>school and education problems</i>	Making Sense Childline Review
5	Introduce an absolute timescale for referrals	Making Sense NAfW CYPEC
6	Review practice within CAMHS <i>In- patient provision</i> <i>Emergency/OOH arrangements</i> <i>Review prescription medication</i> <i>Self harm, suicide and substance misuse</i> <i>Mental health and depressive disorder</i>	Making Sense NAfW CYPEC Childline Review Young Wales
7	Recognise the transition to adult services	Making Sense Beth Nesa NAfW CYPEC
8	Improve data collection and accountability	Making Sense
9	Support carers	Making Sense Beth Nesa
10	Listen to young people	Making Sense Beth Nesa Young Wales
11	Mental health, wellbeing and tackling bullying <i>Bullying and hate crime/on line safety</i> <i>Abuse, Bullying/on-line bullying</i>	Beth Nesa Young Wales NAfW CYPEC
12	Adherence to the UNCRC	All