

## **Children and Young People Overview and Scrutiny Committee**

**9 January 2025**

### **Appendix 1: Children and Young People's Mental Health and Emotional Wellbeing Services across Medway**

#### Summary

This report provides the Children and Young People Overview and Scrutiny Committee with a detailed update on the children and young people's mental health and emotional wellbeing programme across Medway.

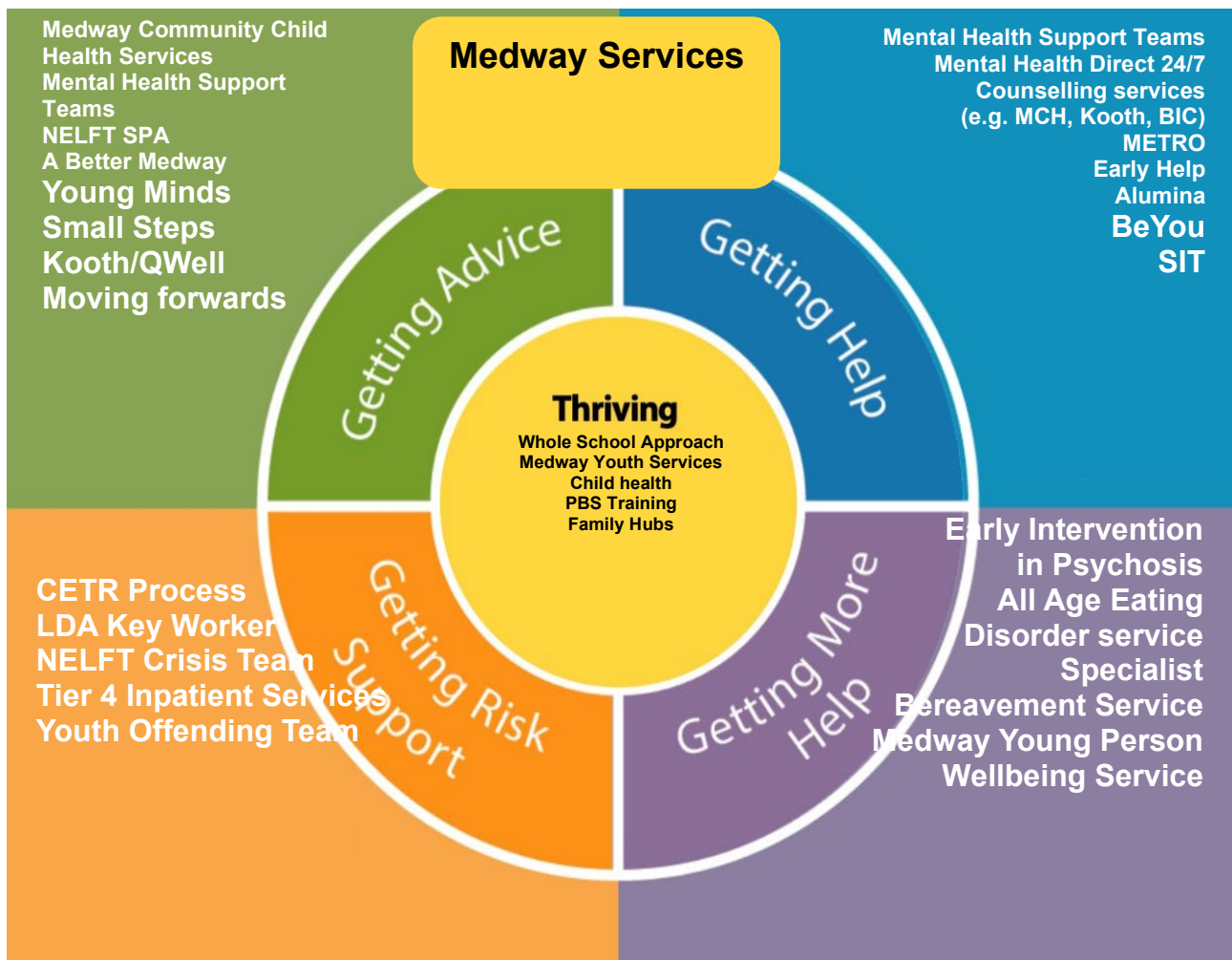
#### **1. Current service provision and support:**

1.1 Across Medway there is already a commitment to implementing and embedding the i-THRIVE framework. Mental health and emotional wellbeing programmes of work and services are delivered in line with the principles of i-THRIVE:

- Common language
- Needs-led
- Shared decision-making
- Proactive prevention and promotion
- Partnership working
- Outcome-informed
- Reducing stigma
- Accessible

1.1.2 To further support navigation of mental health and emotional wellbeing services, Partnership Commissioning have produced an i-THRIVE directory for Medway professionals to access. The i-THRIVE directory enables professionals to seek appropriate and timely support for children and young people by having a greater understanding of where services sit within the framework, to ensure children and young people have appropriate and timely access to services and support. The areas of need range from *Getting Advice* to *Getting Risk* Support with certain services offering interventions and support in more than one area.

**Diagram 1- i-THRIVE visual of where Medway Services sit within the framework.**



## 1.2 Getting Advice

### Kooth:

Kooth is a universal online mental health and emotional wellbeing service which provides children and young people aged 10-25 years in Medway with opportunities to seek support through:

- Online chat function
- Peer support
- Webinars
- Journals
- counselling support
- Workshops in schools

Between April 2024 and June 2024, Kooth had 268 new registrations, 2,121 new logins, 105 chats and 359 new users. 42% of children and young people accessing Kooth heard about the service through their education settings, which demonstrates the impact of having a Kooth engagement lead who works in

partnership with Medway schools and Mid-Kent College through school workshops both for children and young people and school staff.

The engagement lead has worked across Kent and Medway reaching 10772 young people, offering virtual workshops which have reached 7661 people. In addition, 73% of users said they felt respected and heard, 82% felt they had discussed the issue important to them with 68% having a goal-based outcome and 89% voiced they would recommend Kooth to a friend.

### **QWELL:**

Public Health have also recently commissioned QWELL which is a universal online mental health and emotional wellbeing service offering the same mental health and emotional wellbeing support for those aged 18 years and above. The engagement lead for QWELL is focusing particularly on Care Leavers in Medway and is engaging with Medway Council's Care Leavers team and social care colleagues, as well as other partners and stakeholders to increase the support offered to those in care and leaving the care system

## **1.3 Getting Help**

### **Medway Emotional Support Teams (EST):**

Mental Health Support Team's is a national programme of work that is commissioned within Kent and Medway and provided by North East London Foundation Trust (NELFT). Children and young people chose the service name 'Medway Emotional Support Teams' as they felt this was more of an appropriate description of the service offer. The ambition of the programme is to recruit and train professionals to provide evidence-based interventions within school settings, to children and young people with mild to moderate mental health needs so they have access to early intervention and prevent escalation of mental health needs. Medway Emotional Support Teams have three core functions:

- Delivering evidence-based interventions for mild to moderate mental health issues
- Supporting Senior Mental Health Leads in each education setting to introduce or develop their Whole School or College Approach to mental health
- Giving timely advice to school and college staff, and liaising with external specialist services, to help children and young people to get the right support and stay in education

Medway currently has two teams in Medway providing support to 33 schools. In September 2024 waves 9 and 10 went LIVE with 12 new schools being part of the wider programme. Wave 11 commenced their training in September 2024 and go LIVE in September 2025, with additional 8 schools as part of the programme. By 2025 there will be 53 schools' part of the Medway Emotional Support Team's, 56% pupil coverage and 51% school coverage.

## **MCH's Emotional Wellbeing Team:**

Within Medway to reduce health inequalities an additional service was commissioned to provide mild to moderate mental health and emotional wellbeing support and brief interventions to children and young people whose school do not currently have access to Medway Emotional Support Teams. Medway Community Healthcare (MCH) are commissioned to provide the Emotional Wellbeing Team and have since April 2024 supported 116 children and young people.

The Emotional Wellbeing Team has two core functions:

- Provide assessment and direct evidence-based intervention to children, young people and/or parents and carers for mild to moderate emotional wellbeing or behavioural needs. Support is provided either in groups or 1-1 through face to face or virtual means.
- Support Senior Mental Health Leads in conjunction with the Child Health Team and School Nurse to develop a Whole School Approach.

The service is inclusive of all children and young people aged 5-19 years and available to those who are in Medway's Children's Social Care, Children in Care and Care Leavers up to the age of 19 years. Please see a case study relating to the Emotional Wellbeing Team in appendix 1.

## **Short Intervention Therapy Service:**

North Kent Mind were successful in being awarded the contract last summer to deliver the new Short Intervention Therapy Service (SIT) – a replacement to the TOAsT service. This is a dedicated service for those children and young people who have a social worker, early help worker, are a child in care or a care leaver.

SIT provide children, young people and young adults aged 5-19 years (up to 25 for those with special educational needs and care leavers) with short intervention therapies such as Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT) and Creative Therapies.

Since the introduction of the SIT service, 90 children and young people already completed their sessions, 45 due to start therapy, 18 awaiting an assessment and 26 awaiting their sessions. On average children and young people are waiting 4 weeks following their assessment to commence treatment, this takes into account the therapy model and provision as well as if children and young people are having extended sessions to meet their needs.

The increase of early intervention and preventative support has had a positive impact on children and young people who are meeting their outcomes for their mental health and emotional wellbeing, with over 90% of children and young people reporting that they feel listened to, 90% who would recommend the

service, and 80% who were supported across 2 or more measures on their wellbeing scores.

The SIT service has also had a positive impact by creating more capacity within the specialist mental health services (NELFT's CAMHS) whereby we have seen a reduction in waiting times for assessment and treatment (please see below under Medway Young Person's Wellbeing Service). A service evaluation has been commissioned, TONIC will be undertaking the evaluation with findings and recommendations completed early next year.

### **Moving forward:**

Moving forwards is a Care Navigator pilot for care leavers being delivered in Medway and Thanet that sits within the '*Getting Help*' aspect of the i-THRIVE framework. Care Leavers are supported by the service Navigators through a person-centred approach, identifying SMART goals and based on personal outcomes that include support around managing 'what to do in a crisis. A key focus is on empowering and equipping the young adults with tools and coping strategies to support themselves in the future, building upon their resilience and connections within the community.

Medway's 16 + team are the main referrer with referrals also made by housing, probation, health as well as from the young adults themselves. Since January 2024 10 young adults have been referred from within Medway Local Authority and 17 young adults from out of area local authorities. Currently, the service is supporting 28 young adults and have seen through their outcome data that there has been a 47.19% decrease in anxiety symptoms, with 46% young adults expressing they feel they are able to deal with their problems, and 42% expressing a significant increase in life satisfaction.

The case study in Appendix 1 details how the service specifically supported one young adult with not just their mental health but integrating into the community, improving their physical health and seeking appropriate accommodation and financial support to ensure they are able to furnish their property.

### **Small Steps:**

Family Action provide peer and parenting support to children and young people aged 0-19 years (and up to 25 years for those with special educational needs) pre and post assessment of Autism and Attention Deficit Hyperactivity Disorder (ADHD) alongside associated behaviours. Their service provision includes 1-1 support, parent, carer and professional workshops, befriending/volunteering, parenting programmes such as 'Cygnet' and the 'New Forest', and advice clinics.

Since April 2024, the service has had 87 referrals and provided 69 assessments to children, young people and their families and 143 have been offered and provided a variety of interventions. It is also pertinent to note that the service saw a 300% increase in referrals since April 2023 data, which evidences the growing needs of our children, young people and families. Please see appendix 1 for a case study which reflects the impact of the Small Steps service.

Following the re-commissioning of the Therapeutic Outreach Support Team (TOaST) last year, Family Action were also awarded the contract to include Positive Behaviour Support (PBS) within their existing contract. This element of their service has been sub-contracted out to Barrett Behaviour Change Consultancy, who provide 1-1 assessment and treatment to children and young people as well as parent courses and support to schools. 10 children and young people have been offered the intensive PBS 1-1 support which takes 14 weeks to complete per individual. 50 parents were offered a parent course with 17 attendees in total. 48 school practitioners have attended this year's PBS school courses, and 13 attendees for the school's PERMA model courses.

Feedback has shown that all 1-1 PBS interventions reduced risk and potential harm, improved relationships and maximised learning and achievements. 100% of participants in the PBS family course found the training useful, 94% felt they were better equipped to understand their child's behaviour and 100% felt they had learnt useful support strategies.

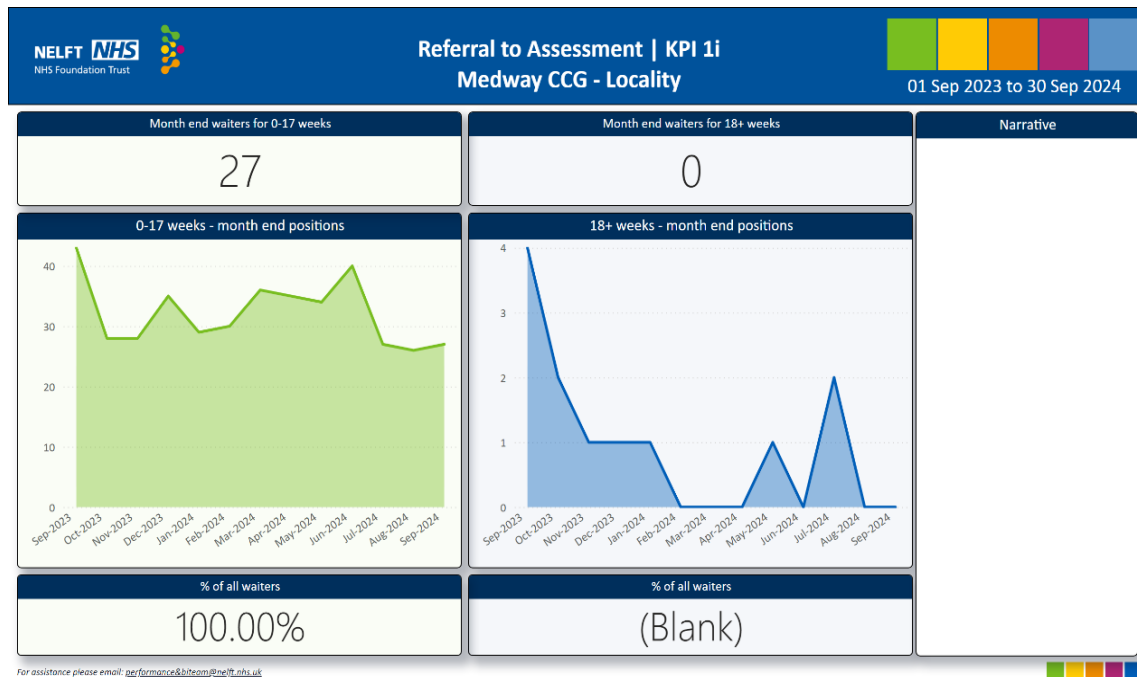
Case study in Appendix 1a.

#### **1.4 Getting More Help**

##### **Medway Young Person's Wellbeing Service:**

Medway Young Person's Wellbeing Service (MYPWS), provided by North East London Foundation Trust (NELFT) support children and young people 0-19 years and up to the age of 25 for those with special educational needs, with their mental health and emotional wellbeing. They provide psycho-bio-social strength-based assessments and NICE guidance evidence-based interventions such as Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT), Positive Behaviour Support (PBS), Non-Violent Resistance Therapy (NVR) as well as a range of psychology and psychotherapy interventions. In addition, MYPWS provide psychiatric assessments and psychotropic interventions (medications) to those who require more intensive psychiatric support.

## Diagram 2: Referral to assessment figures for NELFT's Medway Young Person's Wellbeing Service



MYPWS have made significant improvement over the last year to improve on their waiting times for children and young people who require generic mental health support (as seen above in Diagram 1). They have as of September 2024 only 27 children and young people waiting for an initial assessment, all of which are under their 18-week Key Performance Indicator (KPI). In addition, they have 6 children or young person who is waiting over 18 weeks for treatment (month end of September 24), which is in keeping with their expected key performance indicator and an improvement since COVID.

The service has reviewed their internal processes to ensure assessments are offered in a timely way, with additional clinics to reduce the waiting times, as well as the system level work undertaken by Partnership Commissioning which has also had a positive impact on increasing capacity within MYPWS.

### 1.5 Positive Behaviour Support within the wider system:

Since 2018, Medway has been taking a community wide approach to Positive Behaviour Support (PBS) implementation including offering training at various levels, facilitating a schoolwide approach pilot and developing a community of practice and expert practitioner network.

Since implementing, there has been at least 821 individuals trained at awareness/awareness+ level, 20 have been trained at level 2 and 28 have been trained at the specialist practitioner level. Of those who have completed the evaluation form for the awareness+ courses, all individuals to date have rated the overall evaluation as good/very good. After completing the course, all attendees felt that they were confident in applying what they had learnt. Medway also has

the PBS Community of Practice (CoP) to help improve support that autistic individuals and individuals with Learning Disabilities and complex needs receive with a focus on PBS.

Members value the mix of professional and family attendees; *“Very useful to have a mix of professionals and family carers - helps everyone remember we are on the same side, working towards the same goal!”* and a number of actions are self-identified for individuals to take forward following attendance, highlighting the impact the sessions have for attendees.

## **1.6 Getting risk support**

### **Transitions:**

There is a Strategic Transition Lead that sits across North East London Foundation Trust (NELFT) and the Kent & Medway Partnership Trust (KMPT), funded by the NHS Kent and Medway Integrated Care Board (NHS K&M ICB). The Strategic Transition Lead is responsible for the co-ordination and improvement of the transition journey for young adults aged 16-25 across Kent and Medway who are transitioning from Children’s Mental Health Services to Adult Mental Health Services. This role is in line with the NHS Long Term plan which outlines that young adults require a comprehensive plan to ensure their mental health and emotional wellbeing needs are met as evidence shows that this is a challenging time for our young adults (particularly care leavers and those with neurodevelopmental needs) to navigate what can often be a complex system.

There is also a 16-25 workstream across the NHS Kent and Medway ICB, with regular local transitions meetings to discuss the transitions pathway and ensure the protocols in place are up to date and meeting the needs of our young adults. Partnership Commissioning are part of these meetings as are key partners and stakeholders across Medway. The transition protocol between NELFT and KMPT has been reviewed and amended to ensure young adults are being identified for transition at an early age (17 years old), with clear communication between providers to ensure a safe and effective transition in order to mitigate risks.

### **Young Offending Mental Health Practitioner Role:**

The NHS Kent and Medway ICB funded a new role called the Young Offending Mental Health Practitioner in 2021 to improve partnership working between NELFT’s Medway Young Person’s Wellbeing Service and Medway’s Youth Offending Team (YOT). The aim was to ensure that children and young people who are under YOT had their mental health, and emotional wellbeing needs appropriately identified and provided with interventions to support them in a timely manner, thus improving and enhancing their care and treatment. The role is employed by NELFT but sits directly within YOT to work directly with those young offenders in the criminal justice system and those at risk of re-offending. This is in line with the NHS long term plan, and the Medway Local Transformation Plan, as well as the Key Performance Indicators set out by the National Youth Justice Board.



Referrals are made by YOT staff who complete an Emotional and Mental Health Asses Plus assessment, young people identified as having a mental health or emotional wellbeing need are allocated to the Youth Offending Mental Health Practitioner for further triage and assessment of mental health needs. Either a face to face or virtual assessment is completed with a care plan and risk assessment undertaken, and a treatment plan made as to whether the young person requires the specialist mental health support or can be signposted to appropriate services. Treatment options available within specialist mental health services fall into their clinical pathways, Mood and Anxiety, Conduct and Behaviour or Complex. If appropriate, then the Youth Offending Mental Health Practitioner will take the young person onto their caseload and provide them with the NICE evidence-based interventions.

In addition, the practitioner also attends meetings in relation to the young person such as strategy, professional, child in need and child protection meetings and contributes to multi-agency risk /care planning to ensure that there is appropriate wrap around support from a health perspective. Consultation is provided by the Youth Offending Mental Health Practitioner to the YOT team as well as Medway's Children's Social Care if required, and this has further supported a smoother transition through specialist mental health services for young people.

Data from 23/24 shows that 53% of children and young people in YOT were identified as having a mental health issue through the Asset Plus screening tool. Currently, 22 children and young people are open to the Youth Offending Mental Health Practitioner all of which have complex needs, and all referrals have been deemed appropriate. A detailed case study can be found below in Appendix 1.

### **Complex Health Funding Panel & Dynamic Support Service:**

Partnership Commissioning chair the Complex Health Funding Panel which is held once a month, to discuss children and young people who are predominately under Medway's Social Care and requiring additional support for their mental health and emotional wellbeing needs and who are more often than not presenting in a crisis. Discussions are held at a pre panel meeting, between core members of the panel which include colleagues across the NHS Kent and Medway Integrated Care Board such as the Associate Director and Designated Consultant Nurse for Looked after Children and UASC, as well as Medway Council colleagues.

Cases that meet the criteria are then discussed at the monthly panel with additional members (which include Medway's Social Care, and SEND team), and where there are additional health needs that are above and beyond what is already locally commissioned or where additional staffing is required joint funding arrangements are made between health, social care and in some cases education. The funding arrangements ensure that the child or young person as well as parent/carer are fully supported to manage their complex needs. All cases are reviewed to monitor the effectiveness of the care plan/funding arrangements with an aim that the bespoke care plan has positively impacted their life of the child, young person, parent and carer.

Currently, Partnership Commissioning are supporting 49 children and young people through this panel. Children and young people are funded via the mental health investment standards, the LDA programme, and Continuing Health Care.

The Dynamic Support Service programme work with children and young people with Learning difficulties and /or Autism and who are at risk of an hospital admission due to crisis/ an escalation in their MH. The Dynamic Support Service has a number of functions and the roles within the service include family navigators, peer associates, practice consultants as well as access to additional specialist behavioural and OT support. Support from the Dynamic Support Service will fall in line with inclusion on the DSD (Dynamic Support Database). Since April 2023-August 2024, 13 children and young people have been supported through the Dynamic Support Service.

### **1.7 Future planned activity:**

Partnership Commissioning have procured a new 'Mood, Anxiety and Self-Harm' service for 5–18-year-olds (up to 25 years for those with special educational needs and care leavers) in Medway to provide a core offer of emotional wellbeing support for mild to moderate needs. The service will be fully accessible to all children and young people who live in Medway, including those under Medway Local Authority who are placed in Kent, or placed outside of Kent and Medway where they are in treatment and clinically it is deemed appropriate to continue treatment virtually.

Treatment will consist of NICE guidance evidence-based interventions such as Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT) and Creative Therapies with a view to expand on interventions provided dependent on provider and their workforce's expertise. Interventions will be offered both virtually and face to face, utilising a short intervention model of 6 sessions with the scope to offer 12 sessions dependent on treatment offer and clinical need. This service will be commissioned and sit within 'Getting Help' of the i-THRIVE framework.

As part of the parenting strategy Partnership Commissioning are working in partnership with Public Health's Child Health Team to ensure additional parent and carer workshops are produced and made available on a variety of new topics, as chosen by parents and carers in a recent survey. Workshops on Eating Disorders, Body Image, Neurodiversity, Bereavement, Emotional Wellbeing (including healthy relationships and anger difficulties) and Exam Stress will be created by locally commissioned providers and offered as either face to face or virtual with pre-recorded workshops made available on the Medway Council website.

The Self-Harm Project that commenced earlier this year will continue, with an aim to produce a report with findings and recommendations to be completed early 2025. The Self-Harm Project is a joint project between Medway Council, Medway & Swale HealthCare Partnership and Healthwatch Medway. The objectives are to better understand the needs of children, young people and young adults across

Medway & Swale who present to A&E following self-harm as we are aware that Medway and Medway Foundation Trust, have a higher proportion of young people presenting to A&E for self-harm than the national or local average. Data analysis will be conducted, as well as gaining an insight into the current processes, guidance and service provision available to support children, young people and young adults. A communication and engagement plan has been scoped to ensure the needs and voices of our Medway young people are captured to aid future delivery and improvement of services and support.

The Medway Therapeutic Alliance would ensure that the positive steps already taken in Medway to enhance the early intervention offer would be able to be continued, whilst acknowledging it would be contracted slightly differently to the current arrangements.

Lead officer contact

Hannah Christie, Programme Lead for Children and Young People's Mental Health and Emotional Wellbeing, [hannah.christie@medway.gov.uk](mailto:hannah.christie@medway.gov.uk)