

**Name of meeting:** Overview and Scrutiny Management Committee

**Date:** 24 April 2017

**Title of report:** Ad-Hoc Scrutiny Panel – Child and Adolescent Mental Health Services (CAMHS) in Kirklees

**Purpose of report**

Provide a 12-month progress update on two recommendations made by the Ad-Hoc Scrutiny Panel Review in April 2016, and information about future goals.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not applicable
Key Decision - Is it in the <a href="#">Council's Forward Plan (key decisions and private reports)?</a>	No
The Decision - Is it eligible for "call in" by Scrutiny?	Not applicable
Date signed off by Director & name	5 April 2017 – Richard Parry
Is it also signed off by the Assistant Director for Financial Management, IT, Risk and Performance?	No
Is it also signed off by the Assistant Director - Legal Governance and Monitoring?	No
Cabinet member portfolio	Cllr Erin Hill

**Electoral wards affected:** Kirklees wide

**Ward councillors consulted:** No ward councillor consultation before submission

**Public or private:** Public

1.	<p><b>Summary</b></p>
	<p>In October 2015 an Ad-Hoc Scrutiny Panel was established to undertake a review of Kirklees Child and Adolescent Mental Health Services (CAMHS). This review was in response to concerns about the quality and efficiency by the main CAMHS provider, to provide a satisfactory service. The Terms of Reference of the Ad-Hoc Panel were to scrutinise performance of the Child and Adolescent Mental Health Services in Kirklees, with a focus on:</p> <ul style="list-style-type: none"> <li>(i) Developing an understanding of the services provided by CAMHS and its current performance in line with national requirements.</li> <li>(ii) Scrutinising the CAMHS Transformation Plan and the supporting action plan.</li> <li>(iii) Seeking the views of service users and considering benchmarking information nationally on the provision of CAMHS services.</li> </ul> <p>The panel provided two recommendations shown below. This report updates those recommendations, which have been included as part of the newly commissioned Kirklees Integrated Healthy Child Programme (KIHCP), which began on 1 April 2017 under the service title “Thriving Kirklees”.</p> <p><b><u>Recommendation 1</u></b></p> <p>That the process for referrals into the system should become more accessible and transparent, and that the processes should be widely publicised, particularly amongst key stakeholders.</p> <p><b><u>Recommendation 2</u></b></p> <p>That improved clarification is provided on the pathways both into and within the CAMHS system in order to provide transparency, access and understanding of the operation of service provision.</p> <p><b>Recommendation responses</b></p> <ol style="list-style-type: none"> <li>1. A visual <a href="#">pathways diagram</a> was co-produced and developed with CAMHS providers, PCAN, an independent parent-led forum in Kirklees for Parents of Children with Additional Needs and various stakeholders.</li> </ol> <p>The pathways diagram was subsequently adapted to take account of a Single Point of Access pilot which began on 1<sup>st</sup> April 2016. The current online version was made accessible to the public, professionals, key stakeholders and 3<sup>rd</sup> sector providers on the <a href="#">Kirklees Council CAMHS Transformation Plan website</a> on 9<sup>th</sup> June 2016. A copy of the pathways diagram is included at the end of this report.</p> <p>The process was publicised in internal news bulletins by the local authority and both Clinical Commissioning Groups (CCGs) and on respective websites.</p> <ol style="list-style-type: none"> <li>2. The Kirklees CAMHS Transformation Plan identified the need to provide a Single Point of Access (SPA) which would offer a seamless, one stop shop offer of care to children, young people, parents and carers and professionals.</li> </ol> <p>A pilot service provided by Northorpe Hall Child and Family Trust called ASK CAMHS (Access and Support for Kirklees - Child and Adolescent</p>

**Mental Health Services**) began on 1 April 2016. ASK CAMHS works closely with partner organisations across the public and private sectors to signpost people to the most relevant services according to need which will aid their recovery. The ASK CAMHS pilot was incorporated into the pathways diagram. A briefing event specifically for GPs was delivered in North Kirklees to inform them of the new referral processes.

3. Electronic versions of the pathways diagram were shared with all Kirklees GPs and Schools with an ASK CAMHS information sheet and posters being distributed to schools. The information was also disseminated through various communication mediums by communications teams from North Kirklees CCG, Greater Huddersfield CCG and Kirklees Council.
4. Engagement of partners is embedded into termly ChEW Network meetings; these are aimed at bringing together all professionals involved in improving children's emotional health and wellbeing. Attendance is open to all stakeholders and interested parties including schools and health professionals. The network provides opportunities for clarification around the function and operation of CAMHS, including how to make a referral, training opportunities and improved communication and working relationships between referrers and CAMHS services.
5. Northorpe Hall Child and Family Trust have improved online support publishing information on their [website](#) which explains the referral processes together with information [leaflets](#) and [posters](#) distributed to GPs, Schools and other stakeholders.

ChEWS also provides information sessions for parents, professionals and other agencies to improve their knowledge of mental and emotional health. Training about the work of CAMHS is offered to all Kirklees Schools staff to enable them to consider their own strategic approaches in improving children's wellbeing. This is supported by the offer of group sessions for students around emotional health and wellbeing.

6. Additional online support includes the Kirklees Local Offer providing information about ASK CAMHS, Child and Adolescent Mental Health Service (CAMHS), ChEWS (**C**hildren's **E**motional **W**ellbeing **S**ervice) and CAMHS provisions.
7. Local CAMHS provisions have changed their communication processes between referrers and providers. This includes sending letters to those on a waiting list, providing continuing engagement and an indication of potential waiting times. However, recent evaluations including a Safeguarding Children Board independent review "A Child's Journey" and an online public consultation survey have showed that improved communication is a continuing concern.
8. The plan had been to develop an interactive electronic pathways diagram in response to Recommendation 2. However, while minor amendments were to respond to stakeholder feedback and lessons learned from the ASK CAMHS pilot this was not progressed. This was because lessons learned between April and September 2016 was used to inform the specification, design and tender for the Kirklees Integrated Healthy Child Programme (KIHCP) and respond to the Future in Mind Transformation Plan Refresh published in October 2016.

	<p>9. The year one priorities detailed in the Kirklees Future in Mind Transformation Plan have been achieved or incorporated into the Healthy Child Programme specification.</p> <p>10. To reduce ASD assessment waiting times, £480,000 of Transformation Plan funding has been utilised over the last 12 months to reduce the waiting list and waiting time. This approach will continue until September 2017. From April 2017, recurrent funding of £300,000 will provide a new ASD assessment provision with a further £150,000 non-recurrent funding which will look to further reduce waiting times.</p> <p>11. Resource has been allocated to increase front-line provision for ASD assessments and reduce waiting times. Recurrent resources have been identified for 2017/18 as part of the Thriving Kirklees provisions which will ensure a fully NICE complaint assessment team is in place and delivering. Further resource has been allocated for Thriving Kirklees to help clear the inherent backlog.</p> <p>12. Whilst the ASK CAMHS Single Point of Access pilot has supported a decrease in Tier 3 waiting times, the numbers kept at Tier 2 has negatively impacted on their average waiting times which had increased to 23 weeks by the end of Quarter 3.</p> <p>Additional NHS England funding has increased capacity to reduce waiting times at Tier 3 and for Tier 2 to reduce waiting times down to 16 weeks by the end of March 2017. Performance data to evidence final outcomes is not yet available.</p> <p>Achieving national waiting times standards is a requirement within the Thriving Kirklees delivery and will be monitored by commissioners with delivery being aligned to agreed trajectory timescales.</p>
<b>2.</b>	<b>Information required to take a decision</b>
	<p>Our long-term strategic vision is to make it simpler for children, young people and families to access help when they need it. This will mean parents, schools, primary care and refers have easy access, advice and support from a single place for mental health concerns or issues young people are experiencing.</p> <p>Transformation of Kirklees CAMHS is subject to quarterly reviews by NHS England and annual updates of the Future in Mind Transformation Plan. The <a href="#">October 2016 update</a> details local priorities needed to achieve our local ambitions which are reliant on the progressive roll out and long-term delivery of Thriving Kirklees.</p> <p>The specification includes developing life course approaches involving families and stakeholders; improved two-way communications with service users and improving working relationships from referral, throughout the waiting time to provision of treatment or support.</p> <p>The Thriving Kirklees specification includes an expectation that services will work with Further Education Colleges to improve support for post 16 students with emotional and behavioural needs. A pilot project using a nationally recognised mobile phone app is being developed by Commissioners and Kirklees College which will look to provide added levels of</p>

	<p>support for vulnerable or at risk students.</p> <p>From 1 April 2017, ASK CAMHS will continue to deliver its existing referral processes as detailed in the published pathways diagram. A new single point of contact service is currently being developed which will provide a single clear access point into Thriving Kirklees provisions by August 2017. This approach will support our local ambition to have in place a Thrive Elaborated framework which is a way of conceptualising need amongst a community of children, young people and their families. Need is measured under five categories; thriving, getting advice, getting help, getting more help and getting risk support. Locally this will involve a revision of the existing pathway information and renewed communication approaches which will again respond to the two original scrutiny recommendations.</p>
<b>3.</b>	<b>Implications for the Council</b>
	<p>The Kirklees CAMHS Transformation Plan and Kirklees Healthy Child Programme contribute and respond to Kirklees Council’s, North Kirklees and Greater Huddersfield Clinical Commissioning Groups strategic priorities. In the long term they will result in improved outcomes within the councils four key priority areas:</p> <p><b>3.1</b> Early Intervention and Prevention (EIP)</p> <p><b>3.2</b> Economic Resilience (ER)</p> <p><b>3.3</b> Improving Outcomes for Children</p> <p><b>3.4</b> Reducing demand of services</p>
<b>4</b>	<b>Consultees and their opinions</b>
	<p>Implementation of Thriving Kirklees involved extensive engagement and consultation with the public, stakeholders and professionals. The process resulted in a co-produced specification for transformational changes for children and family-centred services which will deliver improved outcomes for children, young people, their families and their communities.</p> <p>An independent review of CAMHS in Kirklees commissioned by the Kirklees Safeguarding Children Board has provided a final report called “A Child’s Journey, CAMHS and Emotional Wellbeing Services in Kirklees”.</p> <p>This report included several recommendations some were included in the October 2016 Refreshed Plan and the Healthy Child Programme delivery requirements.</p> <p>An online survey by the Council in November 2016 asked for public and professional views to help improve our CAMHS services. Seventy-one responses included suggesting treating all young people as individuals, tailoring treatments more to individual’s needs with some other potential changes and improvements.</p> <p>Other comments included simplifying processes; reducing waiting times; using social prescribing; increasing collaboration with other professionals; interacting with young children and keeping services separate from schools.</p> <p>Both reports are being reviewed by providers and commissioners. Continuing co-production approaches includes publishing a quarterly newsletter which links with the Thriving Kirklees communications strategy.</p>

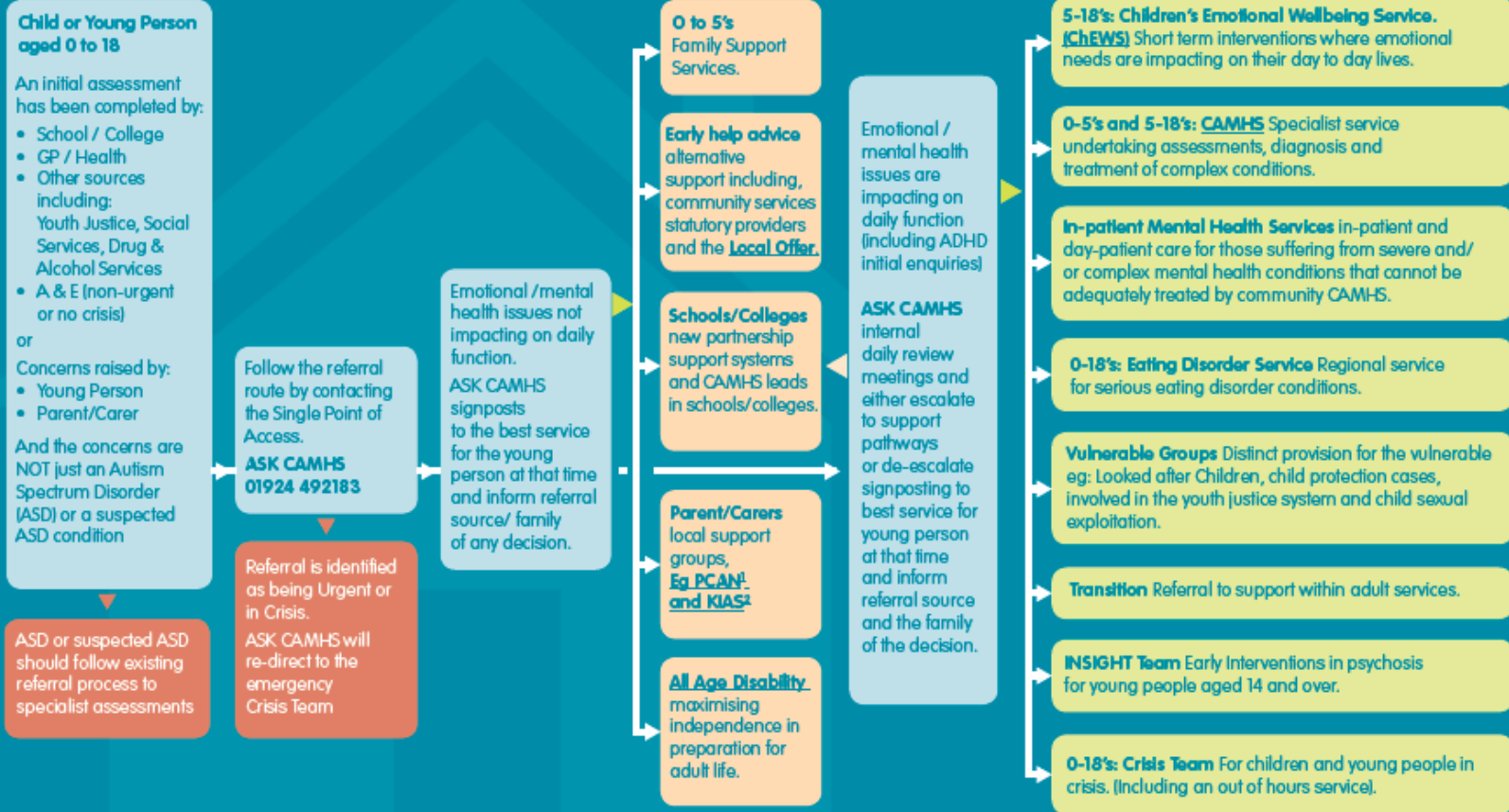
	<p>The Scrutiny Panel were kept informed about the original Transformation Plan priorities on 2 October 2015 and prior to publication of the Transformation Plan briefing updates were undertaken with Cabinet Members Cllr Hill (Family Support &amp; Child Protection (Statutory Responsibility for Children) and Cllr Kendrick (Adults, Health &amp; Activity to Improve Health (Statutory Responsibility for Adults &amp; Public Health) on as relevant local authority portfolio holders.</p>
<b>5</b>	<b>Next steps</b>
	<p>The 2015 report of the Children and Young People’s Mental Health Taskforce, ‘Future in Mind’ set out a clear direction to improve children’s mental health and wellbeing.</p> <p>The Kirklees Transformation Plan looks to provide a sustainable service transformation which will improve children and young people’s mental and emotional health and wellbeing by 2020.</p> <p>Thriving Kirklees is a critical element of local transformational approaches, the programme is expected to begin delivering and responding to its specification from the outset.</p> <p>Implementation of Thriving Kirklees needs adaptations to existing delivery and referral pathways; this includes a new system wide single point of access by August 2017. This will see Kirklees beginning to develop a tier free CAMHS service as recommended by the Future in Mind report and Thrive Elaborated model of delivery.</p> <p>Adaptations will call for a revision to existing pathways which will remain in place and unchanged until August 2017. This means the recommendations remains valid and need including in future communication ready to provide correct responses from August 2017.</p> <p>Thriving Kirklees implementation includes overseeing service delivery to inform future benchmark targets. Delivery of the specification includes reducing waiting times and improving communication approaches.</p> <p>Included in this report is a new next steps Scrutiny Action Plan. The Ad-Hoc Scrutiny Panel and Children’s Trust Board will be informed of continuing developments.</p>
<b>6</b>	<b>Officer recommendations and reasons</b>
	<p>Long-term transformation of CAMHS to meet local need is going to take great effort by everyone involved. Commissioners will work with relevant services to co-produce correct responses to the identified reasons which underpin the panel’s original recommendations and any emerging identified local needs.</p> <p>Agreement is being sought to approve the updated scrutiny action plan and to then review progress in April 2018. This will enable confirmation of completion of the original action plan.</p>
<b>7</b>	<b>Cabinet portfolio holder recommendation</b>
	Not applicable
<b>8</b>	<b>Contact officer</b>
	Tom Brailsford, Head Of Integrated Commissioning – Children. Kirklees

	<p>Council - Commissioning and Health Partnerships, NHS -North Kirklees Clinical Commissioning Group NHS and Greater Huddersfield Clinical Commissioning Group.</p> <p>Tel: 01924 504905/ 0148422100   Mobile: 07947123160   Email <a href="mailto:tom.brailsford@northkirkleescg.nhs.uk">tom.brailsford@northkirkleescg.nhs.uk</a></p>
<b>9</b>	<b>Background Papers and History of Decisions</b>
	<ul style="list-style-type: none"> <li>• <a href="#">Ad-Hoc Scrutiny Panel review – Child and Adolescent Mental Health Services in Kirklees</a></li> <li>• <a href="#">Kirklees Transformation Plan</a> 2015</li> <li>• <a href="#">Kirklees Transformation Plan Refresh 2016</a></li> <li>• <a href="#">Pathways document</a></li> </ul>
<b>10</b>	<b>Director responsible</b>
	Richard Parry, Director for Commissioning, Public Health and Adult Social Care

## **SCRUTINY ACTION PLAN – CAMHS 2017 - 2018**

No.	Recommendation	Directorate/ Cabinet Member(s)/ Organisations asked to coordinate the response to the recommendation?	Do you agree with the recommendation ? If no, please explain why.	How will this be implemented?	Who will be responsible for implementation ?	What is the estimated timescale for implementation?
1	<p><b>The process for referrals into the system should become more accessible and transparent, and that the processes should be widely publicised, particularly amongst key stakeholders.</b></p>	<p>Commissioning &amp; Health Partnerships</p>	<p>YES</p>	<p>New process to be implemented as part of a progressive roll out of 0-19 Healthy Child Programme. Existing pathways information will remain unchanged until new Single Point of Contact is established in August 2017. Existing published information will be updated. As part of their communication strategy Locala will work with commissioners to develop and produce a new pathways document and adopt best practice communication approaches to effectively respond to this recommendation. Early feedback from August 2017 will help develop a response to Recommendation 2.</p>	<p>HCP Contract Managers</p>	<p>April to August 2017</p>
2	<p><b>Improved clarification is provided on the pathways both into and within the CAMHS system in order to provide transparency, access and understanding of the operation of service provision.</b></p>	<p>Commissioning &amp; Health Partnerships</p>	<p>YES</p>	<p>The pathways process will be further developed as the new Single Point of Access is developed to include appropriate use of technology approaches which will appropriately respond and finalise this recommendation. This will include making adaptations from lessons learned.</p>	<p>HCP Contract Managers</p>	<p>July 2017 and ongoing to April 2018</p>

# ASK CAMHS (Access and Support for Kirklees - Child and Adolescent Mental Health Services) Pathways for Children and Young People with Emotional Health and Wellbeing Concerns



ASK CAMHS pathway options  
Community support  
Specialist CAMHS services  
Alternative pathways

## ASK CAMHS (Access and Support for Kirklees - Child and Adolescent Mental Health Services) Pathways for Children and Young People with Emotional Health and Wellbeing Concerns

Telephone Referral and Support Workers are available 9am-5pm Monday to Friday to take calls.

Support requests with ASK CAMHS can be logged with the administration team between their operational hours of 9am and 8pm Monday to Thursday, 9am – 5pm on Friday and on Saturday mornings between 9:30am and 1:30pm by ringing 01924 492183.

Referrals can also be sent by secure electronic forms at any time, using AnyComms or NHS.net accounts ONLY.

ASK CAMHS does not provide a weekend or out of hour's duty service. Outside of operational hours a voicemail system will offer appropriate emergency advice or ring back information during appropriate times.

The Crisis Team is not part of the ASK CAMHS service. The Crisis Team emergency service is only accessible through referral by Accident and Emergency Departments. The Crisis Team will work with ASK CAMHS and other services to ensure the appropriate pathways to support are available.

### Underpinning principles to achieve CAMHS transformation by 2020\*.

- The right support is offered quickly with reduced waiting times, in the right place for children, young people and families.
- Support is offered based on need and eligibility where tiers of provision do not get in the way of accessing the right support.
- Schools and primary care will have close working relationships with CAMHS, including any other relevant support provided in schools.
- Vulnerable children will have discrete multi-agency CAMHS support.
- Staff will be trained to help them to get involved earlier and provide ongoing advice and support.
- Services will be adequately funded and resourced by shared budgets.
- Communication between those involved will have improved.
- Staff will be working within The National Institute for Health and Care Excellence (NICE) national guidance which will help improve health and social care outcomes for children and young people.

\*The flowchart outlines proposed support routes, adaptations will be made to meet local need. ASK CAMHS will clarify any questions around this process

**PCAN**<sup>1</sup> - Parents of Children with Additional Needs Making a Difference in Kirklees

**KIAS**<sup>2</sup> - Kirklees Information Advice and Support Service