

# LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>CHILDREN AND YOUNG PEOPLE SUB-COMMITTEE</b>
<b>DATE OF DECISION</b>	<b>28 February 2023</b>
<b>REPORT TITLE:</b>	<b>Children and Adolescent Mental Health Services (CAMHS) Update</b>
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<b>Debbie Jones, Interim Corporate Director for Children, Young People and Education.</b>  <b>Kerry Critchlow, Director of Quality, Commissioning and Performance Improvement.</b>  <b>Shelley Prince, Head of Integrated Commissioning and Procurement</b>
<b>LEAD OFFICER:</b>	<b>Connie Ikhifa, Senior Commissioner for Children and Young People's Mental Health</b>  <b>Email: <a href="mailto:connie.ikhifa@swlondon.nhs.uk">connie.ikhifa@swlondon.nhs.uk</a> Telephone: 020 4526 2867</b>
<b>LEAD MEMBER:</b>	<b>Cllr Maria Gatland, Lead Member for Children, Young People and Education</b>
<b>WARDS AFFECTED:</b>	<b>All</b>

## 1 SUMMARY OF REPORT

- 1.1 The report provides a summary of the activity of Children and Adolescent Mental Health Services (CAMHS) and Emotional Wellbeing and Mental Health (EWMH) services for children and young people residing and receiving education in the London borough of Croydon.
- 1.2 The report also provides an update on the position with current waiting times, access and performance.

## 2 RECOMMENDATIONS

For the reasons set out in the report, the Scrutiny Sub-Committee is recommended:

- 2.1** To note the content. This report provides an update on the delivery of children and adolescent mental health and emotional wellbeing and mental health services to children and young people in Croydon.

### **3 REASONS FOR RECOMMENDATIONS**

- 3.1** This report seeks to inform Scrutiny Sub-Committee members and not a decision.

### **4 BACKGROUND AND DETAILS**

- 4.1** The NHS England Long Term Plan sets the vision and priorities for expanding children and young people's mental health services over the next 10 years. The aim is for services to be accessed closer to home, reduce delays and deliver specialist mental health care with an understanding of children and young people's needs.
- 4.2** The transformation of mental health services is led locally and developed with professionals across the NHS, Children's Social Care, Education, Public Health and the Voluntary Sector through the development of a Local Transformation Plan, refreshed annually.
- 4.3** Local Transformation Plans were first published in 2015 and set out how local services would invest resources to improve children and young people's mental health across whole systems.
- 4.4** The Children and Young People's Emotional Wellbeing and Mental Health Local Transformation Plan (LTP) refresh for 2021 was produced as one joint plan, encompassing the six South West London Integrated Care Board boroughs. The LTP is a living document that demonstrates service transformation, ensures transparency, monitors improvement through performance indicators, data flows and IT infrastructure. This joint SWL LTP is currently undergoing a 2022 refresh.
- 4.5** The Croydon element of the joint LTP sets out the continued multi-agency approach to improving children and young people's emotional wellbeing and mental health. It is part of the wider improvement journey, increasing the focus on early intervention, prevention and early help to offer the right help, at the right time, in the right location.
- 4.6** The impact of the 2020 Covid 19 pandemic has seen significant and continued increases in demand for emotional wellbeing and mental health services in Croydon. Waiting lists continue to grow for Neurodevelopmental and mental health assessments. This has extended into the Voluntary Sector, who are implementing waiting lists and other initiatives to respond to the continued growing service demand from children and young people.
- 4.7** Workforce pressures further exacerbate waiting times for children and young people whose access to timely support services is affected by staff shortages and retention issues. The cost of living crisis has also impacted on the lives of children and young

people, who are increasingly accessing services to support with anxiety and low mood arising from this.

## **Children and Adolescent Mental Health and Emotional Wellbeing and Mental Health Services**

**4.8** South London and Maudsley NHS Foundation Trust (SLAM) is the NHS Foundation Trust CAMHS provider for Croydon. The service provides advice, support, assessment, treatment, Crisis Community Care, Child Wellbeing Practitioner and eating disorder services to children and young people.

**4.9** Croydon CAMHS has seen significant increases in referrals for children and young people waiting who require a neurodevelopmental and/or mental health assessment leading to treatment. The length of time children and young people are waiting to be assessed/first contact to receive their first treatment, currently stands at 102 weeks.

### **Access and Waiting Time data**

**4.10** The table below provides a breakdown by weeks of the number of children and young people who are waiting to receive assessments in Croydon CAMHS, between the Mental Health (MH) and Neurodevelopmental (NDT) Pathways. Please note those waiting for an assessment within the Neurodevelopment pathway may or may not be diagnosed with other conditions, including ASD (autism spectrum disorder) and ADHD (attention deficit hyperactivity disorder).

<b>Code</b>	<b>End of Month</b>	<b>Week 0-4</b>	<b>Week 5-26</b>	<b>Week 27-38</b>	<b>Week 39-44</b>	<b>Week 45-51</b>	<b>Week 52+</b>	<b>Total</b>
MH	31/01/2023	53	175	66	16	7	1	318
NDT	31/01/2023	25	84	31	38	56	189	423
Total		78	259	97	54	63	190	741

**4.11** In the short term, an external provider, Clinical Partners, has been commissioned to conduct 115 assessments between February and March 2023 to assist with clearing the backlog.

**4.12** The following measures have also been put into place

- Review data reporting and collection mechanisms.
- Safeguarding risk escalated to address staff vacancies and risks to CYP waiting times to access assessment and treatment.
- Monthly performance meetings in place to address and maintain oversight of issues which informs future planning.

- 4.13** In the long-term work is currently underway to redesign the existing Neurodevelopmental referral and diagnostic assessment pathway. This work will see a new pathway implemented in line with national (NICE) guidelines and NHS best practice, with pre- and post-diagnostic support offered. The result will see an improvement in the care experience of children, young people and their families/carers

### **Off the Record**

- 4.14** Off the Record is a locally based youth counselling charity jointly commissioned by South West London Integrated Care Board (SWL ICB) – Croydon Place and Croydon Council to provide Open Access Counselling services – face to face, telephone, virtual and online support to children and young people in Croydon aged 14 to 25.
- 4.15** Other jointly commissioned service provision includes: Counselling for Young Unaccompanied Asylum Seeking Refugees and a Young Carers and Young Adult Carers service.
- 4.16** The service has also experienced increases in self-referrals and through the Single Point of Contact (SPOC). Refugee Counselling services usually experience the longest waits, which is attributed to the different clientele needs owing to contact complications with language, legal processes and moving which delays assessments.
- 4.17** In response, the service has implemented a new First Contact Team, the goal is to ensure young people referred in are offered an assessment (including help resources and information on support options) within 4 weeks of first contact.
- 4.18** Waiting times for ongoing counselling have substantially reduced, (currently approx. 30 young people waiting) and therefore young people are generally allocated counselling sessions within 4 weeks of assessment. All young people are given information about immediate support options available including the service's daily telephone support line, online services and webinars.

Young people who opt for text-based online counselling, receive a first response within 5 days and are usually allocated a counsellor within 2 weeks.

### **Croydon Drop In**

- 4.19** Croydon Drop In is a locally based independent voluntary sector charity, commissioned to provide Open Access Counselling - face to face, telephone and virtual, Advice and Advocacy services, Family support and community outreach support to children and young people, aged 11 to 25 and their families/carers in Croydon.
- 4.20** The service also operates a community outreach Talk bus through the Community Funding pot, which will cease to continue after 31st March 2023. The decision to

discontinue the Community Fund will impact on the well-used community outreach service which sees over 2500 children and young people access the service annually.

- 4.21** The service has also been impacted by the increase in the number of referrals to access counselling services. 163 young people are on the counselling waiting list with a waiting time of 18 weeks from completing assessments to commencing counselling intervention.
- 4.22** There is a 3-month parent/carer helpline pilot in place 'Help is at Hand' to mitigate the waiting time along with existing resources. Reluctant consideration is being given to implementing a cap on the number of referrals received through the Single Point of Contact. This is in a bid to manage the volume of referrals coming through and reduce increasing pressures on staff. Implementing this cap on referrals received will be a last resort, as the service recognises introducing this action will push the problem back to Croydon CAMHS.
- 4.23** Other mitigations in place include the following
- Review resources to manage increased SPOC referrals.
  - Regular service reviews and updates including quarterly contract performance meetings.
  - Continue to grow workforce internally, recently interviewed and appointed 5 new volunteer counsellors. Health Education England approved additional practitioners through Recruit To Train programme for 2023.
- 4.24** Aside from the waiting list the other main risks the service is carrying is the potential end of funding for 'Go Further Go Higher' a service funded through SWL ICB on March 31<sup>st</sup> and the end of the Council's Community Fund which will see the community outreach footfall reduced annually by 1500 young people. There is also a risk to service delivery as their delivery sites have been placed on the Council's asset disposal list and should the Council element of the joint funded contract with SWL ICB be withdrawn.

### **Croydon MASH (Multi Agency Safeguarding Hub)**

- 4.25** MASH is the 'front door' for professional referrals to access emotional wellbeing and mental health services from CAMHS, Off the Record and Croydon Drop In and support from Early Help and Children's Social Care. MASH is a multi-agency co-located service that works with multi-disciplinary teams and partner agencies to agree the right support for children, young people, and their families/carers needed. SPOC also offers easier access to advice and targeted support for all emotional wellbeing and mental health concerns for children and young people. Referrals into SPOC are made by GPs, Schools, Early Help, Children's Social Care and other services.
- 4.26** The post-pandemic continues to impact across service which has seen a consistent increase in referrals for Emotional Wellbeing and Mental Health services. This has in turn identified the need to review current investment levels and the service specification in line with meeting service demand and delivery.

- 4.27** Croydon Council conducted a review of their front door arrangements in Croydon. This review followed the Ofsted published findings of a Joint targeted area inspection (JTAI) that took place in January 2022, which revealed weaknesses found in the MASH arrangements in Solihull following the death of Arthur Labinjo-Hughes
- 4.28** A self-evaluation form (SEF) was put together, that assessed whether Croydon SPOC had similar weaknesses, and to inform planning to address these should they be evidenced. Following completion of this exercise, an overview of areas requiring action/attention were revealed:
- Increased Management Oversight & Turnaround
  - Reclaiming Decisions and Application of Threshold
  - Development of an Early Help Hub
  - Relocation of Strategy Meetings to Family Assessment Service
  - MASH function
  - In person mobilisation

These are currently being implemented in the new MASH hub.

### **Family Hubs development**

- 4.29** Croydon has received Government funding and approval to progress the development of Family Hubs. This will see services brought together for families with children of all ages (0 to 19 and 25 for SEND) with a 'start for life' offer at their core.
- 4.30** Family Hubs will include hub buildings as well as a virtual offer to offer a 'front door' to a range of services and support including:
- Universal/targeted early help
  - Support provided by the voluntary, community and faith sector.
  - Specialist services such mental health support, drug & alcohol services, SEND
  - Social care services
- 4.31** Service development is progressing, led by the Council, working in tandem with input across systems from Health, Voluntary Sector, South London and Maudsley (SLAM CAMHS) NHS Foundation Trust and Croydon Health Services (CHS) NHS Trust.

### **Children and Young People in Crisis in Emergency Department (ED) Pilot**

- 4.32** SWL ICB in collaboration Croydon Council, SLAM CAMHS, Croydon University Hospital (CUH) NHS Trust commissioned a piece of work to address the children and young people who would present at ED in crisis who would then become stuck, following Mental Health assessment and discharge, owing to their placement breaking down.
- 4.33** A pilot was established and delivery commenced with Croydon Drop In (Community Talk Bus – Safe Space), Children's Social Care (Edge of Care), SLAM CAMHS (Crisis Team), CUH (Social Worker) working together to support children and young people. The pilot also included Peer Parenting support training for foster carers delivered by the Empowering Parents Empowering Communities Team (EPEC).

## **Core 20plus 5 Health Inequalities Funded Projects.**

### **Ethnicity and Mental Health Improvement Programme (EMHIP).**

- 4.34** The Croydon BME Forum and the Asian Resource Centre of Croydon (ARCC), in partnership with Croydon NHS, Croydon Council and SLaM have come together in recognition of the urgent need to address ethnic inequalities in health and social care.
- 4.35** This has resulted in the implementation of the SWL ICB approved Wandsworth evidenced based programme of change (Ethnicity and Mental Health Improvement Project - EMHIP). The project is being implemented through a process of co-production involving the local BAME communities, service users and their families to reduce disparities and bring about change.

### **Healthy Weight Project**

- 4.36** Croydon Council, SEND Team and Croydon Health Services successfully submitted a bid which secured health inequalities funding to deliver a Tier 3 weight management service for obese children (over the 99.6 centile for weight) and young people (ages 4 to 18 and 25 for SEND) for targeted (Core 20) and high-risk groups, including black children and children with learning disabilities and autism.
- 4.37** Children and young people with obesity experience anxiety, depression, bullying, social isolation in addition to increasing the risk of long-term conditions such as diabetes and hypertension.
- 4.38** Croydon has double the percentage of children with Type 2 diabetes than London and England. The project will aim to support 250 to 300 children annually.
- 4.39** A steering group has been established to progress the project, with partner representation across systems.

## **South West London Integrated Care Board Regional Commissioned Transformation Services**

### **The Havens – Early Emotional Support**

- 4.40** The Early Emotional Support service is provided following a referral for suspected or disclosed child sexual abuse or exploitation (including FGM) to receive a holistic service that includes:
- Mental health assessment and brief intervention
  - Onward referral to appropriate local counselling or therapy
- 4.41** The Havens took over delivery of the South West London Child Sexual Assault Hub Early Emotional Support Service following the National Society for the Prevention of Cruelty to Children (NSPCC) ending their contract in September 2021.

**4.42** Modifications to resources and capacity have been made with additional resources awarded from NHS England and MOPAC (Mayors Office for Policing and Crime) to provide enhanced specialist support.

Referrals fall into three broad client groups:

- Children aged 0 -12 years
- Young people aged 13 -17 years
- Young people aged 18 - 25 years with additional needs and vulnerabilities such as a learning disability.

### **Mental Health Support Teams in Schools (MHSTS) programme**

**4.43** MHSTs are the nationwide implementation response to the Government's green paper on Transforming Children and Young People's Mental Health Provision.

**4.44** MHSTs act as the link with local children and young people's mental health services. MHSTs also help staff in a school or college setting to provide a 'whole school approach' to mental health and wellbeing, providing timely advice and support.

**4.45** Croydon has three MHST programmes, waves 1, 2 and 6 operating in 45 primary, secondary, special schools in the borough with over 24,000 pupils benefitting from early interventions and support.

### **Kooth (Xenzone)**

**4.46** An online anonymous counselling service is also available to all school pupils across SWL. The service is commissioned centrally and also provides online counselling and an emotional well-being platform for children and young people up to age 25, accessible through mobile phones, tablet and desktop computers.

### **Key Crisis Worker Programme**

**4.47** The key worker service is part of the NHS Long Term Plan commitment to ensure that children and young people with autism and/or learning disabilities with behaviour that challenges and complex mental health difficulties will be assigned a key worker.

**4.48** The key worker's role is to scale up provision for children and young people in collaboration with care coordinators in health, education and social care. Key workers have been recruited, inducted and are meeting with teams across services to commence working with cases to be assigned shortly.

## **5 CONTRIBUTION TO COUNCIL PRIORITIES**

**5.1** Children and young people in Croydon have the chance to thrive, learn and fulfil their potential

- Ensure children and young people have opportunities to learn, develop and fulfil their potential.
- Make Croydon safer for young people.



- Work closely with health services, Police and the VCFS to keep vulnerable children and young people safe from harm.

## **Mayor's Supporting Priorities**

- 5.2** Become a council which listens to, respects and works in partnership with Croydon's diverse communities and businesses.
- 5.3** Strengthen collaboration and joint working with partner organisations and the voluntary, community and faith sectors

Other relevant priorities include:

## **Croydon's Community Strategy priorities and outcomes**

- Outcome 1: A great place to learn, work and live
- Outcome 2: A place of opportunity for everyone
  - Priority two: support individuals and families with complex needs and
  - Priority four: deliver better education and the opportunity for everyone to reach their full potential.

## **Croydon's Corporate Plan "Ambitious for Croydon"**

- To help families be healthy and resilient and able to maximise their life chances and independence
- To help people from all communities live longer, healthier lives through positive lifestyle choices
- To drive fairness for all communities, people and places.

## **7. IMPLICATIONS**

### **7.1 FINANCIAL IMPLICATIONS**

There are no specific financial implications for the council arising from this report. Reports are being progressed for the joint contracts concerning Croydon Drop In and Off the Record as mentioned earlier in the report.

### **7.2 LEGAL IMPLICATIONS**

There are no legal implications arising from this report other than the statutory duty and obligation to provide early intervention, prevention and emotional wellbeing and mental health services to children and young people in the borough.

### **7.3 EQUALITIES IMPLICATIONS**

Providing emotional wellbeing and mental health services to all children and young people in the borough, reduces health inequalities and disparities.

## **8. APPENDICES**

**9.1** A. Emotional Wellbeing and Mental Health offer aligned against iTHRIVE

*B. Transforming Mental Health Services for Children, Young People (0 – 25) and their families across South West London.*

Appendix A: Emotional Wellbeing & Mental Health Offer – aligned against iTHRIVE

**Getting Advice (Tier 1)**

***Mental Health Support Teams in Schools***

- available in primary and secondary schools and offers face to face support and advice.
- Targeted 1:1 and group interventions
- Emotional Wellbeing and Mental Health practitioners provide evidence-based interventions with focus on prevention and early intervention and to increase accessibility to help for children.
- Work with parents/carers and teachers.

**Kooth**

- Digital anonymous online counselling support and advice service for children and young people aged 0 – 25.

**Child Wellbeing Practitioners**

- Offers evidence based early intervention and prevention to children and young people (CYP) using evidence-based treatments.
- Divert CYP away from specialist services through guided self-help for anxiety, low mood and common behavioural problems.
- Increases accessibility and sees CYP who may not meet the threshold for current services.

**Getting More Help (Tier 3)**

***Single Point of Contact:***

- SPOC offers easy access to advice and targeted support for emotional wellbeing and mental health concerns to CYP.

**SLaM**

- Main service delivery is via Community Child and Adolescent Services
- Specialist Eating Disorder Service outpatients.
- Child and Adolescent Mental Health services for Children and Young People with ASD and Learning Disability.

***Off the Record***

- Open access and online counselling, Advice and signposting.
- Young Carers and Young Adult Carers
- Services for CYP aged 14 to 25 seeking support.

***Croydon Drop In***

- Open access counselling, signposting, Advice and Advocacy service.
- Services for CYP aged 11 to 25 seeking support.

## **Getting Help Services (Tier 2)**

### ***Off the Record***

- Open access counselling, advice and support to CYP.

### ***Croydon Drop In***

- Open access counselling for CYP seeking support.

### ***Early Emotional Support Service***

- The Havens provides support and counselling to survivors of Child Sexual Assault/Abuse.

## **Getting Risk Support (Tier 4)**

### ***SLaM***

- Main service delivery is via Community Child and Adolescent Services
- The service offers interventions for those who present regularly in crisis as well as ongoing mental health specialist input.
- Early Intervention in Psychosis Pathway
- Eating Disorder Community Services.

### ***South West London Collaborative***

- Specialist CAMHS inpatient services and Forensic CAMHS community services