

5th February 2016

0-25 Emotional Health and Wellbeing Service
Responsible Officer
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Produced on behalf of Shropshire CCG, Shropshire Council, Telford and Wrekin Council and Telford and Wrekin CCG. Presented by Anna Hammond and Tamsin Parker, (Project Communication Lead, Midlands and Lancashire Commissioning Support Unit)
Purpose of this document
Anna Hammond attended the Scrutiny Committee on the 15th December. An overview was provided around a case for change for Child and Adolescent Health Services. The committee agreed that officers had taken the right approach for the development of a new service. The committee also agreed that the draft communication and engagement strategy could be considered outside the meeting by the two Committee chairs which happened during January 2016.
The Chairs requested that the final communication and engagement strategy is shared with the full Committee for sign off.
Summary of the proposed change
The four organisations have agreed to design a new 0-25 Emotional Health and Wellbeing Service. A market testing exercise will soon proceed to commission a service with the following vision:
<i>To promote strong emotional wellbeing and resilience for children and young people</i>
<i>Children and young people will be better equipped with tools, techniques and networks to cope with everyday life/life transitions and support their own peers. Professionals who work regularly with children, (such as doctors, teachers and school nurses) will feel confident and able to promote wellbeing. They will be able to identify then support children who have emotional issues. Where assistance for emotional health issues are required from more specialist mental health workers, help will be received quickly and easily.</i>
<u>Important factors within this vision:</u>
<ul style="list-style-type: none">• <i>Use of evidence based, innovative approaches</i>• <i>Promotion of resilience</i>• <i>Provision of robust information, advice and guidance</i>• <i>Training, development and ongoing support for those who deliver ‘universal services’</i>• <i>Child and family focussed at all times, with flexibility and choice</i>• <i>Single point of access</i>• <i>High quality assessment provision</i>• <i>Joint responsibility between agencies who come into contact with children and young people</i>• <i>Seamless transition between different services (including between child and adult services)</i>
The communication and engagement strategy outlines the main stakeholders, key messages and

frequently asked questions. Importantly it describes the mechanisms we will use to ensure that the service is coproduced alongside people with lived experience.

We will be working with 'Experience Led Commissioning' (ELC) to help us to develop an outcomes based specification which includes those outcomes most valued by children, young people and their families. As part of this work all the previous local engagement feedback has been collated. In addition, ELC have access to a database held by Oxford University which collates feedback from similar exercises/evidence and research across the country. A team of people will be speaking to children, young people and their families across Telford & Wrekin and Shropshire using tried and tested methodology. The findings will then be analysed by ELC and an event held in March with local children, young people, and professionals to finalise those outcomes.

The event will also be used as a pre-market event with potential bidders of the new service. From that point people with lived experience will be included in procurement activities to ensure that the views of our population continued to be considered through to the implementation of any new service/s.

ENDS