

Section 5

High Level Service Specification

For: Open Access Drop-in Service for Children & Young

Open Access for Children & Young People High Level Service Specification

Introduction:

1. Mental wellbeing can be described as a combination of feeling good and functioning well. This encompasses good physical and mental health, as well as feelings of connectedness, purpose, and belonging.
2. Support for mental wellbeing is particularly important from early years through adolescence and into early adulthood. This is a critical time for individual development dominated by transitions including changing schools, physical, and hormonal changes and critically brain development that is influenced by any adverse childhood experiences that may impact future health outcomes.
3. Positive interventions during this formative period can support children and young people to develop self-coping mechanisms that provide strong foundations for adulthood and protect against adverse childhood experiences.
4. Southwark Council are committed to improving outcomes for children and young people through our Child and Adolescent Mental Health and Emotional Wellbeing Services. The service detailed within this specification will provide open access for help and support in relation to mental wellbeing as well as being a hub for outreach/pop-ups and digital innovation in relation to mental wellbeing.

National & Local Context:

5. Southwark has an estimated population of 317,256¹ of which 100,836 are aged between 0-25, representing a significant 31% of the total population.
6. Southwark has consistently shown a high estimated prevalence of mental health disorders, as a % population aged 5-16, in comparison to other boroughs across South East London. The percentage of school-aged pupils with social, emotional and mental health needs shows a similar pattern, with Southwark in 2016 being second highest at 2.7%, representing approximately 1200 children (0.4% higher than the England average).
 - 8,145 children were identified as having Special Educational Needs and Disability (SEND) in Southwark in 2017.
 - Southwark has a higher number of Looked After Children than the London or England averages.
 - 38% of Southwark residents live in areas that are amongst the most deprived nationally.
 - Approximately two thirds of Southwark children and young people are of Black, Asian and minority ethnic origin (BAME).
 - In Southwark, 10% of secondary school pupils self-identify as LGBTQI+.

¹ ONS Population estimates: Persons by single year of age and sex for local authorities in the UK, mid-2018

- Southwark also has a high number of children and young people using cannabis.
7. Locally, findings from the 2016 Schools Health Education Unit (SHEU) Survey² revealed a high prevalence of poor mental wellbeing. In Southwark this showed that:
- 31% of primary school students (ages 8-11) scored medium-low on the self-esteem questions and 25% said they were being bullied because of the way they look.
 - 28% of Year 6 pupils (ages 10-11) responded they felt stressed in the two weeks before the survey.
 - Less secondary students aged 12-15 in Southwark reported high self-esteem compared to the wider sample (37% vs. 42%); among primary students, the difference was even greater (24% in Southwark vs. 37% in the wider sample).

High Level Services Aims and Outcomes

8. As part of the commitment to improving outcomes London Borough of Southwark wish to broaden it's service offer within Domain 1 of the THRIVE Approach³ – Getting Advice and Signposting.
9. Within the THRIVE approach Domain 1 – Getting Advice and Signposting, it was recognised that a key gap in provision in Southwark is a dedicated open access service for young people to improve their mental health and wellbeing. This service aims to respond to this recognition as an opportunity to improve outcomes for children, young people and their family networks within the borough.
10. Open access provision can be defined by its aim to provide a service at the point of need without having to make a referral or be placed on a waiting list, is tailored to meet the needs of its clients and available from a place which can be accessed easily by those who need it.
11. The vision of this service is to be preventative, aimed at young people, designed by young people, available at the point of need and a place where young people feel able and safe to attend.
12. The service will act as a welcoming entry point and take an asset based approach to offer support for emotional issues and low level mental health such as worries, anxieties and stress. This should provide an alternative provision to Child and Adolescent Mental Health Services (CAMHS) and will:
- In addition to drop-ins and peer support sessions there should also be an opportunity to facilitate access to outdoor pursuits and creative therapies.
 - Group work should develop a young person's awareness of their social health, help to decrease isolation, raise aspirations and develop interpersonal skills. It should also provide opportunities to build relationships and develop friendships.

² Schools Health Education Unit (SHEU) (2016) Supporting the health and wellbeing of children and young people in Southwark. A summary report of the Health & Wellbeing Related Behaviour Survey 2016

³ <https://www.annafreud.org/media/9254/thrive-framework-for-system-change-2019.pdf>

- Provide young people with the opportunities, experiences and tools to enable them to develop their physical, emotional and social capabilities.
- A range of support should be offered including, youth work, person-centred counselling, psychological wellbeing practices and traditional talking therapies as appropriate to the young persons needs.
- The service should recruit and train peer-mentors with local lived experience to spread the practice of good self-care, effective use of peer support and the benefit of active healthy lifestyles.
- Taking a radical test and learn approach to co-producing with children, young people, families, communities and partners so that services and delivery are both fit for purpose, flexible for individual needs and fit for the future.
- Ensure there is no stigma attached to asking for help when needed; enabling them to help themselves by creating a greater awareness of where to seek help and the confidence to access it.

13. The service shall aim to achieve the following outcomes:

- Children and young people (CYP) get support to improve their emotional or mental wellbeing when they need it.
- CYP and their families are better able to manage their mental health and lead a full life.
- Increased awareness and access to appropriate services.
- Reduced number of avoidable referrals to specialist services
- Reduced stigma associated with mental health services and raise awareness, by increasing the number of young people who seek support for their wellbeing.
- Families and carers of people with mental health problems have improved mental wellbeing.
- The service is shaped based on the needs of children and young people in the borough.
- Young people feel safe in, and engaged with, their local community.
- Understanding the profile of needs in Southwark and ensuring the service addresses inequalities and increases accessibility.

14. In order to meet the outcomes detailed in paragraphs 11 to 13, the service shall be committed to deliver in an outcomes focused as opposed to inputs focused approach. The provider is expected to develop, and present, a service model to the Council to show how they intend to meet the outcomes above.

15. The provider shall be clear on the importance of schools, families and parents so must ensure the service is known as an alternative to CAMHS services, or as a resource to support CYP while awaiting CAMHS services.

16. The model is intended to deliver better outcomes for residents in accordance with Southwark's Common Outcomes Framework, particularly with respect to the broad themes of Safer, Engaged, Healthier and Vibrant communities.

17. This service also supports a key Health and Wellbeing Board aim that children and young people know where to get help, advice and support for improved emotional wellbeing, particularly in relation to self-management and peer support.

Test & Learn:

18. In order to facilitate an outcome-based methodology the service should operate a test and learn approach. It is expected that the service will commence offering a limited capacity and expand as the provider trials and progresses its delivery model based on the needs within Southwark.
19. The service will develop and expand to reflect the needs of the residents of Southwark, ultimately aiming to offer a holistic preventative service for ages 0-25. The following indicates the expected expansion:
- a. By year two, the service will have a range of services to cater for the full age range of 0-25.
 - b. By year three, is a fully integrated service that links to the wider mental health system and achieves the aims and objectives outlined in the THRIVE model as evidenced by the outcomes and KPIs achieved.
20. The service will use the knowledge and expertise of young people and their parents to shape service delivery and expansion throughout the three years of the contract.
21. Expected expansion will also include the provision of pop up opportunities and outreach of the service that serve the wider population of the borough and therefore increase accessibility and maximising opportunities for improving outcomes.
22. From a financial perspective it is expected that the budget in the first year will be significantly lower than in the subsequent years.
23. The provider is expected to build test and learn into their service model to detail how they intend to expand the service and involve children, young people and their families as well as key stakeholders in this process.

Property:

24. Based on learning from national exemplars, who engaged with young people during service inception, the Council developed the following brief for the requirements at an appropriate property at which to base the service:
- “A cross between a Starbucks and Apple store: tablets ranged along a bar, some tables, chairs and a soft seating, so it would preferably be stand-alone (not part of a building with council services) building.”
25. It will accommodate up to 60 people with space for group work of up to 12 people, an office, a staff room for up to 4 people and a couple of rooms for meeting of up to 4

people. Location is critical so the property will have good transport, which young people can reach independently.

26. Southwark Council have identified an appropriate property that meets the requirements mentioned above for the service to deliver its main service from. Details of the property will be shared with the service provider ahead of commencement.
27. The initial design is being informed by children and young people.
28. It is recognised that Southwark is a large borough and not every individual will be willing or able to access the central place no matter how central or accessible it is. In line with the test and learn approach it is expected that the service will deliver pop up opportunities across the borough. The provider will continue to work with children and young people to further shape the premises and identify suitable pop up sites through the contract.

Strategic Partner:

29. The provider will be required to be a key strategic partner, using their knowledge and expertise gained through delivery of this service, within the wider children and young people mental health network. This will include, but not be limited to:
 - Active participation at relevant strategic and operational groups.
 - Informing and influencing applicable projects and priorities.
 - Representing the voice of children and young people to ensure their needs and outcomes at the forefront of strategic and operational developments.
30. Through this work the provider will support the delivery of Southwark's priorities.