

Title of the report:	Children and Young People's Mental Health (BeeU) Service
Responsible Director:	Dr Julie Davies, Director of Performance & Delivery
Author of the report:	Steve Trenchard, Programme Director Mental Health
Presenter:	Steve Trenchard, Programme Director Mental Health

Purpose of the report:

The purpose of this paper is to inform the Health and Wellbeing Board of progress made in first 18 months of the Bee U Children and Young Peoples Service (CYP) jointly commissioned by both CCG's and the two local authorities in Shropshire, Telford and Wrekin. This includes the management of the waiting list backlog in the 0-25 Emotional Health and Wellbeing Service provided by Midlands Partnership Board (Previously SSSFT).

Key issues or points to note:

- The Intensive Support Team of NHS England visited the service in June 2018 and their findings have been shared with all partners and commissioners of the service.
- There continue to be improvements made in relation to the BeeU service
- Following the IST visit and final report an action plan has been developed which includes actions under six key areas:
 - Legacy Issues
 - Evidence Based Pathways
 - Service identity
 - Workforce
 - System wide governance
 - Data and information quality
- Health and care system leaders have met to discuss specific concerns highlighted through an audit of existing legacy cases.
- The proactive approach taken to managing the waiting list has seen steady progress in the reduction of waiting times and the refreshed standard operating policy (SOP) continues to be refined to ensure the team remains on top of the waiting times.
- The problem experienced with Rio (the Patient Administration System) continues to mean that data quality is not fully resolved, and the service has identified additional support from the Rio team to address this.
- Following an announcement that the Managing Director for Children's Services, Kieran Murphy has resigned, the Trust has incorporated the Children's Services into the Shropshire Division of MPFT under the leadership of Cathy Riley, Managing Director. There is also a new Service Manager in post replacing the previous.
- MPFT report that the service as it is being managed continues to over-perform and is creating a financial cost pressure, which is being discussed through contract meetings.

Actions required by Health & Well Being Board Members:

The Health and Wellbeing Board members are asked to note the contents of this update and discuss its contents.

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Background

- 1 As a result of ongoing quality and safety concerns the Intensive Support Team (NHS Improvement) were invited to undertake a 'deep dive' to provide expert advice and support to enable the delivery of the improvements required at pace. The background to their visit was that both CCGs had missed the 30% access target for 17/18, there had been concerns about waiting times and inappropriate treatment since taking over from the previous provider and, a significant number of 'legacy' CYP being treated for a conduct disorder or ASD/ADHD being treated with medication only approaches.

Intensive Support Team (IST) Findings and Response

- 2 The IST highlighted areas of improvement in the following:
 - a. Legacy issues – a major problem that is slowing down the development of the new model and has ongoing serious patient safety. An audit of current cases is underway to identify and risk stratify the current treatment needs of all CYP within the service. This will be completed by 19th October 2018 and discussed with senior leaders at a meeting on 31st October.
 - b. Commissioner issues - need a coordinated plan across the whole of Shropshire and Telford and Wrekin area with strong governance framework to hold all partners and commissioners to account. The plan will form part of the refreshed system wide Local Transformation Plan for Children and Young People.
 - c. Provider issues – resolve pathway development, access and waiting times and ensure data flows are in place to measure access and outcome.
 - d. Pathway issues - the development of evidenced needs based pathways with outcomes measures.
- 3 An action plan to respond to all of the actions contained within the IST report with specific dates for expected improvements is under development at the time of this report being prepared. This will be overseen by the CYP Partnership Group and the CCG's Clinical Quality and Reporting Meeting. Additionally, oversight of the progress made (and the LTP Implementation Plan) will be through the STP Mental health Group.
- 4 The Action Plan is organised under the following headings:
 - a. Data and information quality (relates to data returns, outcomes, service utilisation)
 - b. Legacy Issues (relates to review of care and treatment of existing CYP in service)
 - c. Evidence Based Pathways (transformation of existing service to the specification that was commissioned)
 - d. Service identity (strengthening service 'brand' and partnership arrangements, and addressing system wide cultural changes required across primary care in understanding CYP mental health)

- e. Workforce (recruitment, training and skills or workforce)
- f. System wide governance (arrangements to hold to account and escalate if improvements not seen at pace).

- 5 The waiting list for 'core services' has reduced but there remain delays in access to appropriate treatments for CYP with experiences of Autistic Spectrum Disorders (ASD). There are no delays in treatment for partner organisations (i.e. Kooth and Healios) at the 'front door' to the 0-25 Health and Wellbeing Service.
- 6 The Board of MPFT are fully aware of the improvements required to the service and the Managing Director for Shropshire Division (which now includes the 0-25 Service) is fully engaged in the work programme.

Summary

- 7 This paper has outlined the progress made following the IST visit in June 2018. At the last meeting of the CCG Governing Body limited assurance was given until further significant improvements are made against the action plan.

Recommendations

- 8 The Health and Wellbeing Board is asked to note the contents of this update and discuss progress made.
- 9 The Health and Wellbeing Board is asked to maintain CYP Mental Health as an issue of shared system concern, and to keep the 0-25 Service under close review and take a further report on progress at a future meeting.