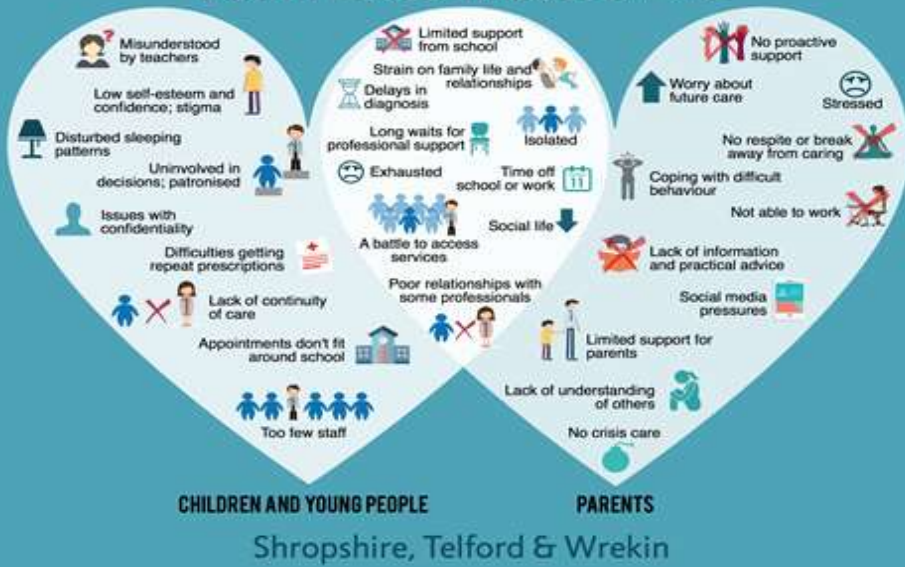


0-25 Emotional Health and Wellbeing Service	
1. Responsible Officer	Anna Hammond, Senior Responsible Officer for the programme (Deputy Executive Commissioning and Planning, Integrated Care from Telford and Wrekin CCG). Produced on behalf of Shropshire CCG, Shropshire Council, Telford and Wrekin Council and Telford and Wrekin CCG.
2. Purpose of this document	This document will provide a brief update on the engagement activities carried out to support the procurement of the 0-25 emotional health and wellbeing service. There is also a summary of the changes and proposed changes which will be made a result of the messages we have heard from children, young people, professionals and organisations.
3. Summary of the activities and changes to the	Together the engagement work has produced a rich set of information which will be valuable in the design and implementation of the new service
3.1 Experience Led Commissioning	The team have worked with Experience Led Commissioning (ELC) to ask the question <i>'What needs to happen to build strong emotional wellbeing and resilience in children, young people and families in Shropshire, Telford and Wrekin?'</i> ELC have evaluated our local insights which have been collected over the years and looked at a database of national insights. In addition a set of interviews were carried out with the following groups: <ul style="list-style-type: none">I. Children living with mental health issues under 16 years old (n = 16)II. Children and young people living with mental health issues 16 years and older (n = 20)III. Parents of children and young people living with mental health issues (n = 39)IV. Foster parents and people paid to support children in care (n = 20)V. Frontline health and social care staff (n = 20)VI. Frontline education staff (n = 20) The full insights are published on the Telford and Wrekin CCG website. Some of the key findings are illustrated in the diagram below.

Children and young people living with mental health issues: impact on life



In March the commissioners held an event with children and young people, professionals, community groups and organisations to consider the insights collected at that point and a develop a plan for the future. The following 'dream' was developed with those in the room

Co design: dream



As part of the process ELC worked with commissioners on a 'commissioner challenge'. This is where the full ELC insights were shared and commissioners challenged on what actions will be taken as a result. They produced a 10 high impact actions (documented below) which will form the basis of next steps.

10 high impact actions to build child and family resilience



Children's Services in Shropshire Telford and Wrekin

Healthwatch Telford have recently carried out a survey with over 4000 young people. This has now been evaluated and shared. Feedback will be considered and any relevant findings included in the specification

3.2 Provider Engagement

Commissioners were very keen to open a dialogue with potential providers, to help them fully understand aspirations and for them to influence the development of the service specification. The effective delivery of all aspects of the service model is contingent on the right organisations working together to provide the service. This will be commissioned through a prime provider arrangement. The commissioners have now held three provider market events to help this dialogue and provide an environment for providers to meet and work with each other.

- The first was held in March and attended by 10 organisations.
- The second event was held in June specifically for VCS organisations and was attended by over 20 organisations.
- The third event was in the middle of June and open to all interested providers. It was attended by over 80 people from over 40 different organisations ranging from micro providers to large third sector and NHS organisations. Young people were involved in presenting the vision and also met the potential providers in a series of Q&A sessions and speed meetings.

4. What has changed as a result of the engagement activities?

- Incorporation of a range of ideas into the service specification (e.g. families have requested that support/intervention is provided prior/instead of diagnosis)
- Commissioners have committed to carry out additional work, prior to the commencement of the new service, on peer support and mapping existing services
- Feedback was received from service users, families, professionals and a variety of organisations that the scope of the procurement should be extended to include neurodevelopmental pathways, eating disorders and specialist CAMHS learning disability services. It was felt that this would provide a much more coherent service offer. This

recommendation is currently being considered by the CCGs.

- In order for organisations to form meaningful partnerships as part of the prime provider model, they have asked for the ITT stage of the procurement to be extended by 4 weeks. This will change the start date to the 1st May 2017
- Potential providers have asked that another market event is held to facilitate the joint working between providers. This will also provide an opportunity for potential providers to talk to commissioners.
- Smaller providers (who do not necessarily want to be a formal provider within the prime provider model) have asked that an overview of their organisations is shared so informal relationships/networks can be developed across the health economy and service users made aware of their offer. Commissioners have asked that each organisation completes a short proforma which will be collated and shared
- One of the major concerns was that the service would be inundated with demand from over 18s. Therefore the scope has been narrowed to only include those over 18s (up to 25) who are already in the service.
- The feedback has helped to design questions for use in the bidding process. Young people and parents/carers will continue to be involved in the procurement.

ENDS