

Open Access CYP

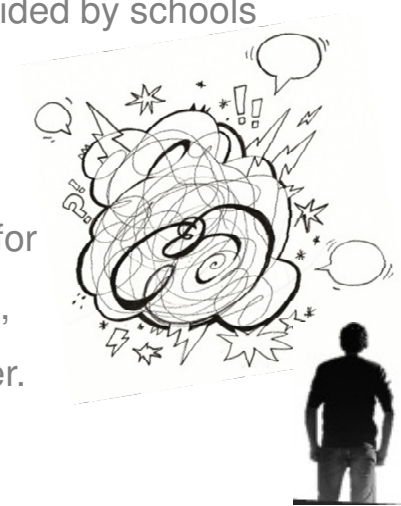
Engagement and Co-production

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Background

- Southwark Council is committed to improving outcomes for children and young people (CYP) through our Child and Adolescent Mental Health and Emotional Wellbeing Services.
- In November 2018, a Southwark Joint Review of Emotional Wellbeing and Children's and Adolescent Mental Health Services (CAMHS) was undertaken. Findings within this review highlighted a gap in provision for children and young people (aged 0-25) who do not need specialist mental health provision but who do need more than can be provided by schools and/or GPs.
- Southwark's Health and Wellbeing Board's local ambition is that, by 2020, 100% of children and young people can access help, advice and support for improved emotional wellbeing, particularly in relation to self-management, peer or parental/family support and access to a comprehensive digital offer.



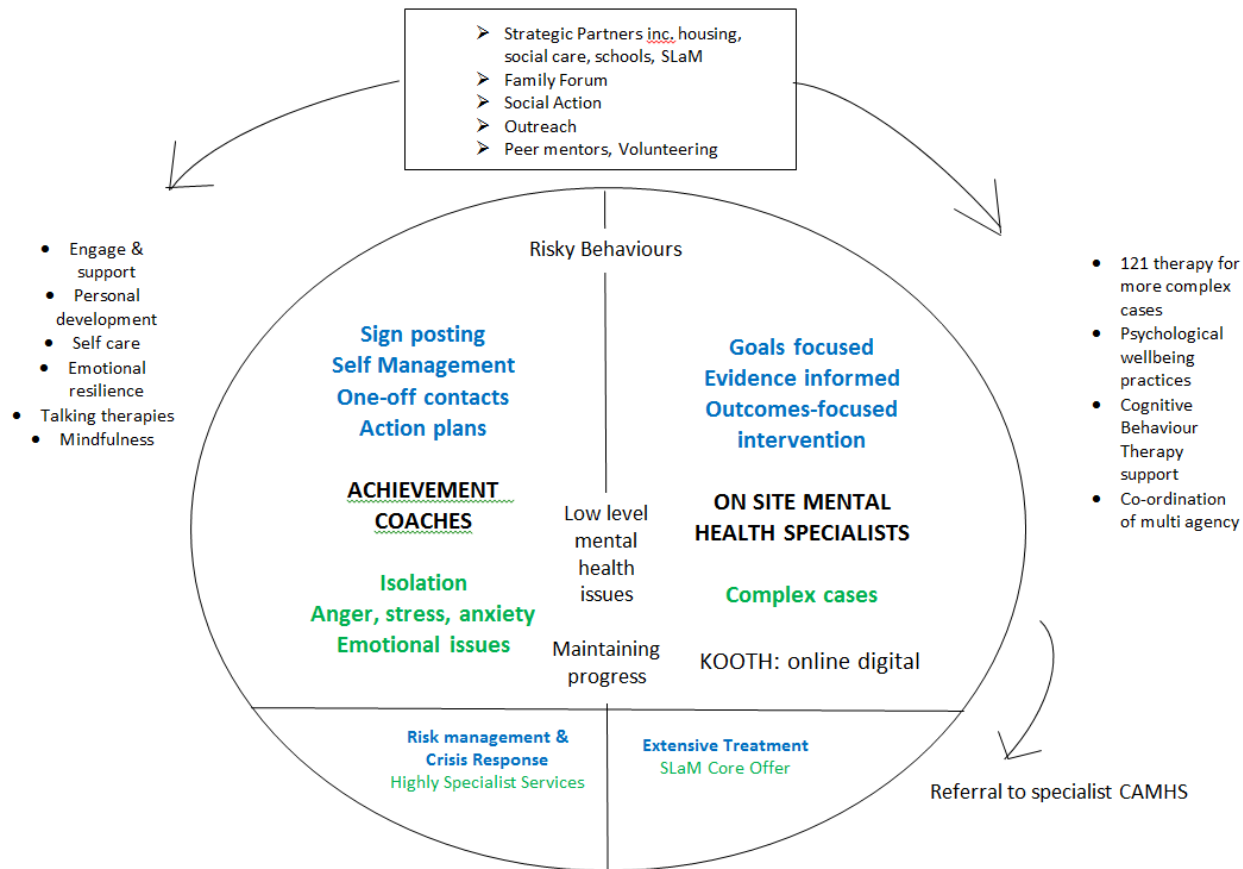
What is Open Access?

- 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.
- The service will be a welcoming entry point and take an strengths based approach to offer support for emotional issues and low level mental health such as worries, anxieties and stress.
- The brief for the building is to be “A cross between a Starbucks and Apple store: tablets ranged along a bar, some tables, chairs and a soft seating”.
- The service will open in late April/early May 2020. It will develop and expand throughout its lifetime, using a test and learn approach.



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How will this help Southwark achieve it's target?



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Reasons for engaging

- It is critical that engagement with children, young people, their family, carers, operational colleagues, stakeholders is integral to this work for a number of reasons:
 - ❑ Ensuring the Council hear what young people need from local services;
 - ❑ Ensuring the support is appropriate for those using the service;
 - ❑ Ensuring the environment is comfortable and safe;
 - ❑ Ensuring the service is in a place that people can get to;
 - ❑ Ensuring the service continues to be shaped by the voice of children, young people and their families;
 - ❑ Ensuring the service fits into the wider mental health pathway;
 - ❑ Ensuring there is no duplication of service.



Young people saying what Mental Health means to them and why is it particularly important they are supported while young



How did we engage?



We engaged in four core ways which are as follows:

1. We held two half day workshops took place on the 26th September, for young people and their parents, and on the 27th September, for professionals.
2. We undertook further workshops at 2 Children's Centres, 1 Primary School, 1 Secondary School, 1 Youth Club and a 1 Neighbourhood Centre. This included gathering views on the building design examples.
3. We invited bidders to propose their service model based on a high level specification which we then negotiated with them on.
4. We invited young people to visit the building and gather more in depth feedback on how they feel the building interior should be laid out and how it should be designed.

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Did the engagement work?

- **21** people attended the 26th and **18** people attended the 27th workshops.



- We reached **74** children and young people, **15** parents and **3** staff through the additional workshops.
- **18** young people gave their views on the internal building design at the site.
- This brings the total to **149** people, including stakeholders, we have engaged with across all engagement activities.

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What was said about the proposed service model?

There isn't a one-size-fits-all solution so the service needs to be flexible in how it is delivered

The service needs to be in a place that is accessible, bright, welcoming, and away from busy streets

The service should consider access for those who don't want to or aren't able travel e.g. virtual space, pop-ups

The importance of schools, especially primary schools, was emphasised as being a safe place for children and for sharing the knowledge of the service

It should be separate from established services such as SLAM, police stations and shopping centres since these can be off-putting or have stigma attached to them

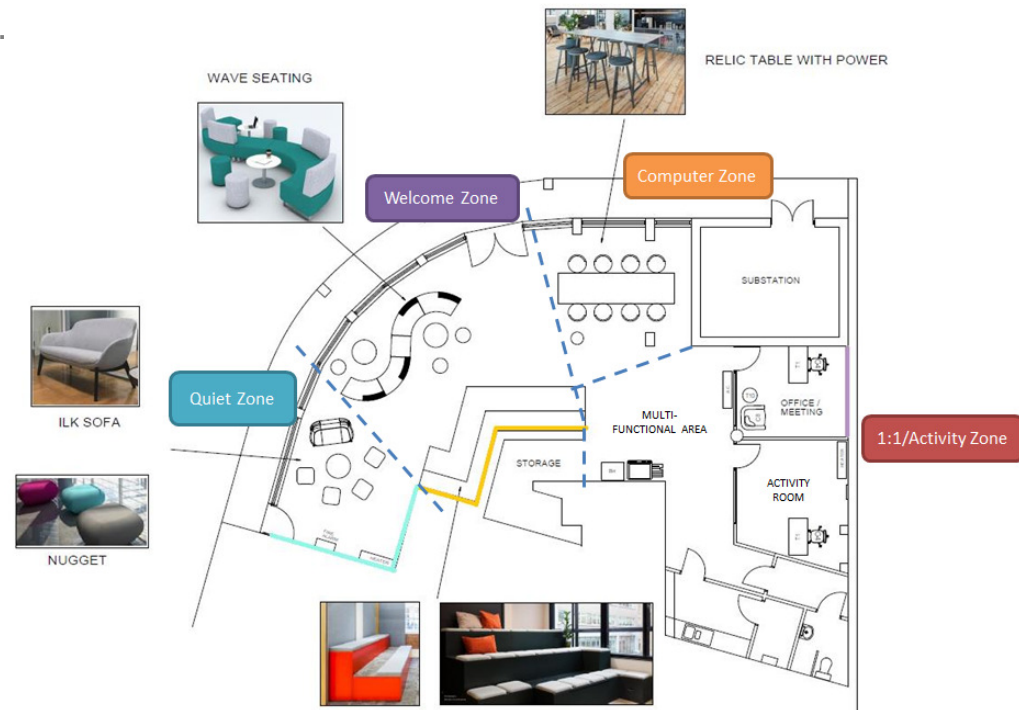
The service should give CYP the time and space to engage how they wish, and to have helpful conversations that focus on engagement rather than referral

The service is dealing with different ages and needs to offer the right support at different stages of their life

- All the engagement shaped the service specification that the provider will deliver against.

What about the building design?

- In the additional workshops feedback was sought on building design examples however in order to bring the design to life it was felt it would be best to take this further and ask young people to visit the building and see it in person.
- They were provided with furniture examples, material and colour examples as well as a suggested layout of the building.
- The session was done in a very interactive way to encourage discussions between the Council and the young people.



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What was said about the building design?

The zoned layout was agreed as a good way to split up the space for different uses

It should have separate male and female toilets

Tablets shouldn't allow unrestricted access to the internet, this can bring anxiety e.g. through social media

Different colours should be used for different areas i.e. bright for the welcome and activity areas, calming colours for the quiet area

The furniture should be different for each zone to reflect their different uses

The windows should be changed so you can see out but people can't see in, for privacy

Decoration is a good way to make the space appealing including plants, artworks, dimmable lighting



Young people's views on the building design

- All of this information, including preferred furniture and colours, are being used by the surveyors to inform the design brief.

What do young people feel about the engagement?

- Designing this service wouldn't work without the voice of children and young people. This was why it was so critical that we engage but how did they feel about this process and what we could do better next time?
- We'd like to invite some of the young people to talk about their experience being involved, what they enjoyed and what could be improved in the future.
- We want to thank everyone who donated their valuable time to feedback and help us develop the right kind of service to improve the mental wellbeing of children, young people and their families.

NEXT STEPS

- A key focus of this service is that it will develop, flex and expand to meet the needs of children, young people and their families over the life of the service. The Council will facilitate the provider to use the knowledge and expertise of CYP who have already been engaged, as well as recruiting more CYP and their parents to shape service delivery and expansion.
- A dedicated communications lead has been allocated and the plan is being drawn up for communication activities including promotion ahead of the service launch.
- Building upon engagement so far, officers are continuing to build a 'network of networks' to bring together the community and stakeholders to discuss and drive forward wider CAMHS work.
- The service opens in late April/early May 2020, with a formal launch event.

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Do you have any questions or comments?



How can we build upon this approach in the future?

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