

## BROMLEY Y ACCESS TO SERVICES POLICY

Bromley Y enables children and young people to fulfil their potential by making a positive difference in their emotional wellbeing. It ensures that children, young people and their families are LISTENED too, actively INVOLVED and participating both in their support but also in developing services, that people and their views and beliefs are VALUED and respected ENABLING them to reach their full potential.

### INTRODUCTION

Bromley Y is commissioned to provide a range of services which can be accessed in a variety of ways but always based on need. Bromley Y models its services on the iThrive model as shown below



It also uses the **REPECT** principles in all aspects of its work

#### Review

- To know what options are available
- To know the pros and cons of the different options

#### Effective help

- To know the evidence for the help and support being suggested
- To know If there are different types of help that may be effective
- To know what is expected from me or others

#### Select

- To make choices about what help I get when different evidence-based approaches exist

#### Progress

- To be involved in setting and reviewing goals
- To know how soon and to what extent things are likely to improve
- To agree what will happen if things don't get better

#### Expression

- To be listened to and have my views taken into account

#### Clarity

- To know how those supporting me understand the difficulties
- To know what is happening to information about me

#### Transition support

- To be supported to find further help if needed

## BROMLEY COMMUNITY WELLBEING SERVICE FOR CHILDREN AND YOUNG PEOPLE

The Bromley Community Wellbeing Service is commissioned to ensure that the emotional and mental wellbeing needs of children and young people aged up to 18 years, Children Looked After up to 21 years and up to 25 years for young people subject to an Education, Care, and Health Plan, were met at the earliest opportunity. These are children and young people

- Registered with a GP within the Bromley NHS Clinical Commissioning Group area
- Resident within the London Borough of Bromley

The Community Wellbeing Service offers a single point of access to all children and young people which ensures that any individual or their family can refer to the Wellbeing Service for support. Other organisations and professionals can also refer on behalf of the individual. (GP, School, Children's Services, Courts, YOS, Young Carers).

Children and young people may *not* be eligible for the service on the basis of:

- Age; young person who is over 18 years
- Where a more appropriate service has been commissioned from an alternative provider
- Children in court proceedings, including those where intervention is not advised under Home Office guidelines
- Court assessments.

Once a referral is received the individual or their parents are contacted and a triage assessment is completed within 72 hours of referrals, 100% of referrals are triaged within this time. In doing this it also means that the individual or referrer does not have to work out what the issues are, the severity of the problem and which service to refer too. The referrals received are triaged on need rather than diagnosis ensuring that the service offers both early intervention and preventative work and based on the iThrive model.

The majority of referrals to the Community Wellbeing Service are for children and young people who require some form of intervention/support, usually of a complex nature.

The assessment process includes taking information from the child/young person, the family, schools, and GP's and may be face to face or by phone also uses a range of assessment tools including the "*Children and Young People's Mental Health and Wellbeing Symptoms and Services Guide*" produced by Oxleas NHS Trust and the "*Current View*" (This is a practitioner-completed tool that captures information on four components: Provisional Problem Descriptions, Selected Complexity Factors, Contextual Problems and EET (Education, Employment or Training) Difficulties).

**Bromley Y** also uses the following measures

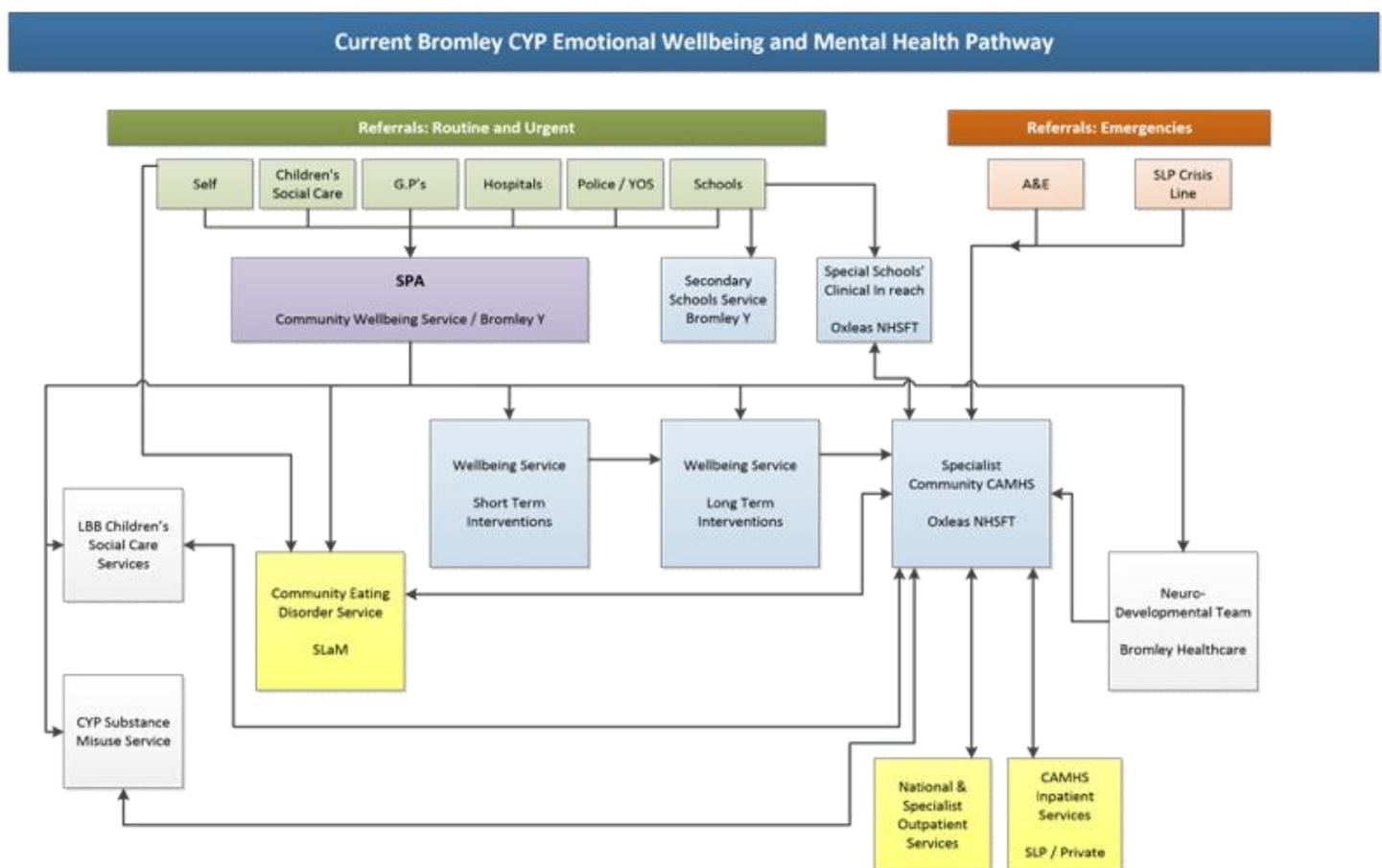
- **Strengths and Difficulties Questionnaire (SDQ)**: is a brief emotional and behavioural screening questionnaire. The tool can capture the perspective of children and young people, their parents and teachers. The scales include: Emotional symptoms subscale, conduct problems subscale, hyperactivity/inattention subscales, peer relationships problem subscale and prosocial behaviour subscale. This is a self-report measure that is given to children aged over 11 years and parents/carers.
- **Revised Childs Anxiety and Depression Scale (RCADS)**: this reports the frequency of various symptoms of anxiety and low mood. It produces a total anxiety and low mood score and separate scores for each of the following sub-scales: separation anxiety; social phobia; generalised anxiety; panic; obsessive compulsive; total anxiety; and, low mood. This is a self-report measure that is given to children aged 8+ and parents/carers.
- **Children's Experience of Service Questionnaire (CHI-ESQ)**: this measures child's experiences of services. It asks questions specifically about the interventions they received as well as questions about the service in

general. The CHI-ESQ is a self-report measure. The CHI-ESQ has three versions: one for children aged 9-11, one for children aged 12+ and one for parents.

- **Childs Global Assessment Scale (CGAS):** This is a rating of functioning aimed at children and young people aged 6-17 years old. It gives a single score between 1 and 100, based on the assessment of a range of aspects related to a child's psychological and social functioning. The score puts them in one of ten categories that range from 'extremely impaired' (1-10) to 'doing very well' (91-100).

The assessment process can take between one to five hours depending on the complexity of the presenting issues. Once the practitioner has the information, in discussion with the child/young person and their family, an agreed plan of action to meet their needs is made.

If the individual requires a short-term intervention of up to 6 sessions this will be delivered under the Community Wellbeing Service. The assessment may find that referral on to other services is required these include Oxleas specialist CAMHS although this is reducing, Bromley Children's Project, Pediatric team, substance misuse service, SLAM eating disorder service, Bromley Y long term service (up to 12 sessions) and Children's Social Care as detailed below.

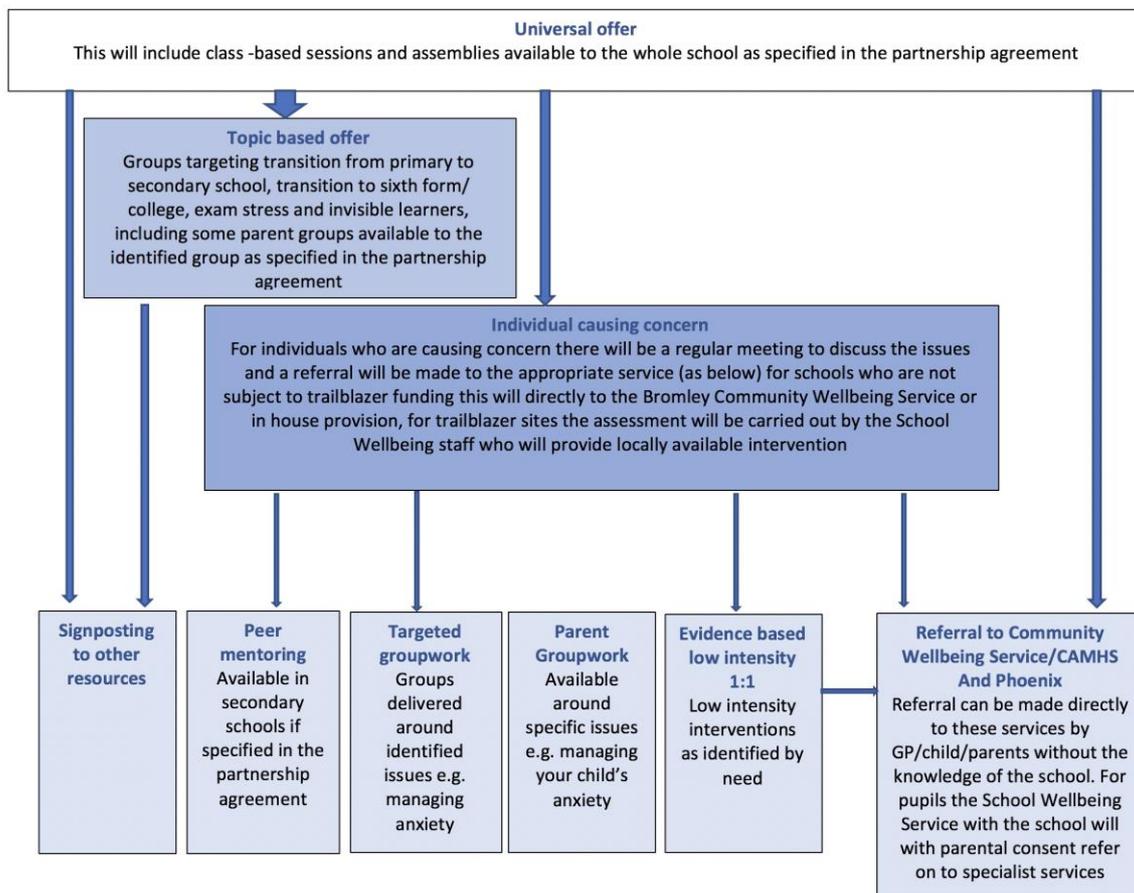


## SCHOOL WELLBEING SERVICE

This service operates under a partnership agreement with each school which details access to services. The new services identified does not replace existing services or responsibilities within the school, the service will not work with individual children or young people within the classroom setting, nor work with any child or young person without

the agreed consents being in place. Mainstream services can still be accessed by the pupil and their families if the needs cannot be met within the School Wellbeing Service or that they do not wish the school to be involved

## Summary of services and referral points



- Promoting positive emotional wellbeing (universal offer and topic-based offer):** Services which fall under this remit will be group based and take place with the teacher or teachers present. Services will use evidence-based packages on emotional wellbeing, which will be age appropriate. The school is responsible for ensuring that parental consent has been obtained for the identified groups.
- Early Intervention Protocol (Individuals causing concern):** The **School Wellbeing Service** will meet regularly with the Mental Health Lead or SENCO in the school to discuss any child or young person who is a cause for concern. The School must discuss all possible referrals with the parents prior to that referral taking place. Parental consent is required in order for a referral to be accepted. (When the young person is over the age of 15 the practitioner will discuss confidentiality and Gillick competences). All individual referrals to the **School Wellbeing Service** from the School will be made through the process outlined in the diagram above, the School will ensure that all staff will follow such process accordingly.