

Appendix A Service Specification

Provision of an Early Support Mental Hub for Cardiff and the Vale of Glamorgan

1. Background

When young people face challenges with their mental health, it can be difficult for them to get the help they need, when they need it. Specialist services have historically had waiting lists to access assessment and intervention – unfortunately leading to the mental health of some individuals deteriorating as they wait to access support. The COVID-19 pandemic has only exacerbated this challenge.

The earlier an individual can access the help they need, the more effective it tends to be in preventing problems from getting worse and potentially leading to a mental health crisis.

The development of local, easy to access **early support mental health hubs** has proven to be an effective way of providing children and young people with support when they need it. This is backed up by young people in the region telling us that they would benefit from such a resource.

Providers are invited to bid to develop and implement an early support mental health hub model of service alongside Cardiff and Vale University Health Board (C&V UHB). We expect the demand to be between 500 – 1500 young people per year on a drop in basis who will be experiencing a range of mental health challenges.

The early support mental health hub will be one part of the regional provision for children and young people's mental health. The service will need to link into other provision delivered by other partners, including C&V UHB, local authorities and the third sector, to provide children and young people with the best possible experience.

The key national documents for this service are:

- Children, Young People and Maternity Services Framework
- The Healthcare Standards 2015
- Together for Children and Young People
- Together for Mental Health
- Mind Over Matter
- The NEST framework
- Framework on embedding a whole-school approach to emotional and mental wellbeing

2. Purpose of the service

The purpose of the early mental health support hub will be to provide mental health support to any children and young people when a problem/s first arises for them. This will be available to all children and young people in the region, including those who are waiting to access or already accessing specialist support.

The development of an early support mental health hub aims to achieve:

- Easy and open access to a range of support

- Better outcomes for people with acute mental health issues
- Increased satisfaction from those who access services
- Reduction in admissions to A&E and crisis teams
- Provide an easy to access service by providing check ins for those who have previously accessed specialist support
- System wide efficiencies

3. Requirements

The successful provider or consortia of providers will work with Cardiff and Vale University Health Board to develop an early support mental health hub for all children and young people in Cardiff and the Vale of Glamorgan.

The aim will be to support between 500 – 1500 people a year on a drop in basis who are facing challenges with their mental health – ranging from a one off ‘bad day’ to those who are already accessing specialist support but require space and someone to talk to between appointments.

- The hub will be open outside of core working hours at least 6 days a week, though final hours will be determined with the successful bidder in response to local need and demand.
- Young people must be able to access a warm welcoming environment with no judgement on a **drop in basis** (no appointment required).
- Young people must be able to access a **range of support for different levels of need** when they arrive, including 1:1 contacts with a member of staff, group work, peer support and access to signposting or referral information (including access to computers). These could be delivered alongside specialist services.
- The hub should not be medicalised or formal, but a friendly, welcoming community that is open and transparent. This should include regular events appropriate for all young people, such as open mic and poetry evenings, and well as access to snacks and drinks during drop ins.
- The hub will need to link to other services, including the Single Point of Access and the Crisis Liaison Team among others.
- The provider will be expected to comply with C&V UHB and Welsh Government policies and legislation, including but not limited to:
 - All Wales Child Protection Procedures
 - Wales Safeguarding Procedures
 - Safeguarding Vulnerable Groups
 - Local safeguarding boards procedures
 - United Nations Convention of the Rights of the Child
 - Children and Young Person’s Act
 - Human Rights Act
 - Freedom of Information Act
 - Sex Discrimination Act
 - Race Relation Act
 - Disability Discrimination Act
 - Mental Health Act – Code of Practice for Wales, Welsh Government
 - Mental Capacity Act 2005 including the Deprivation of Liberty Standards
 - Care Act
 - Adopted and Children Act
 - Data Protection Policy and Data Protection Act

- Information Governance Policy and Framework
- IT Security Policy
- Confidentiality Code of Conduct
- Interpretation and Translation Policy
- The Welsh Language Act
- Health and Safety at Work Act
- The provider will attend and provide evidence detailing performance and delivery for **quarterly contract monitoring meetings**.
- The provider will be expected to provide an **annual evaluation report** describing the provision of the service, supported with a summary of performance against KPIs. The report should contain a statement demonstrating the way in which the service provision aligns itself to national and local priorities.
- The provider will be expected to operate a procedure for dealing with **compliments, complaints and concerns about the service**, in compliance with the All Wales Putting Things Right process for managing concerns. In addition, the provider should maintain a register of compliments, complaints and concerns to be shared on request, with data and information on the numbers, types and themes to be shared with C&V UHB through contract monitoring.
 - If C&V UHB is itself obliged to inquire into / investigate any concern made by any person or organisation as to the provision of the service, then the provider must comply with all reasonable requirements of C&V UHB and will co-operate with the provision of such information as may be reasonably required.
- The provider will be expected to properly manage all funding provided by C&V UHB and to maintain proper records of accounts to enable C&V UHB to monitor the financial management of the services. These records shall be open for inspection by C&V UHB at all reasonable times.

The successful bidder(s) will need to ensure that they are able to provide:

- An appropriate building (this may have a dual use and an alternative function during the day)
- Appropriate levels of skills, governance, and operating procedures to ensure the safe and effective delivery of the service
- Staff capable of assessing wider societal context and clinical risk for children and young people facing a wide range of mental health challenges, including acutely unwell children and young people, as well as the ability to quickly develop or formulate a plan for individuals based on assessing their needs, situation and existing strengths of the individual and their family.
- The ability to monitor and report evaluation and outcomes to demonstrate the impact the service has had on children and young people in the region
- A range of emotional support, resilience building, peer-led support and links to other services, including statutory and community organisations.
- A bank of trained and competent volunteers who have lived experienced of mental illness, or a plan with timelines to develop and build such a bank.
- Access to interpretation services if this is required to support a child or young person at the hub

4. Principles

The following principles will apply to commissioning, design, implementation and operation of the service:

- A detailed service specification will be co-produced with the successful bidder(s).

- The service and specification must be designed alongside children, young people and families with lived experience.
- Specialist services funded by Cardiff and Vale University Health Board will support the hub as well as be able to access it for patients and delivering support. The hub will be a fundamental part of the Emotional Wellbeing & Mental Health service offer for children and young people in the region.
- 'Referral' can be via statutory services or by self-referral / drop in, either in person or by telephone.
- The name has not been formally chosen and in the interim has been referred to as an 'early support mental health hub'. A user led process with the provider will determine the final name.

5. Funding

The funding available is recurrent and per annum will be £400,000.00. This funding must cover all aspects of delivery, including accommodation.

The contract will be awarded for 3 + 1 + 1 years.

C&V UHB agrees to make payment on a quarterly basis, in arrears following submission of an invoice supported by a quarterly return that provides an itemised breakdown of costs incurred in the delivery of this agreement.

Following receipt of the above, C&V UHB will ensure payments are made in accordance with C&V UHB's No PO, No Pay policy.

If the provider is unable to provide any element of the requirements for this service, the provider will be expected to return an appropriate part of as funding as jointly agreed by both parties through the contract monitoring meetings.

6. Staffing

All employees and volunteers working on behalf of the provider who undertake duties involving direct care of children and young people shall be the subject of a criminal records disclosure at the appropriate level.

The provider will ensure that all staff and volunteers involved in providing the services, whether paid or voluntary, are suitable, competent and appropriately qualified/trained to undertake the duties required of them.

The provider will ensure that each staff member, whether paid or voluntary, shall receive appropriate induction and continuous development to enable quality services to be delivered effectively.

C&V UHB reserves the right to request copies of appropriate training records for each member of staff delivering services outlined in the Appendices of this agreement. Such records are to be maintained by the provider during the provision of services under this agreement.

In addition, the provider will ensure that:

- Staff treat services users and their parents/carers with dignity and respect
- Staff themselves are treated with dignity and respect
- Service User information is treated confidentially, except where authorised by legislation to the contrary

7. Performance monitoring

The provider will be expected to work closely alongside staff from C&V UHB in developing, implementing and responding to operational pressures arising in the early support mental health hub.

This will include ongoing task and finish groups during implementation, quarterly contract monitoring meetings throughout the duration of the contract as well as any additional meetings / task and finish groups to tackle any concerns or issues raised by the provider or C&V UHB from operational delivery or contract monitoring.

The provider will be expected to provide an annual evaluation report describing the provision of the service, supported with a summary of performance against KPIs. The report should contain a statement demonstrating the way in which the service provision aligns itself to national and local priorities. The report will be reviewed and considered at the review meeting for quarter four.

Contract monitoring

Contract monitoring will take place within 30 days of the end of each quarter to review performance and delivery of the service. This will also provide both parties an opportunity to discuss any required development measured in line with Welsh Government policy and local need as well as any challenges, risks and issues faced during this quarter and any responses required.

The provider will be expected to provide data (including reporting on KPIs), case studies, invoices and any other information to demonstrate the impact of the service at least 2 weeks in advance of the contract monitoring meeting.

Key Performance Indicators (KPI's):

The following KPIs **must** be reported on a quarterly basis at contract monitoring as an absolute minimum. Further measures will be collaboratively developed following implementation of the service and operating model. The successful provider is encouraged to add their own measures to help demonstrate the impact and value of their work.

- Outcomes of drop in
 - No. of people accessing info or signposting
 - Where signposted to
 - No. of people accessing a one to one intervention with worker
 - No. of people accessing group intervention
 - No. of people accessing peer support
 - No. of people accessing planned activities
 - No. of people recommended a referral to Emotional Wellbeing & Mental Health
 - No. of people requiring a crisis referral
- Duration of visit – start and finish
- Prior experience of services
 - No. of people who are currently receiving specialist mental health support from Emotional Wellbeing & Mental Health
 - No. of people who have received specialist mental health support from Emotional Wellbeing & Mental Health in the past
 - No. of first time visits / no. of repeat visits to hub
- How did visitors hear about the hub?
 - Professional they are working with

- Social media
 - School
 - Word of mouth
 - Other
- Presenting condition / why did they come to hub today?
- Change in recognised wellbeing measure / score from before and after a child or young person's visit
- No. of young people accessing drop in as alternative to hospital admission
 - No. where link is from A&E
 - No. where link is from GP
 - No. where link is from police
- What ward / area is the young person from (if this can be provided?)
- No. of young people accessing drop in
- No. of trained peer volunteers
- No. of volunteer hours provided
- Qualitative feedback
 - Young people
 - Families
 - Hub staff
 - Other professionals