

Report recommendation	ICS Action	Lead organisation	Timescale
Covid-19 and vaccination			
1. Information is available for young people in schools and colleges, in addition to being sent to parents	During the school vaccine programme the CCG produced information for parents of different age children. This information included a FAQs, the cohorts were age groups 5-11, 12-15, 16-17. This was sent out to schools and colleges along with comms direct to head teachers. Direct meetings were also held with headteachers and colleagues in the local authority to ensure the information was disseminated. There is an email address for parents and children which is managed by clinicians in cases where parents or young people have specific questions.	CCG	Ongoing
	Public Health Health Protection Team to continue to provide schools, early years and other educational settings with up to date information on COVID-19 and vaccinations.	Public health	Ongoing
2. Publicity materials provide: a. Reassurance about concerns regarding feeling unwell after vaccination and long term effects of vaccination b. Information about adjustments and support for those who may have a fear of having an injection c. Importance of seeking further information from reliable and trustworthy sources	Publicity materials include information about clinics that have had adjustments made such as quiet hours for additional needs and themed days for younger or more anxious children. In future rounds of the vaccine comms will be adapted to provide reassurance on the long term effects of the vaccine and the importance of seeking information from reliable sources.	CCG	Ongoing
Impact of Covid-10 pandemic			
3. How they will ensure that they are able to meet an increase in demand for emotional wellbeing support for young people due to the impact of the Covid-19 pandemic	New investment in CAMHS services over the next few years will enable us to reach more CYP (Eating Disorders, Crisis and Youth).	HWHCT	Mar-23
	The 'core' component of the Specialist CAMHS clinical model is being reviewed to meet the changing needs of CYP. (digital vs face to face offer, group work vs 1:1).	HWHCT	Dec-22
4. What support can be given to young people in school, college and to those who are home schooled to reduce the impact upon their learning and achievement	The Wellbeing & Emotional support teams (WEST) offer support in schools for a selected number of schools in Worcestershire in the localities of Redditch, Kidderminster, and Rural Worcestershire. 1:1 low intensity CBT, group work, psychological education. Interventions are evidence based for mild to moderate conditions. Groups and sessions can be set up within schools from identified needs in that schools. E.g., exam stress, transitions	HWHCT	Ongoing
	Introduction of the WRAPP programme by School Health Nurses which is a well-being 6 week programme to support with anxiety etc. also access to Chat health if the YP would like to liaise with a SHN to discuss any worries that may be effecting them and their ability to concentrate on school work etc. Support for healthy lifestyles so they feel well enough to learn and achieve.	HWHCT	Ongoing
	WCF Learning Support Team can be commissioned by schools to provide cognitive and learning assessments to support schools in identifying learning needs and putting in place evidence-based interventions that accelerate learning progress. WCF EPS and CCN teams provide training to schools that enhance the universal and targeted mental health and wellbeing support in schools which increase children's readiness and availability for learning.	WCF	Ongoing
5. Any additional support that may be required for young people with special educational needs and disabilities, in particular this with Autism to engage with learning and overcome anxieties experienced as a result of Covid-19.	Occupational Therapy (OT), physiotherapy, community paediatrics, Special school nursing,(SSN) and Orchard nursing are all under review working within the improvement agenda, this support will be factored into action plans for development of these services.	HWHCT	Dec-22
	Speech and Language Therapy (SLT) have additional funding in place to support the impact of covid on communication needs in CYP.	HWHCT	Dec-22
	OT, physio, community paediatrics, SSN, and Orchard nursing are all under review working within the improvement agenda, this support will be factored into action plans for development of these services.	HWHCT	Dec-22
	WCF Complex Communication Needs (CCN) team provide specific training to educational settings on autism and anxiety that provides schools with a range of evidence-based strategies and provision to support CYP with autism to manage anxiety. WCF Educational Psychologists (EPs), Learning Support Teams and CCN teams are available for schools to commission to provide consultation, assessment, intervention and training to support individual/groups of CYP identified with SEND.	WCF	Ongoing

Report recommendation	ICS Action	Lead organisation	Timescale
6. Ways in which young people can be encouraged and supported to build social networks and have opportunities to socialise	The Mental Health Support Teams in Schools programme called WEST (Wellbeing Emotional support Service) has a portfolio of statutory and non-statutory organisations CYP could be sign posted to, to encourage socialising and building up their networks. This does vary across localities with some offering a limited network for CYP from a non-statutory perspective.	HWHCT	Ongoing
	To use our Community Health Connectors in compiling and sharing information of youth clubs, etc that are taking place in each district and supporting the YP to access these.	HWHCT	Dec-22
	Work with commissioned and non commissioned youth service providers to promote their activities and the social networks that they offer, including via school communication systems.	PH	Dec-22
7. How to identify and support young people who may be having difficulties at home	All CYP who have contact with WEST will receive an assessment. If it is identified there are difficulties at home this will be discussed with the view of right support being suggested. If there is a safeguarding issue this will be actioned as per process in the organisation and linked with the school. Kooth will also escalate any concerns regarding safety of young people accessing their service	HWHCT	Dec-22
	Review of CHOICE assessment process to ensure CYP have opportunity to discuss home difficulties	HWHCT	Dec-22
	The introduction of the School Screener questionnaires that will help identify any issues from the CYP themselves and the School Health Nurse will act on these.	HWHCT	Dec-22
	Public Health are exploring commissioning WCF Educational Psychologists (EPs) to provide family telephone consultations so that families have direct access to professional psychological support. With consent, EPs can share with school to ensure consistent support across settings. WCF EPs have and continue to provide training to settings on identification measures and how to gain the voice of CYP and families, to support formulation and understanding of needs.	WCF Public health	Dec-22
	Support further youth worker training to increase workforce development and skills. Include mental and emotional support as a fundamental performance indicator in future re-commissioning of youth services.	Public health	Dec-22
8. What can be done to promote physical health and engaging in activities and sports that may have been stopped or limited during the pandemic.	Working with schools, WEST will encourage physical activity however this would also be encouraged with the school curriculum.	HWHCT	Summer 2022
	To use our Community Health Connectors in compiling and sharing information of youth clubs, etc that are taking place in each district and supporting the YP to access these.	HWHCT	Summer 2022
9. How to raise awareness of the impact of screen time on health and emotional wellbeing.	Screen time discussion will form part of interventions that our offered by our workforce in the schools. Advice and techniques to reduce this is part of intervention e.g. sleep hygiene.	HWHCT	Sep-22
	The introduction of the School Screener questionnaires that will help identify any healthy lifestyles issues from the CYP themselves and the SHN will act on these.	HWHCT	Dec-22
	Review CHOICE assessment process to ensure CYP have opportunity to discuss screen time if appropriate	HWHCT	Dec-22
	Public Health Comms to work with Youth parliament to help develop a young persons campaign around reducing screen time and increasing "real time" and physical activity.	Public health	Dec-22

Information about health and emotional wellbeing

Report recommendation	ICS Action	Lead organisation	Timescale
10. How to make online information available and easily accessible to young people about: a. Emotional wellbeing, including - managing anxiety, low mood and depression, self-esteem and self-confidence, sleep problems, body image and eating disorders b. Managing school work and studies c. Physical health, including - diet and healthy eating, fitness and exercise d. Relationships, including sexual health and bullying e. Sexuality and gender identity f. Support and diagnosis for Autism g. Support for Young Carers	Promote websites that already offer this information on young people's platforms. Explore with the Youth Parliament and via the WCF Youth Engagement Team the potential for developing, designing, overseeing and managing a YPs website if supported by WCC developers. Could be a sub group bringing in YP from elsewhere. PH can support with content.	Public health WCF HWHCT CCG	Dec-22
	Topics currently not covered on the CAMHS website include; •Self-esteem and self-confidence •body image and eating disorders – Currently working with CAMHS staff •Managing school work and studies •Physical health, including - diet and healthy eating, fitness and exercise •Support and diagnosis for Autism •Support for Young Carers	HWHCT	Jul-22
	WCF SEND support service websites contain links to the virtual family hub (Early help) and CAMHS websites that contain information in these areas.	WCF	Ongoing
How to ensure that websites and online information are designed in a way that incorporates the factors young people feel are important. Including - a) Easy to use / find your way around b) Easy to find e.g. via a search engine c) Language is clear, aimed at young people but not patronising d) Contains useful links and telephone numbers for support e) Gives experiences of other young people f) Visual appearance - uses pictures and is colourful	All provider organisations, public, private and voluntary and statutory need to be aware of this feedback and take it into account in the development of their service offer information - using CYP to give them a user view as these are developed	All	Ongoing
	New CAMHS website co-designed with young people to ensure incorporates factors that are important. Gives experiences of other young people – CAMHS staff working with young people to try to capture experiences for the website.	HWHCT	Complete
12. When creating, making available and promoting information that there may be differences in the information young people would like based on gender.	ensure our promotional materials (i.e. ChatHealth flyers) use inclusive imagery representative of different demographics	HWHCT	Ongoing
	Ensure that Public Health, WCF & WCC Comms plus HWHCT Comms aware of this feedback.	All	
13. How to further promote and raise awareness of Kooth, Now We're Talking and CAMHS websites	'Mental health support you can access' posters and assets being co-produced to easily signpost young people to support available. These posters will be promoted widely.	HWHCT	Jun-22
14. Continue to gather and incorporate feedback from young people about the new CAMHS website via link at the top of the site and ongoing engagement with young people.	Ongoing survey on website to capture feedback.	HWHCT	Ongoing
15. How to ensure that information is also available in a non-digital and accessible formats if young people need or prefer this.	All public facing materials produced by the Trust include information on our Accessible Information Standard and ways to request information in alternative formats. Similarly, all content posted to our websites and on social media is done so with consideration to digital accessibility. Across our digital presence we're are working to improve our compliance with regard to the use of video and animation, ensuring they are appropriately subtitled and transcripts are available.	HWHCT	Ongoing
	WCF have made hard copies and on line copies of the EH offer available	WCF	Ongoing

Talking about health and emotional wellbeing and accessing support

Report recommendation	ICS Action	Lead organisation	Timescale
16. Ensuring a variety of types of support are available to young people across Worcestershire both in and out of school setting, to meet their differing needs, concerns and preferences for engaging in different types of support. Including face-to-face one-to-one support, support via text message, online support e.g. Kooth, support via app e.g. BESTIE and the use of telephone and video call support or group sessions when and if appropriate.	The 'core' component of the Specialist CAMHS clinical model is being reviewed to meet the changing needs of CYP.	HWHCT	Dec-22
	WEST offer predominately face to face interventions in school. A blended offer is available with virtual interventions. APPS are advised and encouraged to be used outside of interventions to assist in self-coping strategies.	HWHCT	Dec-22
	Promote the uptake of Chat Health where support can be offered via text.	HWHCT	Ongoing
	School health nurse drop-in's within some schools for face to face consultations. Engagement to take place with young people and schools about best approach for SHN service.	HWHCT	Dec-22
	Educational settings are available to commission support from WCF Educational Psychologists and CCN team to provide individual or group consultation, assessment and support for CYP. WCF are leading a early help offer awareness raising workshops across Worcestershire June /July to ensure professionals and schools are aware of the offer	WCF	Jul-22
	Support is available via "SHOUT". In addition KOOTH, Bestie App, access to school nursing (text and face to face), MHSTiS (face to face), Act on It - extending to FE colleges. Note: out of school support; GP, CAMHS if assessed as needing this level of support. Ensure these services are communicated effectively.	All	Oct-22
17. Increasing availability and / or promotion of text message support, beyond Chat Health, so this type of support is available at evenings and weekends and can be anonymous.	We have had most missed Chat health incoming messages between 5 and 6pm, so SHN's are looking at covering ChatHealth for these times.	HWHCT	Sep-22
	SHOUT has been jointly commissioned by public health and the CCG for 2 years from July 2022. SHOUT is a free text based service that young people can access in crisis, it is confidential and easily accessible	Public health CCG	Jul-22
18. How to reassure young people about confidentiality of support for emotional wellbeing and ways of reducing the visibility of accessing support to others, e.g. at school or college.	Confidentially conversation is an embedded part of the assessment process and is revisited throughout our interventions particularly if we have to breach confidentially e.g. safeguarding	HWHCT	Ongoing
	This message is on our website and any literature we have re the SHN services. It is also discussed when the SHN's meet with CYP.	HWHCT	Ongoing
	Promote confidentiality on all websites and physical resources. Reiterate to practitioners that referring to confidentiality early on in conversations is important to young people. Remind schools in education bulletin that confidentiality and visibility of those accessing school nurse services is of prime importance.	WCF HWHCT	Sep-22
19. How to assess the type of support that will work best for individuals and incorporate their preferences and any concerns when signposting to support.	Signposting information is offered as part of consultation, inappropriate referral, and post interventions. The appropriate signposting information is given based on the information received by referrers or from the CYP/family in their interventions.	HWHCT	Ongoing
	The introduction of the School Screener questionnaires that will help identify any issues from the CYP themselves and the SHN will act on these.	HWHCT	Sep-22
	When commissioned by educational settings, WCF Educational Psychology carries out consultation and assessment which identifies appropriate interventions to support CYP achieve outcomes associated with identified needs. This can include signposting to other services that are available to provide the identified interventions.	WCF	Ongoing
20. The difficulties and concerns young people may have about accessing support online, by phone or video call, including internet access, data availability and affordability, privacy, confidentiality and communicating and discussing issues remotely.	The 'core' component of the Specialist CAMHS clinical model is being reviewed to meet the changing needs of CYP.	HWHCT	Dec-22

Report recommendation	ICS Action	Lead organisation	Timescale
	SHOUT is a texting service which negates the need for data or wifi access. Youth service providers to provide access to computers for young people to access information privately from home.	Public health WCF CCG	Jul-22
21. How to identify whether or not remote support or appointments will be appropriate for an individual and that face-to-face alternatives are always available for those who need and prefer them.	WEST offer a blended approach of 1:1 face to face and virtual.	HWHCT	Ongoing
	The 'core' component of the Specialist CAMHS clinical model is being reviewed to meet the changing needs of CYP.	HWHCT	Ongoing
	The SHN provision going forward is to have face to face primarily when working with CYP- unless the CYP asks for remote or prefers the use of Chat health	HWHCT	Ongoing
	Before involvement of WCF SEND support services, the views of the family is gained and preferences are requested through informed consent of the CYP. CYP can opt for virtual or face to face appointments. Currently face-to-face is the default and this can be at an educational setting or in the family home.	WCF	Ongoing
22. Promoting key messages, including importance of seeking support and variety of different types of support available, to reassure young people that there is support available if they need it.	We regularly promote information and signposting for physical and mental health conditions across our websites and social media. The CAMHS website and Starting Well Partnership website has a area dedicated to the wellbeing of young people.	HWHCT	Ongoing
	All Comms teams to develop a regular form of communication for young people accessing the systems/services that they use. Needs liaison between all Comms teams potentially via "Now We're Talking".	All	Ongoing
	WCF EPS promoting the whole school approach to mental health and wellbeing through free and commissioned training. This approach encourages schools to reflect on several areas, including ethos, curriculum and identification that promote these key messages.	WCF	Ongoing
23. Increasing awareness of support available for emotional wellbeing, in particular Kooth, Chat Health, Reach4Wellbeing and BESTIE.	We regularly promote each of these platforms across our social media accounts and on the Trust, Starting Well Partnership, CAMHS and Healthy Minds websites	HWHCT	Ongoing
24. Reviewing support from CAMHS, Reach4Wellbeing, Kooth, Chat Health, Community Eating Disorder Service and School Nurses to ensure this is meeting the needs of young people and families.	The 'core' component of the Specialist CAMHS clinical model is being reviewed to meet the changing needs of CYP. The Eating Disorder service is receiving additional investment to widen the offer	HWHCT	Dec-22
	Ongoing scrutiny of Chathealth data to determine what may or may not be working. The development of Chat Health Champions within the schools – these champions will promote and feedback any areas of improvement from CYP.	HWHCT	Ongoing
	School Nurse service is currently being reviewed to be able to concentrate on the Public Health element of supporting CYP.	HWHCT	Ongoing
	Public Health work closely with HWHCT to ensure support and delivery from school nurses meets the needs of young people and families	PH	Ongoing
25. That there is sufficient and appropriate emotional wellbeing information and support that meets the needs of young people with Autism	This will need to be picked up as part of the CCG review of support for CYP. We could use the compassionate communication agenda to look at our information for CYP available now.	CCG	Ongoing
	Free training is available to all educational settings in Worcestershire from the CCN team on supporting needs (including wellbeing) of CYP with a diagnosis of Autism.	WCF	Ongoing
26. How to encourage young people to take part in activities to help them relax including walking, exercise, sport, reading, art and cooking and baking and help them to recognise the benefits of these activities for their overall physical health and emotional wellbeing.	The introduction of the School Screener questionnaires that will help identify any healthy lifestyles issues from the CYP themselves and the SHN will act on these. Any issues will be discussed with the CYP. public health promotional events will take place in schools and communities to encourage.	HWHCT	Ongoing