

Salford Thrive Programme

Annual Review
2024

*Children's and young people's emotional health
and wellbeing and mental health*


Final Draft V8. 24.07.24





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Introduction

The Salford Thrive Programme Review reports on the annual progress of the Salford Childrens' and Young People's Thrive Partnership & sets out priorities for the next year

The Salford Thrive Programme is what we call our children and young people's mental health (CYPMH) Local Transformation Plan.

The aims of the Salford Thrive Programme Annual Review are to:

- map progress against our ambitions and priorities for children's mental health (local, regional and National) and to celebrate our achievements
- consider and respond to the ongoing impact and risks for services, staff and children and families
- set out priorities for the following year to further improve children and young people's mental health, as set out in the NHS Long Term Plan and aligns to the GM MH & Wellbeing Strategy 2025-8
- Thrive Plan includes progress update against Salford's priorities & is aligned with wider Salford All-Age Mental Health & GM MH Strategies

Greater Manchester

Doing Mental Health Differently

Mental Health and Wellbeing Strategy
2023 - 2028

Vision: **A mentally healthy city region where every child, adult and place matter**



- Over the past year GM partners have been reviewing and refreshing the GM Mental Health Strategy
- The new GM Mental Health Strategy recognises that no single agency or organisation can solve the mental health and wellbeing challenges in the city region. The development of the GM Integrated Care Partnership provides the opportunity to take a whole system and society approach. The Salford All Age Mental Health Board will be cross referencing the GM Strategy to make sure that we include all the key GM priorities and actions in our local plans and how we might address any identified gaps.

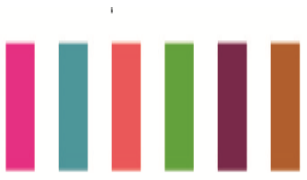
What is Thrive?



The THRIVE Framework for system change (Wolpert et al., 2019) is an integrated, person centred and needs led approach to delivering mental health services for children, young people and their families.

It describes need in five categories; Thriving, Getting Advice and Signposting, Getting Help, Getting More Help and Getting Risk Support. Emphasis is placed on prevention and the promotion of mental health and wellbeing across the whole population. It moves us away from a tiered approach in which services could be operating across any/all quadrants and children/families accessing support based on need at any given time.

Children, young people and their families are empowered through active involvement in decisions about their care through shared decision making, which is fundamental to the approach. Salford was an earlier adopter of the Thrive model of care and continually aspire to deliver this. This is why we call our children mental health transformation plan the Salford 'Thrive Plan'.



Salford Thrive - what this looks like in 2024



This year, the Gm i-Thrive team asked us to review how things have changed/improved since implementing Thrive in Salford

- EHWB Partnership in place which improves communication and shared learning
- Dedicated CYPMH Commissioners working across GM and locally collaborating and sharing good practice
- Professional joint working on cases and pathways and information sharing has improved
- CYP/family voice in shaping plans & services on an ongoing basis
- Salford and GM approach to training and development
- Trauma and ACES underpinning front line practice providing formulations to support families and train staff
- CAMHS 'Early Help' offer (specialist service only) to provide formulation to staff working with families
- Thrive Directory of services, webpages & resources to signpost families and professionals to support
- CYP mental health digital offers which give flexibility for young persons choice uptake has improved and young people



Salford Thrive - what this looks like in 2024



- Suicide Prevention strategy and 'all age' approaches linking agendas across Adults and children's
- Neighbourhood / locality hub mental health support
- Traineeship / pathway into CYPMH work (B4/5) mental health practitioner
- Clear crisis care pathways in A&E with CYP assessment & liaison service
- LGBTQ+ youth groups

- Dedicated CAMHS duty and assessment team or SPOA
- Joint 'huddles' or duty conversations about cases or risk
- School mental support health offer, mental health support teams who provide
- Parent & infant relationship support & targeted support for dads
- Edge of care & care leaver support
- Integrated Neuro Development Approach

Thrive in Education (mental health support) team in 53 schools & embedded Early Help School and EPs, 7-day follow up with schools that refer to A&E

Online / digital offers (42nd St, KOOH, Silvercloud) &
Use of video, social media and digital approaches to capture stories and share young people's voice

Joint working between services and professionals through joint duty and assessment meetings and MALMs (Multi Agency Liaison Meetings) to ensure young people get the right help at the right time

Maintaining the ability for young people to self-refer into all services

Parachute pilot learning helping to shape improved GM CYP crisis pathways and improve relationships between professionals locally in supporting young people in distress

Further integration of Salford's improved Neuro Development approach.

16- 24 focused joint work, focused on improved transitions from childrens' to adult services

LGBTQ+ offer – now a dedicated senior Youth Worker leading, 4 youth groups proving peer support, a monthly Trans parent group, training, and resources for schools and staff

Involvement in National 'Queer Futures 2' research project on LGBTQ+ young people's mental health best practice and commissioning guidance

Connexions engagement work with young people experiencing anxiety through pamper sessions

Odd Arts drama in schools workshops, Youth Service led Resilience project & physical activity offer to schools



Salford Thrive summary of achievements in 2023/24



Salford Ambitions

- The children and young people of Salford were asked what they wanted for services.
- This generated the Salford 'WE' statements
- This forms the framework for the Thrive Plan.

Salford's Emotional Health and Wellbeing Ambitions

FOR CHILDREN AND YOUNG PEOPLE

WE ASKED CHILDREN AND YOUNG PEOPLE WHAT THEY EXPECTED FROM SERVICES:

1.

Improved awareness and understanding

"We expect all staff who work with young people to be approachable and trustworthy with the right skills to communicate with us."

"We expect staff to be trained to have an understanding of the emotional wellbeing needs of young people and be sensitive to our needs."

2.

Timely access to support

"We want to be treated as individuals and really listened to, giving us the time to talk."

"We would like more peer support available in schools and the community, as young people are more likely to talk to people their own age than adults."

"We would like to know who we can talk to if we have problems, as sometimes we just need an available shoulder to cry on."

3.

Targeted support

"We would like appointments to happen more quickly and at a more suitable time for young people."

"We need more education on how to spot issues earlier before they get out of hand and be encouraged to be more open about any issues and to speak out."

"We would like access to more and better information in schools and other public places that are young people friendly."

4.

Parental support

"We would like better links between our teachers and parents / carers to make sure we have the support we need when we need it most."

"We would like parents and carers to be able to have support and training when they need it, helping them to feel more confident in helping us with any issues or problems we may have."

5.

Transparency and accountability

"We expect organisations to be honest with us and explain clearly what we should expect from each service and if you say you're going to do something then please do it."

"We need better information on services for young people on what each organisation does and how they can help us."

6.

Giving children and young people a voice

"We want services to really listen and to hear our voice, use our ideas and suggestions to improve the services for all young people."

"We would like to be able to share our ideas in the way we feel most comfortable, such as meetings, social media, in schools and online."

For more information please visit www.partnersinsalford.org/youngemotionalhealth



AMBITION 1: Progress



AMBITION 1: Improved awareness & understanding



Our Priorities for 2023-24 included:

- Salford as a GM trailblazer site for roll out of Mental Health Support Teams in schools, building on CAMHS School Link model, EFS and other good practice (via national / GM roll out of Mental Health in Education programme)
- Continued delivery of mental health and trauma training to support the development of the children's workforce, and to improve skills and confidence



Salford Thrive in Education (Mental Health Support Team) 2023-24

- The TIE team undertook a 'deep dive' for the 0-25 Advisory Board in April to look at the impact of the MHST offer in Salford. This included a comprehensive overview of the TIE team work to date and future developments - see embedded slides
- The current TIE offer in Salford is set out below (2023-4 academic year)
 - Increased TIE I-Reach capacity from 2023/24 via Wave 10 funding
 - 1-2-1 offer currently in 52 schools, plus 1 consultation only
 - Expressions for Interest from 3 new schools (St Andrews, Summerville and Grosvenor Road) starting in summer term subject to recruitment
 - 5 secondary special schools & PRUs – have new offers in development
 - Post 16 offer in development (Salford City College and YMCA pilot)
 - Whole School and college approach ('Emotionally Friendly Settings') offered in all schools
 - Add Value offer/links with other school services
 - Embedded within the Salford School Partnership model
 - New TIE Neuro Development offer in 2023/24 & additional support in the GM funded Autism In Schools programme schools
 - Subject to planned review in May 2024, expectation of c60 schools + Worsley College + YMCA from Sept 24 plus increased capacity in all CAMHS I-Reach Secondary Schools (2 days per setting)



Salford Thrive in
Education Deep Dive





Salford Thrive in Education Partners

42ND STREET

NHS
Manchester University
NHS Foundation Trust



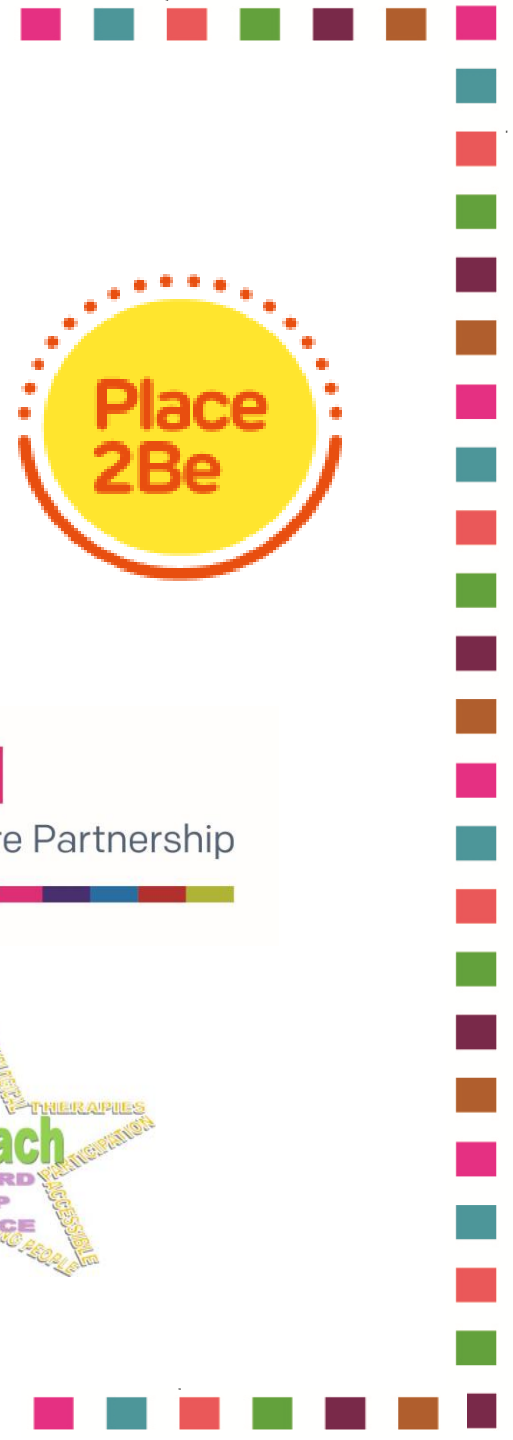
**School
Community**



Salford
Integrated Care Partnership



**Salford Family
Partnership**





Thrive in Education Development Day

Held on 10th January 2024

- The EPS co-ordinated an in person, development day for all TiE Partners, to foster stronger working relationships between team members across different services and to develop a shared understanding of MHWB initiatives and support available in Salford.
- Topics covered included EFS, EBSA and Neurodiversity Affirming practices.
- The day was attended by 25 people with representatives from the EPS, IReach, Place2Be, 42nd Street, and LSS.
- Agreed actions included greater contact between EPs & MH practitioners between TiE school meetings, MH practitioners to be invited to school's WST & APM, additional training on EBSA for all TiE Partner services (April 2024) and a further development morning in July with a focus on responding to, and support following, critical incidents.



Salford TiE
Development Day- E



EBSA Input. TiE
Development Day 10



ND Affirming
Approaches 10.01.24





GM Mental Health Support Team Strategic Review 2024

Review commissioned by GM ICB in late 2023 and led by GMCA Research team. Scope of GM review - it should:

- Understand effectiveness and impact of GM MHST provision across the GM system
- Explore the evidence available across the three nationally-specified functions of MHSTs, which are:
 - 1) providing direct support to children and young people with mild to moderate mental health issues;
 - 2) supporting educational settings (specifically the Senior mental health lead in that setting – where established) to introduce or develop their whole school or college approach to mental health and wellbeing; and
 - 3) giving advice to staff in educational settings and liaising with external specialist services to help children and young people to get the right support and stay in education.
- Apply a mixed-methods approach, drawing on both quantitative and qualitative evidence
- Understand the development and evolution of MHSTs from April 2020 to present

The Review aims to complete by December 2024 and will be taken via GM governance Jan – March 2025 to inform commissioning plans from Sept 2025. See attached Review brief for more details.



GM MHST Review -
Brief.docx



Salford Thrive 'S' Thrive – CAMHS Early Help pilot

- Salford Thrive *known as* 'S-Thrive' - 12 months CAMHS Early Help an Early Intervention pilot in central Salford working with Early Help, Youth Service, The Bridge and Salford School Partnership, supporting low level emotional health and well being needs with a navigator and practitioner, delivering advice and sign posting and getting help.
 - S-Thrive has received 200 referrals/access forms since 1st May 2023
 - 86% increase over last 6 months
 - 100% of referrals seen within 12 weeks, 98% seen within 4 weeks
 - Presenting issues: Anxiety, Conduct Disorders, Depression, Self-Harm and SCP
 - S- Thrive team are getting to know the Thrive directory and what other EHWPB support there is in Salford in the community and digitally, linking in with ICR and their getting more help offer from 42nd street and partners.



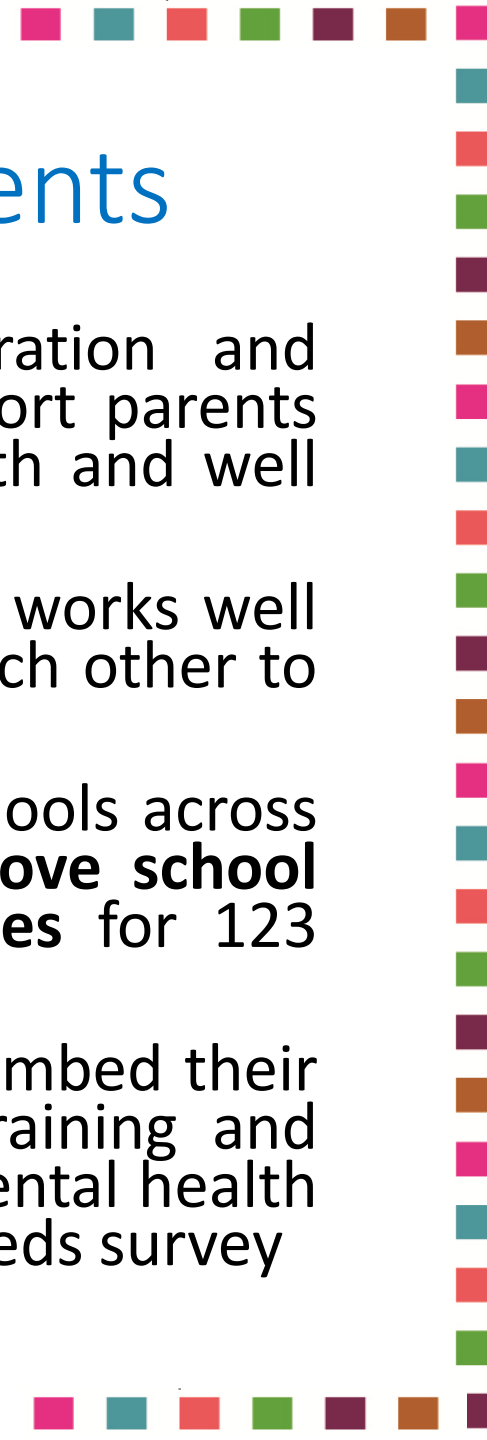
Microsoft
PowerPoint Presentations

Please see the full presentation attached



Early Help Service offer & developments

- Early Help use the **family partnership model** in exploration and understanding to coordinate and work with partners to support parents and their children/young people around their emotional health and well being, ensuring they live well and thrive.
- **Co-location with Living Well** and other Mental health services works well in working together to support families well and learn from each other to grown skills and knowledge amongst the wider workforce.
- **The Attendance Project** was implemented in 11 secondary schools across the city and have used their whole family approach to **improve school attendance and attainment alongside wider family outcomes** for 123 young people and their families (see slide 17)
- **Early Help and Youth Services** are continuing to develop and embed their trauma informed and trauma responsive practice through training and development, and develop core training for staff around key mental health areas of need, following feedback in a mental health training needs survey



Priority Education investment Area (PEIA): Family Help in Schools Impact

SO FAR...

75%

of young people getting Family Help in school have improved attendance in the term following the request for help.



13 young people have achieved attendance of 90% or above, with 1 young person achieving 100% attendance for the term.

The **average improvement in attendance is 11%** but for some children, the improvement is much greater.

In addition, families are also demonstrating **progress against wider outcomes**, including: outcomes relating to health, family relationships, financial stability and housing.

64 families being helped with
child mental health and well being



53%
already reporting improvement

26 families helped with
parenting



46%
already reporting improvement

22 families being helped with
adult mental health and well being



45%
already reporting improvement

22 families helped with
financial stability



54%
already reporting improvement

23 families being helped with
physical health



35%
already reporting improvement

11 families helped with
home conditions outcomes



35%
already reporting improvement



Salford Youth Services – supporting children's emotional health

Risky Behaviour work:

- This early intervention project responding to risky behaviours with young people 10-12 years with local trainee youth workers. 5 trainees 4 in localities and one specialising in supporting LGBTQ+ young people.

Transitions and Resilience:

- In 5 primary schools delivering Second Step resilience and social skills programmes over 22 weeks to build resilience skills and support transition. Report shows impact and enjoyment of sessions.
- With CAMHS iReach supporting the transition to high school of some of the most anxious young people in sessions in youth centres to build confidence. Report highlights impact on transition.
- Working with Salford Reds in Irlam and Cadishead on a wider transition programme with local primary school feeders to Irlam and Cadishead Academy. Feedback from schools really positive on children's fears allayed.

Mind of My own:

- Apps to offered to all children and young people with social workers, youth workers or early help workers to hear their voices in a way they control – 500 workers trained and up to 100 per month statements sent by young people shaping their care.

Nerd Club:

- Online social group for Nerds to discuss passions in safe spaces moderated by youth worker Nerds and attended by neurodiverse young people. 10 to 18 young people attend per week, 439 attendances in 2023/4 "Everyone is really welcoming, it is some of the best times I've had in my life." YP named J



Salford Thrive Directory & webpages



[The Thrive Directory](#) provides up to date information on Salford & wider services to support children's mental health and wellbeing

From 1st Jan- 31st Dec 2023
1760 views / 1017 users

Contents

[What to do in an emergency](#)
[Concerns or Issues](#)
[Youth Groups](#)
[National Helplines](#)
[Services by Age](#)
[Glossary](#)

Salford Thrive Directory

[Back to Contents](#)

| | | |
|--------------------------------|------------------------------------|----------------------------|
| Anger / Aggression | Domestic Abuse | Psychosis |
| Antenatal | Early Years | Schools Training |
| Antisocial Behaviour | Eating Disorders | Self Harm |
| Anxiety | Edge of Care | Sexual Health |
| ADHD | Exclusions / Alternative Provision | Sexually Harmful Behaviour |
| ASD (Autism Spectrum Disorder) | Fostering / Adoption / LAC | Substance Misuse |
| Attendance (Schools) | Gangs | Suicide |
| Bereavement | | |
| Bullying | | |
| Child Sexual Exploitation | | |
| Confidence / Self Esteem | | |
| Depression | | |
| Distressed Behaviour | | |

Salford City Council

Version 24: August 2023

Partners in Salford

About the partnership Our

Emotional health for young people

Emotional health and wellbeing can be supported through:

- Good parenting
- Quality experiences in school
- Leisure and social engagement

Children and young people may need additional support at some point in their lives. It is normal, information and advice, or support from family and friends, usually helps. Some children and young people may experience difficulties that are more serious. They will need more specialist advice and support.

Children & Young People

Helpline Support

Samaritans: available 24 hours a day for anyone struggling to cope and provide a safe place to talk.

FREE Helpline: 116 123
Email: jo@samaritans.org
www.samaritans.org

Papyrus: information and advice for young people who may be at risk of harming themselves.

FREE HOPELINEUK: 0800 068 41 41
Text: 07860 039967
Email: pat@papyrus-uk.org
www.papyrus-uk.org

National Bullying Helpline: help and advice for children and adults dealing with bullying at school or work

Helpline: 0845 22 55 787
Open Mon-Fri: 9am-5pm
www.nationalbullyinghelpline.co.uk

Suicide

Bullying

Emotional & Mental Health

Young Minds: if you are experiencing a mental health crisis.

Young Person Crisis messenger: **text YM to 85258**
Service available 24/7 For parents worried about their child

Parents Free Helpline: 0808 802 5544 (M-F: 9.30am-4pm)
www.youngminds.org.uk

Childline: confidential helpline for children and young people to support you and help you find ways to cope.

FREE Helpline: 0800 1111

Because of the coronavirus, the phoneline is open from 9am-midnight.
www.childline.org.uk

The Mix: online emotional health and wellbeing support for under 25s.

Free Helpline: 0808 808 4994

7 days a week from 4pm to 11pm
Crisis Messenger: text THEMIX to 85258.
www.themix.org.uk

Shout: 24/7 FREE text service, for anyone in crisis, if you're struggling to cope and you need immediate help.
Text **GMSalford to 85258**
www.giveusashout.org



AMBITION 2: Progress



AMBITION 2: Timely access to effective child centred EHWB support



Our Priorities for 2023-24 included:

- EFS implementation in new settings: early years and post 16 settings
- Implement & monitor new transitions policy for young people with complex needs, and to support improved mental health transitions
- Delivery of quality eating disorder pathways for young people, with non-interruption of care at age 18 and / or earlier access to adult services if and when needed
- More work on delivering an improved health (including mental health) offer for care leavers, and improved transitions between children's and adult services.

Emotionally Friendly Settings (EFS)

Led by the Salford Educational Psychology Service

An evidence- based programme promoting both preventative and targeted support, focusing on:

- Staff Wellbeing and School Ethos
- Whole Setting and Classroom Practices
- Assessing Children and Young People's Needs
- Supporting Individual Children and Young People

Manual, training, audits, setting development plan and accreditation process. EFS is available to all settings.

PLUS:

- Website & Blog: [Home | Emotionally Friendly Settings](#)
- Termly EFS Network meetings
- Annual Conference
- Head Teachers Peer Supervision /Network
- Enhanced EFS offer via Thrive in Education



| Accreditation Award Level | Paper Evidence | School Visit | Focus Group |
|---------------------------|----------------|--------------|---------------------------------------|
| Bronze | ✓ | ✓ | ✗ |
| Silver | ✓ | ✓ | ✓ (with EFS Champions) |
| Gold | ✓ | ✓ | ✓ (with pupils, parents and staff) |

A robust, multiagency accreditation process:

- 24 schools currently accredited (20 Bronze, 4 Silver, 1 working towards Gold).
- 12 schools actively working towards accreditation, some working towards maintaining current accreditation.

JOIN US TO CELEBRATE 10 YEARS OF EFS!

EMOTIONALLY FRIENDLY SETTINGS CONFERENCE
RELATIONAL APPROACHES TO INCLUSION
WEDNESDAY 22ND MAY 2024

Lads Like Us
On a mission to educate a million professionals with their lived experience!
Mike and Danny will be sharing their lived experience and deep understanding of trauma, taking us on a rollercoaster of emotions whilst informing our practice for the better. They will be speaking about the issues around trauma informed practice, professional curiosity and the life changing difference it can make. The sessions are totally interactive and no question is off bounds
#askwhy

Anthony Benedict
Executive Head Teacher at Tameside's Pupil Referral Service
Anthony has been a teacher for over 25 years, part of his current role now includes trying to reduce exclusions. He has created an innovative outreach programme which focuses on a proactive, relational approach, which he is piloting in 13 primary schools. Anthony will be discussing the process of turning theory into practice and how we can make our settings relationally inclusive, covering leadership, whole school training, student profiling, auditing tools, implementation planning and moving from a behaviour policy to a relational policy.

Location: The Village Hotel, Bury, BL9 7BQ
Time: 8.45 am – 3.30 pm
Cost:
Earlybird ticket £80 (until 31st March)
Standard ticket £95 (from 1st April)

To book your ticket, please click <https://forms.gle/c5vfm5vLdmJB5kD6> or scan this QR code

Educational Psychology Service offer & whole school and college approaches



EFS is available to all early years, schools and colleges in Salford. 110 schools have engaged, 8 EY settings, and the colleges are accessing the programme for a second time. It has also been rolled out across Wigan, Tameside and Bury, there are plans for its use in Bolton, and Trafford have also recently shown an interest in adopting EFS.

Additionally, Salford EPS (with Manchester) led on the Whole School/ College Approach (WSCA) Greater Manchester Co-ordination work in Autumn 2023, presented to the MHiE Board in January 2024.

Thrive in Education meetings

- EPS led development work (summer 2023) restructured TIE meetings with schools and partner services, to ensure a greater focus on WSA (inc. WSA Overview document) and attendance.
- Across 38 Thrive in Education meetings, WSA development themes (and linked action plans) included:
 - Improving staff wellbeing
 - Reengaging with EFS as a WSA framework
 - Parental engagement
 - EBSA & better understanding of the barriers to attendance
 - Implementing relational (trauma informed) approaches to inclusion
- Also highlighted areas of strength, such as: positive BeeWell survey results (school level), attendance and engagement improvements (e.g. transition & school clubs), increased staff confidence to respond to social media/ sexting issues, positive impact of staff mentoring and the development of a strong emotional literacy strategy.



Improved support for Care Leavers



Pure Insight were jointly commissioned by Salford City Council and NHS Locality team (formally CCG) in August 2020 to provide a range of targeted emotional support for young people aged 16-25+ who have left or are about to leave statutory care.

The service is currently in Year 4 & has grown organically based on the needs of Salford Carer Leavers. Pure Insights offer a core service of a mentoring programme, psychological wellbeing worker and counselling offer. In addition to the core offer Pure Insights has secured additional funding to employ a part time Employment Education and Training Support Officer, an Activities Project Worker and a part time Parent Co-ordinator.

This has enabled the service in year 4 to support (up to April 2024):

- 52 young people by the intense 1:1 Mentoring Programme via a Volunteer Mentor or Mentoring Coordinator
- 55 young people via 1:1 intervention from Psychological Wellbeing Worker which include learning self-care coping strategies, learning self-regulatory skills, understanding trauma and the impact it has on physical and emotional wellbeing, understanding their own story and what impact that has on them now
- 14 young people into Trauma Counselling
- 19 young people into sustainable Employment, Education and Training
- 32 young people took part in 347 outdoor/peer support projects
- 17 Care experienced Parents including their 25 children plus 2 pregnancies





AMBITION 3: Progress



AMBITION 3: Targeted support for the most vulnerable, and improved crisis care



Our Priorities for 2023-24 included:

- ▶ Implementation of a new needs-led integrated neuro development pathway
- ▶ Roll-out of ICRS across Salford's Early Help Hubs
- ▶ Implement Perinatal and infant mental health programme in Salford (including Home-start (see Ambition 4))
- ▶ Develop 'risk support' guidance for practitioners to support young people in distress and / or in crisis, experiencing self-harm and suicidal ideation



Salford's Neuro-Developmental Approach

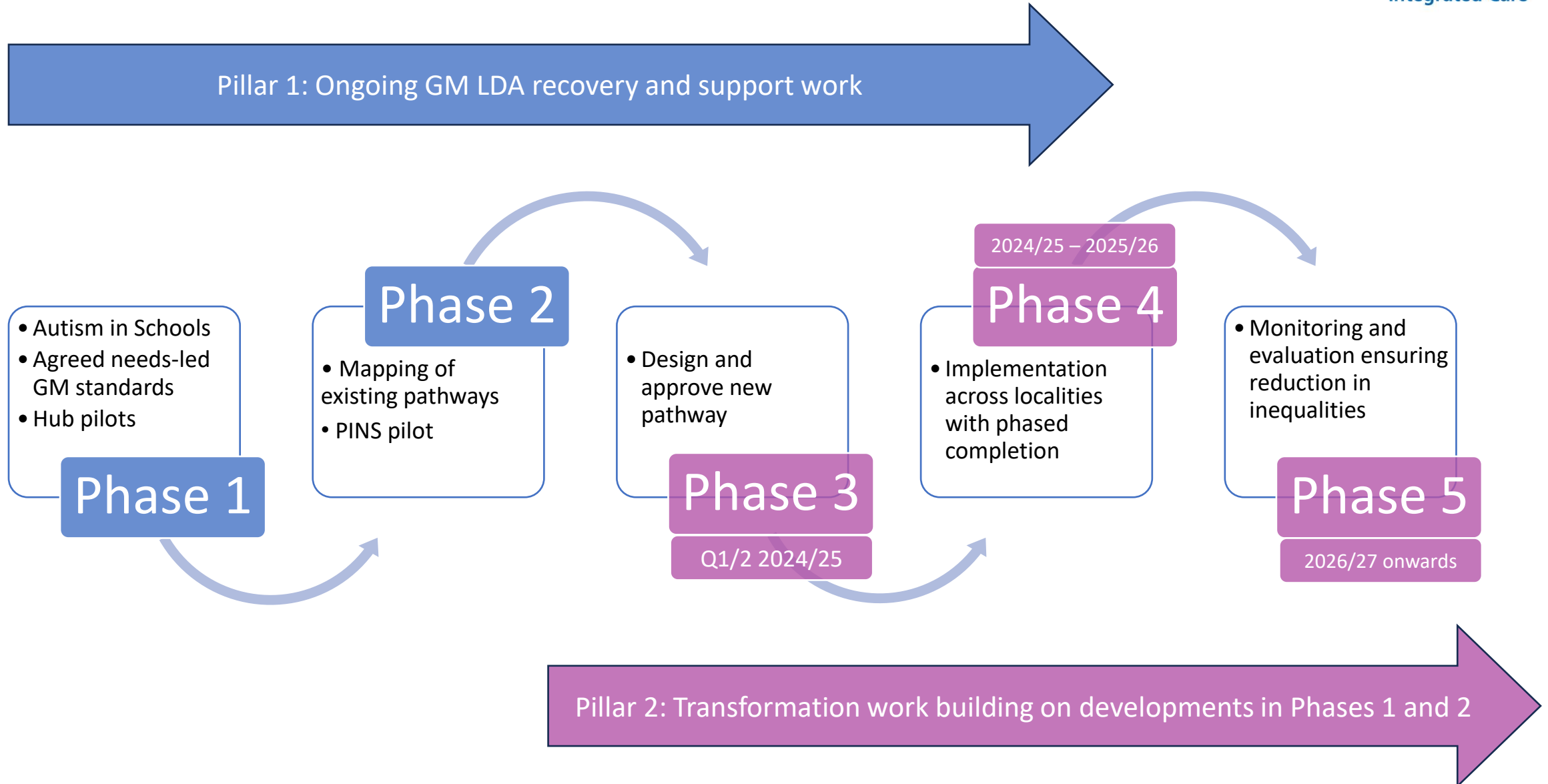
- Salford's ND Transformation work is now reported via the Salford SEND Partnership Board. In the past six months we have developed a comprehensive neurodevelopmental system action plan.
- A CAMHS audit of longest waiters for assessments has been instigated to assess the impacts on children and families who have been waiting for 78 weeks +. This is due to conclude in July 2024.
- A GM transformation programme has now been established following Salford's escalation and concern around the growing number of children awaiting so long for an assessment. This focuses on developing a new GM Neurodiversity Model of Care and Pathways (0 – 18 years) with a needs-led approach and a "Hub" in each locality – virtual or in person (or combination of both) to provide a single front door for all referrals/requests for support from parents, carers, young people, health/care professionals, education etc for assessment, signposting, MDT approach to diagnosis and personalised support. More information on the GM programme is included in the attached briefing and the timescales are set out on the next slide.
- In May 2024, there were 1252 children awaiting an ND assessment by CAMHS, 700 for ADHD and 552 Autism and there were 88 CYP who have been waiting 78+ weeks for a first appointment. The estimated wait for ND assessments in CAMHS was between 2-2.5 years. Comparatively, the waiting times for assessment within Community Paediatrics are less than 18 weeks, but these are typically for younger less complex cases and only currently for Autism, not ADHD.
- We expect significant changes in our Salford and GM approach to ND assessment and support to be agreed in the next year.



7) GM CYP
Neurodevelopmental



GM ND Transformation Programme Overview





Salford's Integrated Community Responsive Service (ICRS)



- 42nd street continues to provide a targeted mental health offer for young people in distress/crisis who are identified/referred by both Central and South Early Help locality teams, working alongside Early Help and Youth Services.
- ICRS delivers getting help, getting more help and risk support to children and young people, parents and carers.
- The Service also provides consultation and advice to professionals in Early Help Locality Hubs to build skills and knowledge for staff around MH and EHWP and work with Early Help & CAMHS to deliver training
- ICRS includes a Mind in Salford targeted welfare rights and debt advice service for young people and families where finance is causing mental distress.
- This year we have sourced additional GM funding to roll the ICR offer across all Salford Family Hubs over the next 12-18 months. The service is currently recruiting an additional MHP to work within the West Locality in 2024-25 and will roll out in South in 2025-26.
- For more information on service delivery and outcomes, please see Section 2:

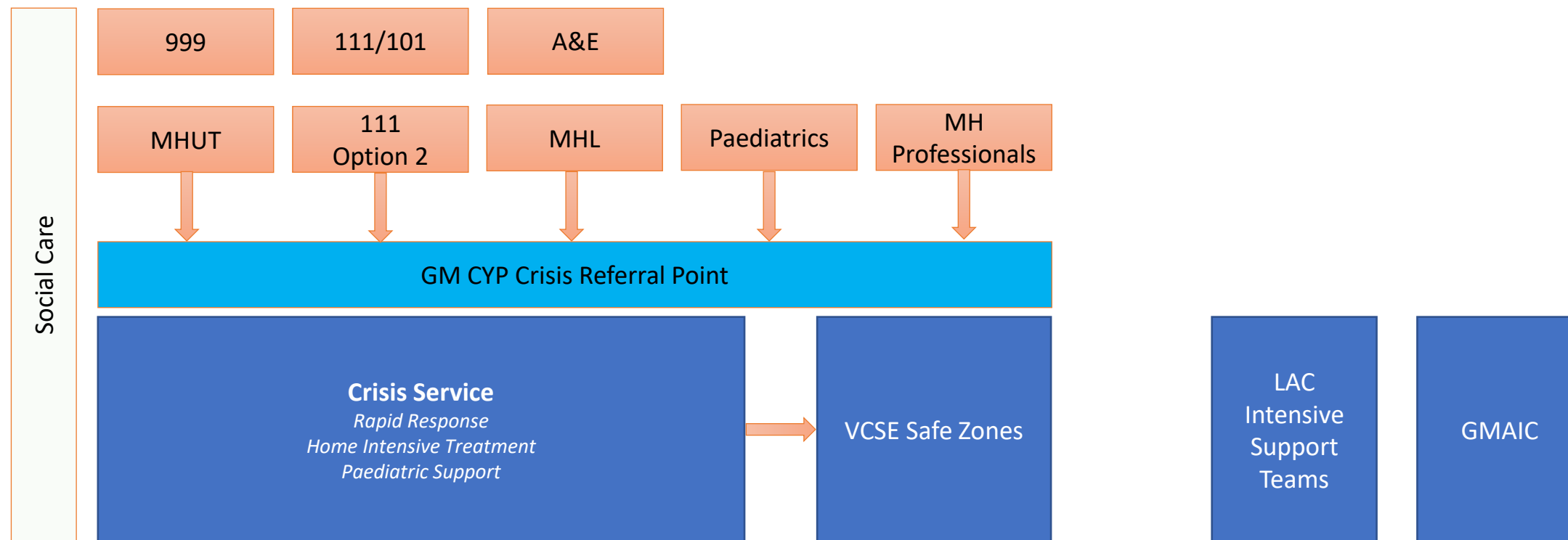
[Emotional Health Service Directory | Partners in Salford](#)



GM Children's Crisis Care Pathways



- The Children's crisis care pathways have continued to develop over the past year with integration of the various NHS delivered pathways being aligned under the umbrella of a single Crisis Care service for each CAMHS provider footprint. Salford's Crisis Care Service is delivered by MFT CAMHS.
- GMMH continue to provide All Age Mental Health Liaison in A&Es, which includes assessment and risk support, escalation to Tier 4 when needed, coordination and support for Multi-Agency Liaison meetings around individual cases of concern, usually working closely with CAMHS and Social Care.
- In 2023-24 GM ICB went out to tender for a New Day Time and Night time Safe Zone service to provide a VCSE community based alternative and stepdown offer in each of the ten localities. 5 providers were awarded contracts to start delivering the new model via a phased rollout between July – September 2024. 42nd street was successful in gaining the Safe Zones contract for Salford, Manchester and Trafford and will be co-located with the Youth Service and a number of other services in the Beacon Centre.
- GM are also working towards implementing a single CY Crisis Service consultation and advice line for professionals and opening up the NHS 111, Option 2 access to mental health advice and signposting from July 2024.
- See the latest iteration of the GM CY Crisis Care pathway model on the next slide.



NB: Merging of RRT, HIT and paediatric support pathways into a single crisis service is agreed in principle, pending staff consultation

Improved perinatal and parent infant mental health support



- The PPIMH squad continues to meet to collaborate across services supporting families in the perinatal period and to deliver the Best Start for Life objectives. This group has been working on further developing timely, appropriate and flexible access to support in the perinatal period to all families in Salford across the Thrive areas of need.
- The CAMHS PAIRS service has now been operational for 18 months (see Ambition 4 for more information) and works with the Specialist Perinatal Service and other adult mental health services to ensure joint clinical working and shared training.
- Continued delivery of workforce development and involvement from different services across the pathway e.g. Health visiting, PAIRS and Home Start, Dad's Matters, Specialist Perinatal Service, Best Start for Life, Midwifery and primary care.



AMBITION 4: Progress



AMBITION 4: Parental support and programmes for those who need it



Our Priorities for 2023-24 included:

- Early Help and development of a Salford Parenting Strategy, in partnership with parents in Salford (to include parent resilience, physical / mental and social health)
- Continued delivery of the adult 'Living Well' model, working towards closer integration with children's services to deliver a family approach
- Continuation of Home-start baby bond and support for dads through 'Dads Matter'
- Expansion of the Parent Infant Relationship Service (PAIRS) – see Performance, outcomes and service data (from slide 39)

A decorative vertical bar on the right side of the slide, composed of a series of small, colored squares in shades of pink, teal, red, green, purple, and brown, arranged in a repeating pattern.

Best Start for Life – Parent and Family Support

In the last year, the Salford Best Start for Life Programme has delivered improved support for parents and families:

- Rolling out Midwifery Clinics in each Family Hub and Satellite hub.
- Universal Group sessions in all of the hubs, satellites and some community buildings to support the Start for Life offer around pregnancy, birth and parenting.
- Integrated working with 0-19 service.
- Health Visitors soon to be giving all new parents a Family Hubs Starter pack at the 6-8 weeks home visit, to include a range of information inc. a hard copy of the Start for Life Offer and where to get information and support.
- Launch of My Best Life platform www.mybestlife.org.uk/Salford-Family-Hubs
- Soon to Launch Essential Parent App.
- Integrated working with Salford Gateways, Salford Community Leisure Libraries and the VCSE sector to ensure families get the right support at the right time – staff and volunteers are knowledgeable Family Hubs and can easily signpost families to a relevant service or online resource if needed.
- The introduction of a Peer Coordinator into Salford's Family Relationships Team has enhanced accessibility to universal parenting for Salford families, supporting parent volunteers to deliver peer to peer 0-2 years parenting programmes.

Family Hubs

SALFORD FAMILY HUBS

Salford Family Hubs are places in the local community where different organisations, including the community and voluntary sector, work together to offer a one stop shop for families with children aged 0-19 and up to 25 for children and young people with special educational needs and disabilities (SEND).

The four Family Hubs are spread across the city with some services being delivered from various satellite buildings and community venues. Services include, support for antenatal, postnatal, child health, targeted early help, relationships, parenting, SEND provision, perinatal parent infant mental health services (PPIMHS) and youth service provision.

The Hubs offer a warm and welcoming space where families can access information and support and have a say on what could be delivered.

My Best Life
Here you can find information on all of our Family Hub related activities and sessions, as well as a wide range of resources.

ANYA APP
The Anya app provides infant feeding and parenting support for parents with babies aged 0-3. The app is free for residents of Salford, download from the app store or google play.

FAMILY HUBS SOCIAL MEDIA
Keep up to date by following us on Facebook and Instagram @SalfordFamilyHubs

START FOR LIFE
Start for Life is the NHS website where you can find advice and guidance on how you can give your child the best start in life from pregnancy through to toddler years.

HEALTHY START CARD
If you have a child under 4 or are over 10 weeks pregnant, you may be entitled to get a healthy start card which has money to buy healthy food and milk.

SALFORD RELATIONSHIPS SERVICE
Our relationship service has lots of online courses, seminars and in person discussion groups to support with all aspects of parenting, please register on their portal.

FAMILY HUBS WEBSITE
Here you can find information on our Family Hubs, Early Help, 0-19 Service and other specialised support services.

HOME START INFANT FEEDING PEER SUPPORT
This peer support service is available to new and expectant parents in Salford, to help them make informed choices around feeding their baby.

We would love to have your feedback on Family Hubs and how we deliver services to families. You can access our Family Satisfaction Survey here:

You can find out more on all of these topics by visiting: www.mybestlife.org.uk/Salford-FamilyHubs

Or give us a call on: **0161 686 7229**

for more information, pop into your local Family Hub:

Central Family Hub Broughton Hub, 50 Rigby Street, Salford, M7 4BQ
North Family Hub Swinton Gateway, 100 Chorley Road, Swinton, M27 6SP
South Family Hub Irlam and Cadishead Academy, Station Road, Irlam, M44 5LH
West Family Hub Little Hulton Family Hub, Longshaw Drive, Little Hulton, Salford, M24 0BN

SALFORD FAMILY HUBS START FOR LIFE OFFER

We offer a range of services providing support, advice and guidance to help you have a healthy and happy baby during pregnancy, birth and parenthood.

Pregnancy

- Week by week guide to pregnancy
- Infant feeding information
- Healthy eating & exercise
- Vitamins & supplements
- Smoking & alcohol
- Morning sickness
- Advice for partners
- How to take care of your mental health during pregnancy
- Bonding with your bump

Baby

- Feeding your baby
- Safe sleeping
- Caring for your new-born
- Bonding with your baby
- Baby vitamins
- Tummy time and crawling
- Babies brain development
- Talking and singing to your baby
- Introducing your baby to solid foods (weaning)

Toddler

- How to help their speech and language
- Daily routine activities
- Vaccinations
- Health and development checks
- How to regulate their emotions
- Tips for everyday play
- Read and talk about books together

Relationships

- Learn positive parenting skills
- Better understand children's feelings
- Develop effective parent-child communication
- Build better, more resilient family relationships
- Support your child's physical, emotional and brain development

Information on how to access these services is printed overleaf

Home-Start Baby Bond and Dads Matter



Home-Start delivers targeted **weekly parent-infant mental health (PIMH) support in the home** to 30 Salford families per year who are experiencing poor parental health in the first two years of their children's lives. This work delivers measurable improvements in parental resilience, parenting skills, and nurturing and attachment in parents with mild-moderate mental health needs, thereby improving the wellbeing of the whole family and reducing the risk that the child's future mental and physical health will be affected by adverse childhood experiences. As a result of increased investment, Home-Start last year (1st Apr 23 to 31st Mar 24) supported 64 Salford families. One supported Mum said:, *"I was in a dark place when I started with Home-Start and I feel like the support from Home-Start and moving into our new house has allowed me to have a fresh start. I feel a lot more positive about my future"*

Home-Start takes active steps to engage with as wide a range of people as possible so that our volunteers reflect the diversity of our community: our existing home-visiting volunteer army can offer support in 11 different languages including Bengali, Punjabi, Hindi, Urdu, Arabic, Yoruba, Zambawa, Igbo, Shona, Portuguese and French.

We co-delivered/piloted, (with specialist health visitor and PAIRS team), **PIMH workforce training** in May 2023, based on the Home-Start PIMH training that we deliver to our Home-visiting volunteers. Since then, we have delivered 3 further sessions, in Dec 2023, Jan 2024, and April/May 2024 . The total attendees for all the sessions combined is 56, and their jobs roles include: Health Visitors and Student Health Visitors, Community Nursery nurses, staff nurses 0-19 team and immunisation team, clinical specialist from Pairs team, Family support workers Home-start, Salford Dad Matters coordinator, Salford Infant feeding Peer Support Team. We have 3 more training sessions booked for 2024, Jul, Sep, Nov.

For future courses we have invited Midwives and hope to open this out to the wider services in Salford e.g. Social workers Early help workers etc. Quotes from learners, *"PIMH information that was given & Shared helped me to feel confident to talk about mental health at visits and with Colleagues", "I found the information so valuable for my own practice and further support to provide to children and families", "Feel more confident in understanding the importance of parent-infant mental health"* . The evaluation of the training showed that participants scores had increased, (0 being not at all confident and 10 being very much so), when asked, How confident do you feel supporting MH in the perinatal period , went from an average of 4.5 to 8.5. How confident are you in Identifying perinatal MH needs and the impact on the parent-infant relationship went from an average of 5 to 9, and Understanding of what infants need to build strong and secure foundation for emotional well-being, went from an average of 6.5 to an average of 9.5.

Dad Matters service in Salford, last year (1st Apr 23 to 31st Mar 24) we managed to provided one to one support for 12 dads in the perinatal period, 391 Salford dads were reached through universal engagements which includes activities such as walk & talk groups, online groups + antenatal groups, attending Gateways, drop ins, clinics + other outreach opportunities to create awareness & opportunities to talk to Dads about their babies. We have engaged with over 500 professionals working in Salford , including delivering training about the importance of dads in the perinatal period and ways to support.



Home-Start Infant Feeding Peer Support



Currently funded for 2 years, from Jan 24 to Dec 25, HSSIFPS is a brand-new service, launched on 13th May 2024, set up to provide Infant Feeding Peer Support to new and expectant parents in Salford.

Originally it was hoped that the service would be universal, ie discharge info being provided to Home-Start so that all new parents could be contacted within a few days of giving birth. Due to ongoing IG challenges, beyond Home-Start's control, the service is instead currently based on a referral system, (professionals and self-referrals).

The delivery team comprises of 4 x IFPSWs (Infant Feeding Peer Support Workers) (paid staff) and 6 volunteers. All hold Unicef BFI accredited qualifications, the first cohort of volunteers recruited have been trained with NCT (formerly National Childbirth Trust), to become qualified Breastfeeding Peer Support Volunteers, 2nd cohort planned for Sept 2024.

The service offers one-to-one breastfeeding/chestfeeding/mixed feeding evidence-based support via telephone, online and home visits, and a breast pump loan offer, working in partnership with health professionals to provide a seamless pathway of care for parents through the perinatal period.

Alongside this, 4 x weekly Baby Feeding Drop-ins are run by HSSIFPS service, in the four Family Hubs.

To date (31/07/24) 63 parents have received support; from these supported parents: 87.5% (28 out of 32) have breastfed within the first 48hrs after giving birth; 100% (3 out of 3) babies are being breastfed 10-14 days old; 90% (10 out of 11) babies 6-8 weeks old are being breastfed.

Parents Feedback:

'.....[IFPSW] was there for me when the newborn phase was at its toughest and I felt lost with a thousand questions. I was helped with my baby's latch but also just generally checking in with me meant I felt supported and safe. It's a wonderful service'

'I phoned the feeding service in tears one morning after weeks of really struggling with my feeding journey. [IFPSW] sat on the phone with me for the best part of an hour listening, validating and supporting me. She then came to my house that afternoon to offer further support and sat with me for over an hour helping me feed. It made such a difference in my postpartum mental wellbeing having that experience and I'm really grateful for the help I got.'





AMBITION 5: Progress

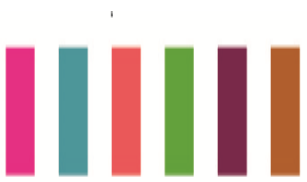


AMBITION 5: Transparency and accountability across the whole system



Our Priorities for 2023-24 included:

- Further development of Salford's Thrive programme to include system transformation, service re-design, improved pathways between services, more integrated working and co-location in neighbourhoods (involving commissioned mental health providers, early help and children's services, Youth Services, schools and GPs)
- Continue to use data & needs assessments and GM mental health dashboard to ensure intelligence led commissioning plans
- Consider the need for extended / more flexible services for young people aged 18-25, learning from Salford's community eating disorder services (also see Ambition 2)



Salford Thrive system transformation and service redesign

The Salford Thrive Partnership continues to meet bi-monthly to collaborate in the planning of the Salford Children's and Young People's Thrive (mental health) programme, to prioritise and focus services around key areas of service delivery and transformation and to share learning and best practice.

Between April 2023 – March 2024, the Thrive Partnership has collaborated around:

- Implementation of Silver Cloud for young people and parents across GM
- Drama in Schools workshops delivered by Odd Arts and The Resilience project
- Bee Well survey and engagement with 13 Salford High Schools
<https://gmbeewell.org/research/publications/>
- LGBTQ+ Youth Groups and support in Salford
- Salford Thrive and Family Hubs joint work
- Salford Thrive in Education work programme and expansion
- Salford Mental Health Liaison workshop
- Implementing the START Arts on prescription offer for young people
- 16-25 work including the young adults project and developing a Post 16 Thrive in Education offer
- Reviewing and downsizing the 42nd street core service in Salford, Manchester and Trafford
- Setting the priorities for 2024-25 Thrive Partnership
- GM i- thrive – continued delivery of the Thrive model of care and community of practice, Review of impacts since implementing Thrive (see slides below)
- Salford Employment and Skills strategy development & links with mental health services and Thrive partners
- Supporting the Single Point of Access (SPOA) and Bridge partnership project work
- Salford's involvement in the GM Bee Counted 'Young Inspectors' Programme which included inspection of Salford CAMHS
- MFT CAMHS demand and capacity review and modelling work – understanding pressures of ND demand
- Supporting the Healthwatch S.A.M project which engaged with children, families and practitioners about our mental health services



Overview of Healthwatch Salford S.A.M project

- Received feedback on young people's mental health services in 2022.
- Worked with commissioner to develop the project.
- Project launched in Autumn 2023 with young people playing a pivotal role.
- Ethnographic research – 9 interviews (3 with CYP, 3 with parent carers, 3 with staff).
- Report published in May 2024.

What did young people say?

I liked my counsellor coz they were queer and non-binary and I'm genderfluid and queer so it felt like they understood certain stuff.
(At 42nd Street)

I just thought they were like going to fix whatever was going on...and then it got to the point where it's too beyond fixing.

It confirmed to me that what I was feeling was true and I wasn't just like mad.

We owe...everything to them. They got me and took me in and then brought me back to being a human rather than...sitting in the house."

What did parent carers say?

We ripped away everything that our kids had ever known to suddenly doing something completely different, and then being expected to be thrown back in at the deep end.

The medication was the turning point...had we not had that...I'm not sure we would have been alive today. Things were that bad.

You are 10 days in no man's land...not knowing is she gonna do this again? What safeguarding do I need to put in place?

She went: "I'll send you the neurodiversity forms for you to fill in. They'll get thrown out though, because there's nowt wrong with her."

What did staff say?

I would say can you bear with us? We are really sorry, but the demand is so high...but I think you will get a good service when you get in.

We spend lots of our time going travelling to the wards advising staff how to manage them, how to keep them safe, how to de-escalate, how to use coping strategies.

I would probably do a lot of the things that the parents that I work with do...because I think they need to fight...because if they're not fighting for their young person, then who is?

Referrals were slowly growing...but it's skyrocketed because of all the challenges that young people had to face, and then going back into what's supposed to be back to normality.

Key themes

- The impact of the pandemic on CYP mental health.
- The impact of the environment/setting/consistency of Health Professional.
- The impact of rumours regarding waiting lists.
- The need for services to be flexible/have a holistic overview.
- The value of having peer support for CYP and parents.
- The lack of support in schools.
- The impact on parents – eg careers, and siblings.
- Teenage girls being able to mask neurodivergent traits in school.

Recommendations

| | |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Communication | Ensure clear communication on the criteria to access CYP mental health services. |
| Signposting | Improve signposting. |
| Peer support | Increase promotion/explore development of new peer support groups. |
| Training | Increase training for staff on hospital wards to support CYP who are/might be neurodivergent. |
| Parental support | Implement immediate support and counselling provisions for any parent whose CYP has attempted suicide. |
| Analysis | Conduct further analysis on neurodivergence amongst girls in school. |
| Traffic light system | Implement/improve traffic light system for referrals into CAMHS. |
| Participation group | Develop new projects for CAMHS participation group. |
| Analysis | Conduct further analysis of the cases where families were signposted from CAMHS to other support, and ended up back at CAMHS. |

Any questions?

A full copy of the Report can be found at:

- [Salford Adolescent Minds \(S.A.M\) Report | Healthwatch Salford](#)

Further information: **Ali Macleod, Engagement Officer**
Alison@healthwatchsalford.co.uk
07410 976545



AMBITION 6: Progress



AMBITION 6: Children and young people have a voice



Our Priorities for 2023-24 included:

- Review and update the CYP Voice and engagement plan and ensure that young people are involved in our Thrive work, to include peer research and work with 'excluded' groups
- Continue to deliver on the commitments to young people involved in the Seldom Heard events including improving access to services in venues that young people want to go to
- Continue to involve young people in shaping, designing and improving services
- Case studies and feedback from all our services and families



Children and young people's Voice and Engagement



- Salford young people's involvement in Bee Well, Bee Counted and Bee Heard
- Salford Family Voice – included briefing and consultation on the Bee Well findings and YP feedback to the 0-25 Board and Thrive partnership
- Healthwatch commissioned / set up the Salford Adolescent Minds 'S.A.M.' project to engage young, parents/carers and service practitioners in identifying the current and most important issues and areas for development in children's mental health services
- Continued delivery of the Salford LGBTQ+ youth groups, Tea and Toast parents group and a variety of service led participation and peer support groups across CAMHS and 42nd street
- Engaging young people via the Listening Hub – providing mental health information and updates



Odd Arts –drama workshops in schools



In 2023-24, Odd Arts continued their annual delivery of the interactive drama workshop targeted at Salford secondary schools. The dramas are revised annually and co-produced with young people based on their issues of concern and are supported by our commissioned services, such as 42nd Street and KOOTH. The programme engaged 17 schools / education settings across the city, including Barton Moss Secure Unit and a performance for The Castle Youth group. The project was delivered to a total of 1160 young people and 70 teachers.

The performance was welcomed back to the Beis Malka Belz Girls school, building on the partnership developed in 2019 and the culturally acceptable version of the play which was delivered to teaching staff.

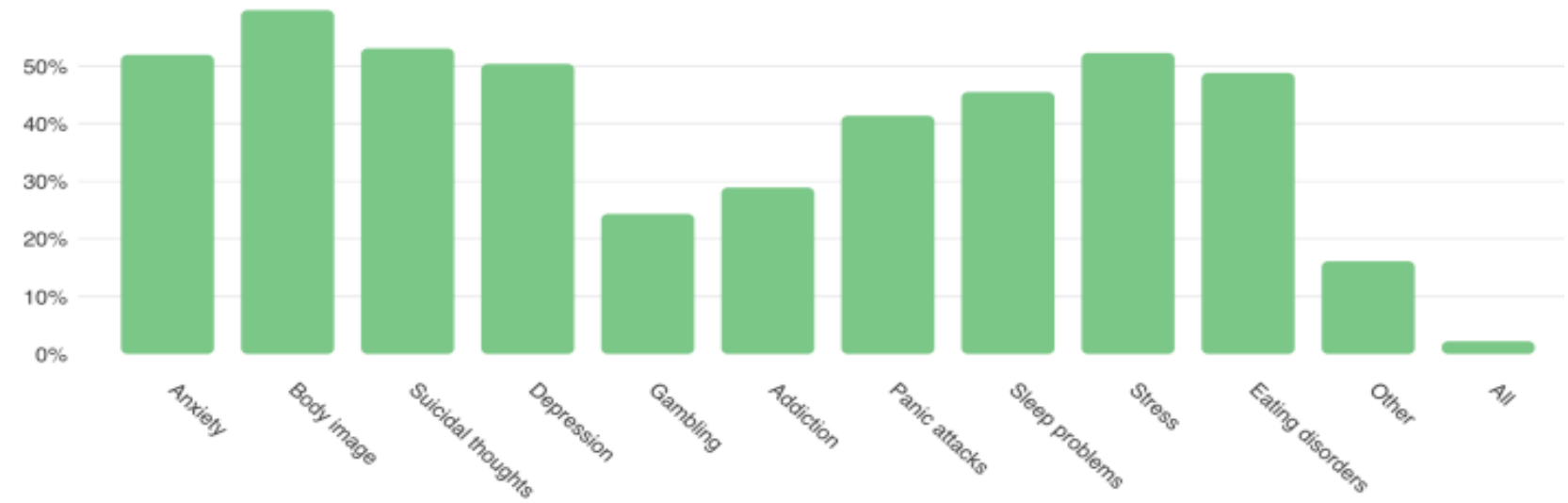
The 'forum theatre' aspect of the workshop worked really well, with young people volunteering to step in and try out solutions. Feedback for both school and students has been extremely positive, with young people, during the performance feeling safe to open-up about personal experiences about their own mental health experiences; with staff reporting that many of the pupils who usually found it difficult to engage, were able to interact and contribute to the workshop.



CYP Voice & Engagement – Example: Drama Workshops

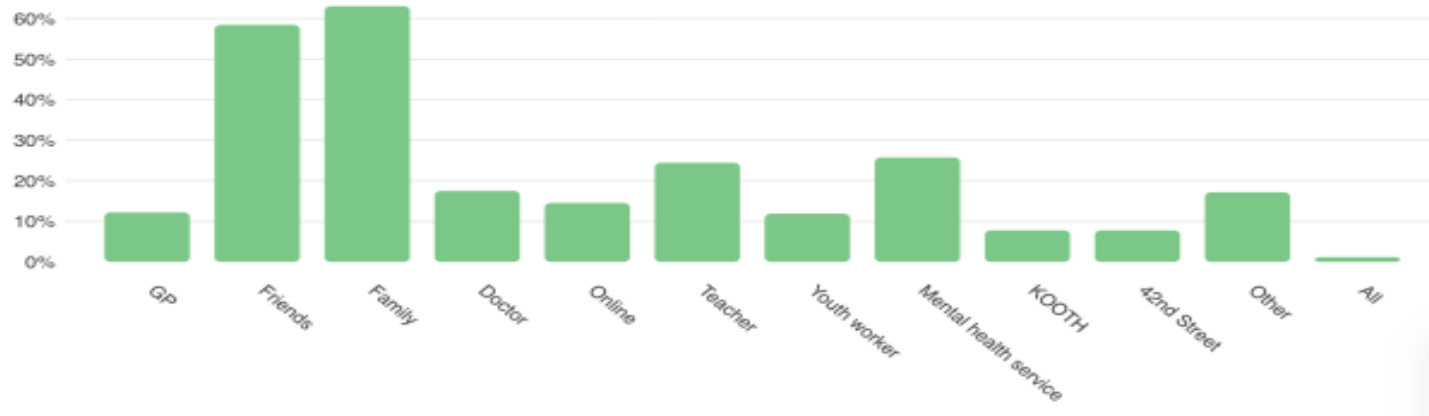
Youth engagement to identify mental health priorities and service delivery has always been essential to Integrated Commissioning. Since 2017, young people’s views have been gathered each year through a city-wide delivery of mental health drama workshop. The workshops explore the mental health challenges for young people as identified by the previous year’s evaluation data and the Integrated Commissioning partnership’s insights from service data and the #BeeWell data.

- In 2023, A Spiralling Mind workshop was delivered in 17 schools including PRU’s and secure accommodation to 2851 Year 9 students.
- Young people were asked which issues - apart from self-harm- they believed they needed more information about than they currently have? The most frequent response was ‘body image’ with over 60% of responses, followed by stress, anxiety and suicidal thoughts.



CYP Voice & Engagement – Example: Drama Workshops

Since 2017, there has been an increased ask for online support. We have also seen a significant increase in young people's knowledge of Salford's mental health support & by far the most frequent source of support for young people is 'friends or family'



Data demonstrates that the drama workshop itself promotes mental health resilience

- Following the drama workshop, students were asked, 'Do you know where to get MH support?' 88% responded 'yes'
- On a scale of 1-5, 'how would you rate your ability to support someone facing MH challenges?' Before the workshop, 72% respondents were 5/5 confident that they would know how to support someone facing mental health challenges. This rose to 81% after the workshop.
- On a scale of 1-5, 'how would you rate your understanding and awareness of MH?' Before workshop, 71% had 5/5 understanding and this rose to 90% of respondents after the workshop
- Following the workshop, 76% of respondents felt more able to talk about their own mental health



What is #BeeWell?

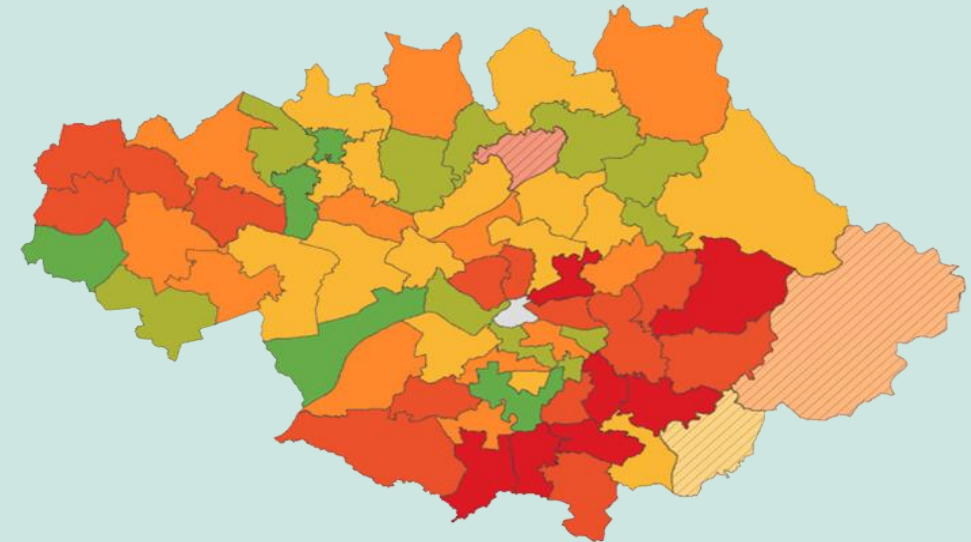
#BeeWell is a programme that annually surveys the wellbeing of pupils in Years 8 to 10 in secondary schools across Greater Manchester and will deliver positive change in all our communities as a result.

The programme is a collaboration between the Greater Manchester Combined Authority, University of Manchester, Anna Freud Centre for Children and Families and the Gregson Family Foundation.

The #BeeWell survey was co-created with 150 young people to ensure it feels relevant and meaningful to them. #BeeWell's Youth Steering Group helps to lead the programme and ensure it is youth-centred at all times.

#BeeWell's three main principles are to:

- Listen to young people's voices
- Act together for change
- Celebrate young people's wellbeing





What is #BeeWell?

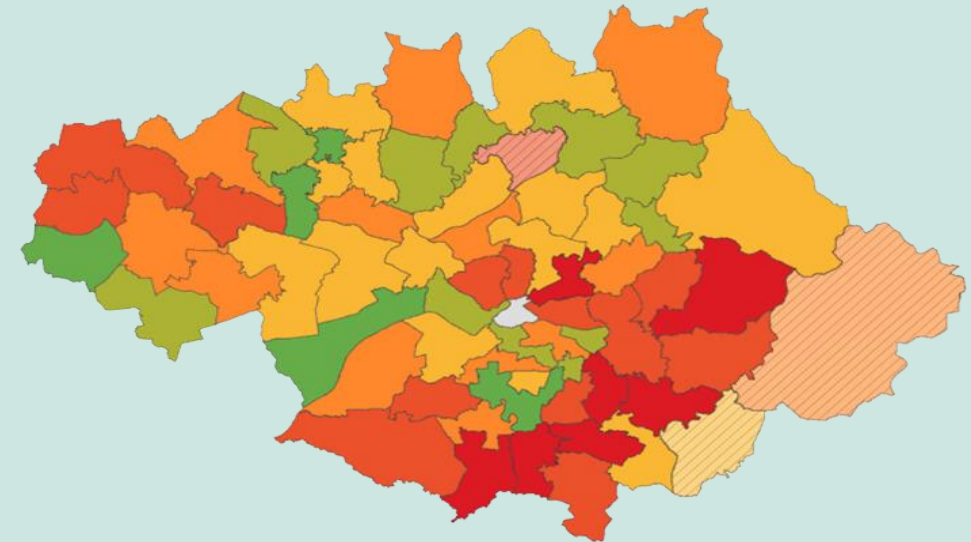
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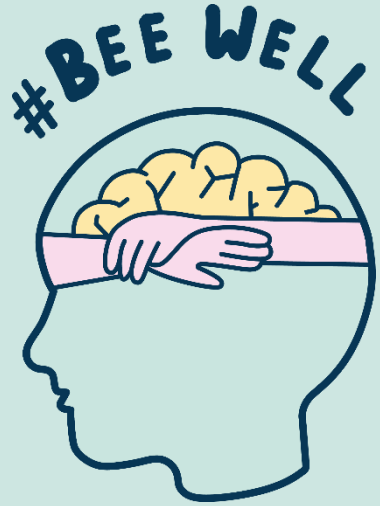
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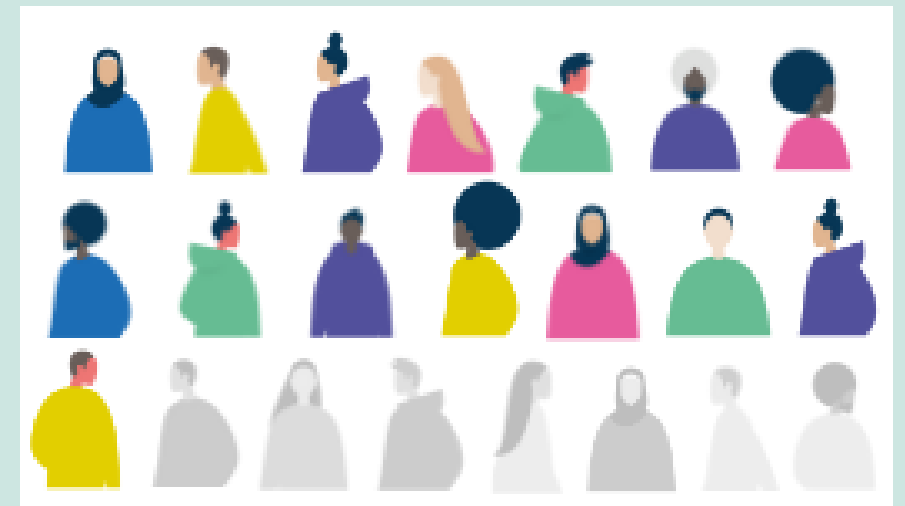
Good Places to Spend Free Time

There has been a **decline in young people reporting that they have good places to spend free time.**

In 2021, 75.5% of young people in Year 8 agreed or strongly agreed that they had good places to spend free time, compared to 67.6% of those young people when they were surveyed again in Year 9 in 2022.

For Salford, this is demonstrated in Eccles.

Around **15 young people in the average class of 22** Year 9 pupils who think that they have good places to spend their free time.





Physical Activity

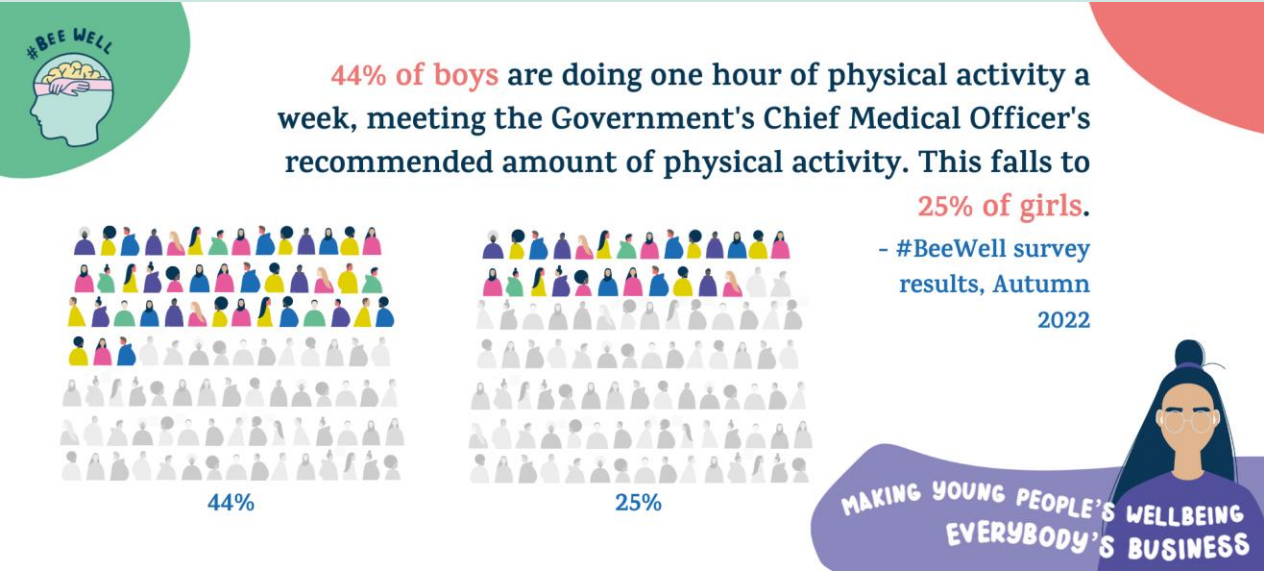
1 in 3 young people (34%) young people in GM meeting Chief Medical Officer guidance in 2022.

- YP in GM are somewhat less active than their peers across England
- There is a clear association between physical activity and wellbeing
- Increasing levels of physical activity makes sense from an economic perspective

Physical activity has decreased for girls across Salford (24.66% reaching CMO guidance, in line with GM average).

| | | | |
|---------|---------------------------|-------------|-------------|
| Salford | Broughton | 18.9% (20) | 81.1% (86) |
| Salford | Eccles and Irlam | 26.4% (106) | 73.6% (295) |
| Salford | Ordsall and Claremont | 28.3% (32) | 71.7% (81) |
| Salford | Swinton | 24.7% (42) | 75.3% (128) |
| Salford | Walkden and Little Hulton | 26.1% (104) | 73.9% (295) |

| | | | |
|---------|---------------------------|-------------|-------------|
| Salford | Broughton | 51.8% (44) | 48.2% (41) |
| Salford | Eccles and Irlam | 46.6% (203) | 53.4% (233) |
| Salford | Ordsall and Claremont | 42.5% (54) | 57.5% (73) |
| Salford | Swinton | 40.4% (91) | 59.6% (134) |
| Salford | Walkden and Little Hulton | 45.2% (156) | 54.8% (189) |

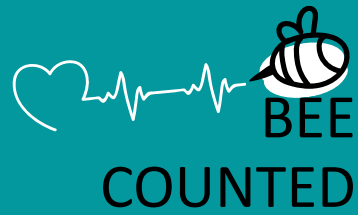


Bee Counted



- Bee Counted is an inspection process where young people inspect health services across Greater Manchester, with the aim of ensuring health services are responsive to the needs of young people by listening to their views and acting on them. This is based on the Greater Manchester Youth Agreement
- The Inspectors use the commitments set out in the GM Youth Agreement to ask a series of questions to services, and from these responses they create a report of findings and recommendations. The purpose of this work is to improve health services across Greater Manchester, and hopefully see how services put their recommendations into actions should they be reinspected in the future.

Since April 2023, our young inspectors have:



COMPLETED 10 INSPECTION
REPORTS, WHICH HAVE BEEN
SHARED WITH SERVICES



THREE INSPECTORS PRESENTED AT
GREATER MANCHESTER CHILDREN'S
BOARD IN NOVEMBER

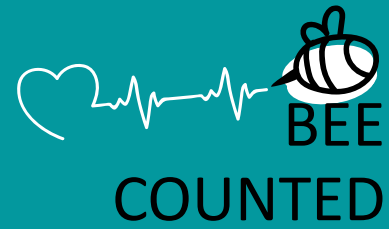


WORKED WITH MENTAL HEALTH
AND PHYSICAL HEALTH SERVICES



COLLECTIVELY VOLUNTEERED OVER 30
HOURS TO COMPLETING INSPECTIONS
AND REPORTS

Salford CAMHS



- Salford CAMHS was inspected in September 2023 by the Bee Counted team.
- The inspectors noted great practice from the service in their report
- Recommendations from this inspection:
 - Putting together a group to deal specifically with negative complaints
 - Training staff on working with SEND patients
 - Making information more accessible and easier to understand to non-English speaking patients
 - Consider having a social media presence

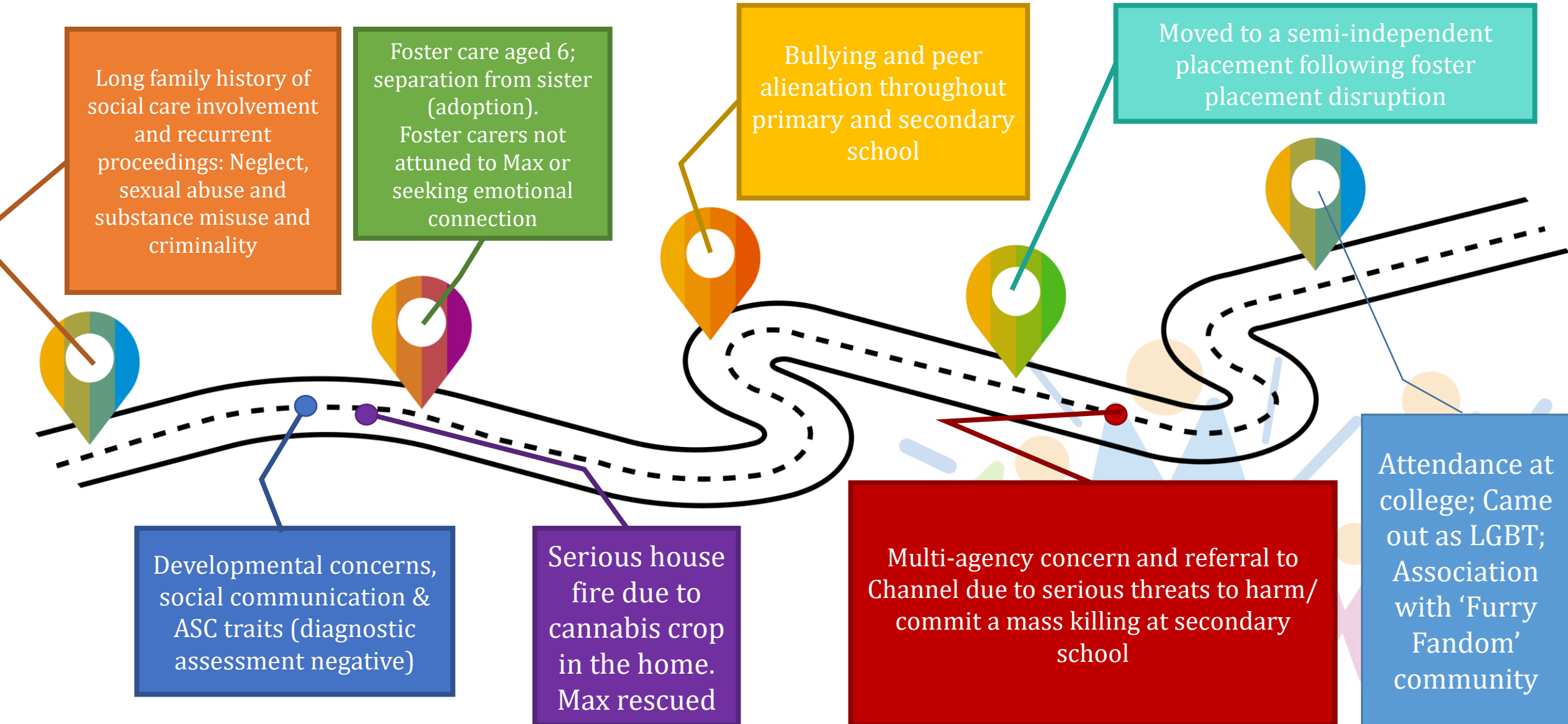
Case Study 1: CAMHS for Cared for Children (Starlac)



Case Study: “Max” (17) – (1) Case History



Manchester University
NHS Foundation Trust





Case Study: “Max” (17) – (2) Service Involvement



Manchester University
NHS Foundation Trust

Previous episodes of CAMHS and Starlac involvement: Two years of intensive psychotherapy and ASC assessment

Clinical assessment: Multi-agency network liaison, CAMHS casefile review, and direct assessment appointments

Psychological formulation developed and shared with the network clarifying risks of harm to self and others in the context of developmental trauma and neurodiversity

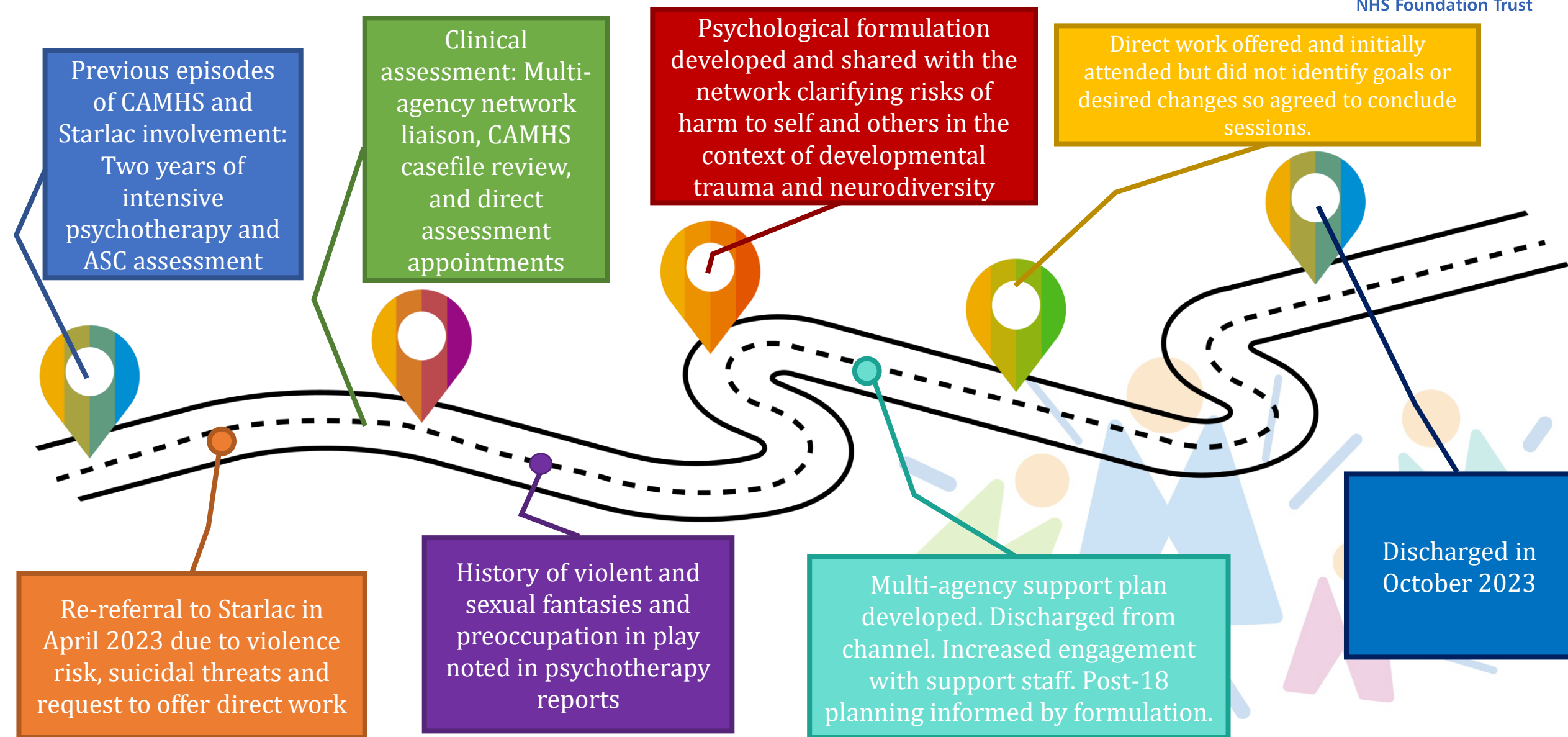
Direct work offered and initially attended but did not identify goals or desired changes so agreed to conclude sessions.

Re-referral to Starlac in April 2023 due to violence risk, suicidal threats and request to offer direct work

History of violent and sexual fantasies and preoccupation in play noted in psychotherapy reports

Multi-agency support plan developed. Discharged from channel. Increased engagement with support staff. Post-18 planning informed by formulation.

Discharged in October 2023





Case Study: “Max” (17) – (3) Psychological Formulation

Salford City Council

Psychological Formulation

“Max”

DOB: [REDACTED]

NHS No: [REDACTED]

Historical Factors

- Family history of recurrent care proceedings for both parents: neglect, failure to protect and sexualised behaviour.
- Neglect: Developmental trauma
- Foster care at 8 months, then rehabilitation
- Family cannabis cultivation & serious house fire; foster care again at 6 years old
- Separation from sister (adoption)
- Bullying and peer alienation
- Developmental concerns: verbal skills and understanding but low average IQ; poor emotional regulation, impulse control, conscience development and social communication difficulties; self-care and enuresis/encopresis into middle childhood
- Longstanding preoccupation with violent and sexualised themes/ fantasies centred on powerful and violent or vulnerable victim roles
- Emotionally unresponsive: blocked trust and fear of intersubjectivity; ?ASC traits (assessed and not consistent with diagnosis)
- Two years’ intensive psychotherapy: capacity for cooperation, alliance and support

Emotional Shame Memories

Subjected to:

- Neglect
- Volatile and unpredictable home life
- Changes in caregiver and moves in early years

Self as...

Fragile
Vulnerable
Bad
Disgusting
Unlovable

Others as...

Untrustworthy
Unpredictable
Powerful
Aggressive
Dangerous

Key Fears

External

People will harm me
People will reject me

Internal

I’m shameful
I’m bad/horrible
I’m unlovable
I’m weak/ powerless

Safety Behaviours

External

Seek means of feeling powerful and in control in relationships:

1. Express violent fantasies as threats of harm to others e.g. “mass killing” to maintain a sense of powerfulness and distance from perceived persecutors
 2. Provocative threats of harm to self (without suicidal intent) to invite anxiety/ care from others
- Superficial projection of narcissistic and grandiose persona to defend against shame/ internal sense of badness and inadequacy.
 - Seeking acceptance in idealised but marginal social community with ‘alter-ego’ (Furry Fandom); or online relationships with artificial sense of safety; channel sexual fantasies into this community

Internal

Perpetual violent fantasies reinforcing defence of powerfulness over vulnerability

Unintended Consequences

External

I have become increasingly socially unusual/ conspicuous
Others misinterpret me and see me as a risk: become intrusive or fearful
Others don’t understand/ know me...
... So I can’t trust them or perceive them as persecutory
... They reject or avoid me, leaving me alone and feeling unsafe

Internal

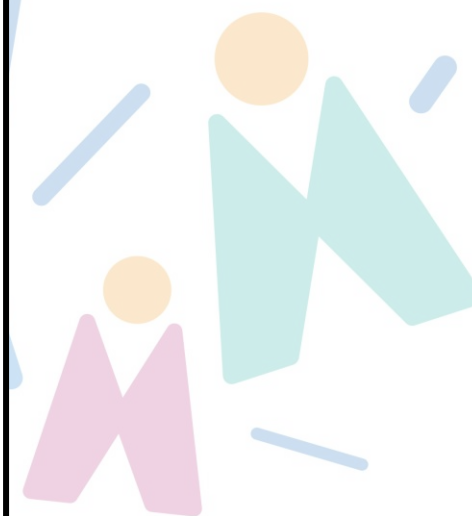
Feel more vulnerable and alienated
Become more dissociated/lost in own internal world and fantasies

Self-to-Self Relating

Self-critical voice:
I really am bad/ unacceptable

Placement & Support Recommendations:

- Recognition of the function of threats of harm to self and others in addition to seeking appropriate risk management support (use of the ‘thinking network’ to offer a trauma-informed rather than reactive response)
- Use of trauma-informed engagement methods to address blocked trust/fear of intersubjectivity, e.g. P.A.C.E. and connection before correction.
- Recognition of his vulnerability and hidden needs for continued support in contrast to expressed needs for complete autonomy and independence
- Focus on key relationship(s) which represent opportunity for cooperation and support



42ND
STREET

ICR Case Study

Known as: Eve
Gender: Female
Age: 15

Ethnicity: Other Mixed Background

Pronouns: She/Her
Sexuality: Heterosexual
Disability: NA
Referrer: Salford Early Help

Background

- Eve's **family fled** from Syria to Lebanon and then to UK 6 years ago
- Eve experienced **physical and mental abuse from her father** and **witnessed domestic abuse toward her mother**.
- Family got restraining order against dad, moved to refuge and relocated after 10 months, with frequent moves leading to **instability in education**

Known Support

- **Current Early Help** for mum in person, with a translator due to language barrier
- Eve **Previously accessed MH support** from school counsellor 10 months ago and a CAMHS appointment following suicide attempt and A&E presentation

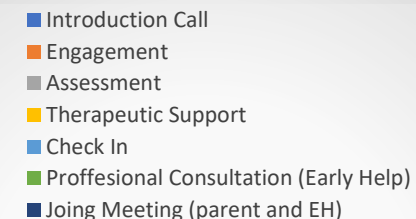
Presenting Issues

- **Generalised anxiety, panic attacks and low-mood**
- Difficulty managing and expressing emotions
- **Previous suicide attempt** in August 2023
- Recent self-harm as a coping mechanism to manage difficult thoughts and previous experiences.
- **Difficulties with communicating with Mum** as mum shared personal information with other family members.

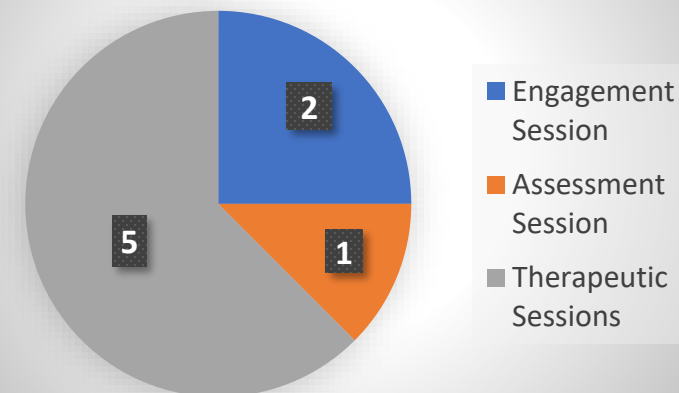
What Eve wants

Someone to discuss her thoughts, feelings and previous experiences with. Eve wanted a space to work on regulating her emotion

Overview of Support



Intervention



Intervention

Person centred, strength-based and creative approaches with additional **check-ins** during support
Risk assessment and safety planning completed.

EMOTIONAL WELL-BEING:

Normalised and **validated** emotional responses to encourage **exploration** of thoughts & feelings in an **empowering safe space** that encouraged Eve to **recognise** and **praise achievements**.

SELF-HARM:

Focus on **undoing guilt**, **identifying triggers**, **physiological symptoms**, building on **coping strategies** and **emotional regulation**, including a **safety / regulation box**.

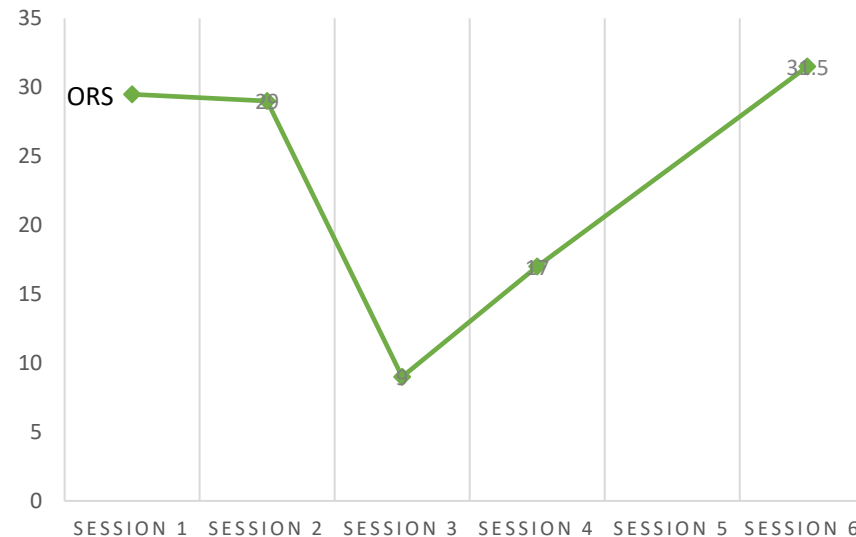
PSYCHOEDUCATION:

Explored the implications of received **online threats** and **advice** and **support** around online safety.

COLLABORATION:

Mum had a strong relationship with Early Help worker.
42nd Stret collaborated with Early Help worker, **giving MH advice** to pass to mum, **explaining increased risks** around self-harm and **advocating** for Eve's needs in relationship with mum.

Outcomes



- Trusting relationship established with worker.
- Eve became **more open** about her mental health and to **discussions around self-harm and safety planning**.
- Eve reported positive impact on relationship with mum. Mum had better understanding of Eve's wishes, being more consistent in her support and respecting her boundaries
- Eve had a **more confident and positive outlook** in managing emotions.
- Eve **connected with the safety box** and used it to self-regulate.

Ending

- Support extended due to increased risks in self-harm
- Planned positive ending to address anxieties to ending support.
- **Onward referral** to school counsellor.
- **Re-referral** pathway explained

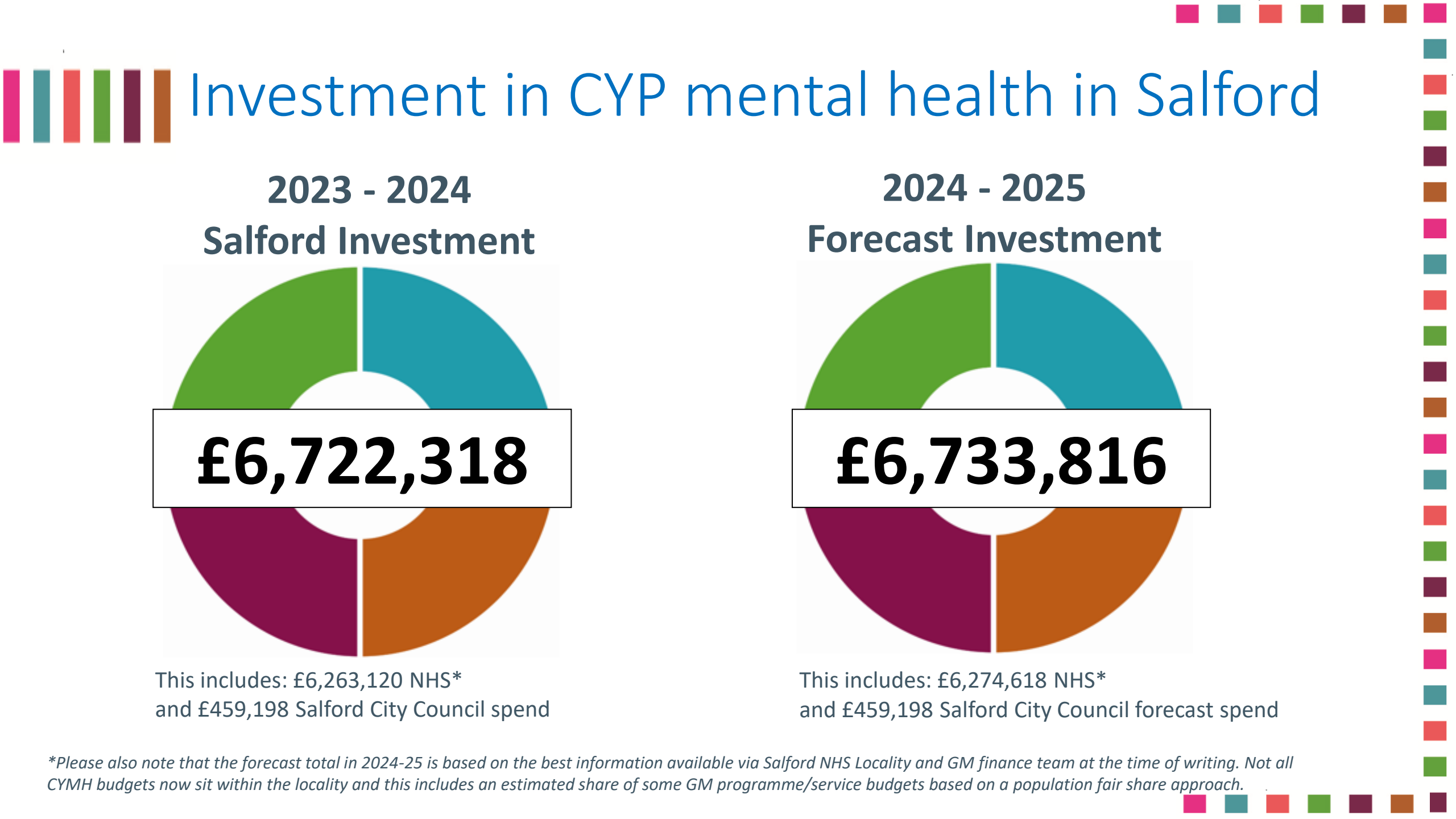
Feedback

"My relationship with my mum has got better"
Eve

"It was helpful to talk"
Eve

"Eve got a lot out of the sessions, she has not self harmed since sessions ended and has been using the safety box you created with her. The intervention gave a great safe space for Eve to talk through her emotions and gave her strategies to use herself to reduce and prevent self-harm."

Early Help Practitioner (2 months after support ended)





Performance, Outcomes & Service Data

This section includes information on Salford's performance against National CYP mental health KPIs and a service delivery summary slide for each of the following commissioned services that provide support for Salford CYP:

1. Targeted CAMHS services
2. Core CAMHS
3. All Age Liaison
4. Bereavement and Complex Care Counselling
5. Thrive in Education (MHST)
6. Homestart and Dad Matters
7. Integrated Community Response Service
8. 42nd street
9. KOOTH
10. Salford Parent and Infant Relationship Service (PAIRS)
11. Children's Community Eating Disorder Service
12. Pure Insights Care Leaver service





Improving Access to Treatment in Salford

Nationally, Improving access to CYP mental health treatment is measured as follows:

i) MHS69: The cumulative number of children and young people, regardless of when their referral started, receiving at least two contacts (including indirect contacts) and where their first contact occurs before their 18th birthday

- Salford 2023-24 Performance was **70.8%** based on the 2004 prevalence denominator (or **84.1%** based on 2017 prevalence) compared to a GM average of 70.1% (or 75.3%) respectively. Last year we achieved 63.1% by end of March 2024, so this means we improved our performance by 7.7 percentage points compared to last year.

ii) MHS95: The number of CYP aged under 18 supported through NHS funded mental health with at least one contact (12 month rolling period)

- Latest Mar-24 data shows **4905 CYP** aged under 18 supported through NHS funded mental health with at least one contact (12 month rolling)

Salford remains consistently within the top 3-4 performing localities in GM for the number / percentage of children's accessing treatment

(Source: MHSDS NHS Digital)



2023-24 MHSDS CYP
Access 2 contacts_Put

National CYP MH waiting times standards



Referral To Treatment (RRT) times for Children's Eating Disorder Services

National targets are that 95% of CYP referred to both urgent and routine appointments wait no longer than:

- Indicator 1: The proportion of CYP with ED (urgent cases) that wait 1 week or less from referral to start of NICE-approved treatment
- Indicator 2: The proportion of CYP with ED (routine cases) that wait 4 weeks or less from referral to start of NICE-approved treatment

Salford Performance

Until 2003/24 Salford had always achieved 100% against both targets and along with Manchester remains highest performing in GM.

In 2023-24 there were **116 new referrals (of which 98 (84%) were accepted)**. The number of cases receiving treatment under the National RTT were as follows:

- **Routine = 45/47 referrals were seen within 4 weeks (96%).** The average waited weeks to first appointment was 2.0 weeks
- **Urgent = 5/6 referrals were seen within 1 week (86%).** The average wait to first appointment for urgent referrals was 1.7 days



National CYP MH waiting times standards

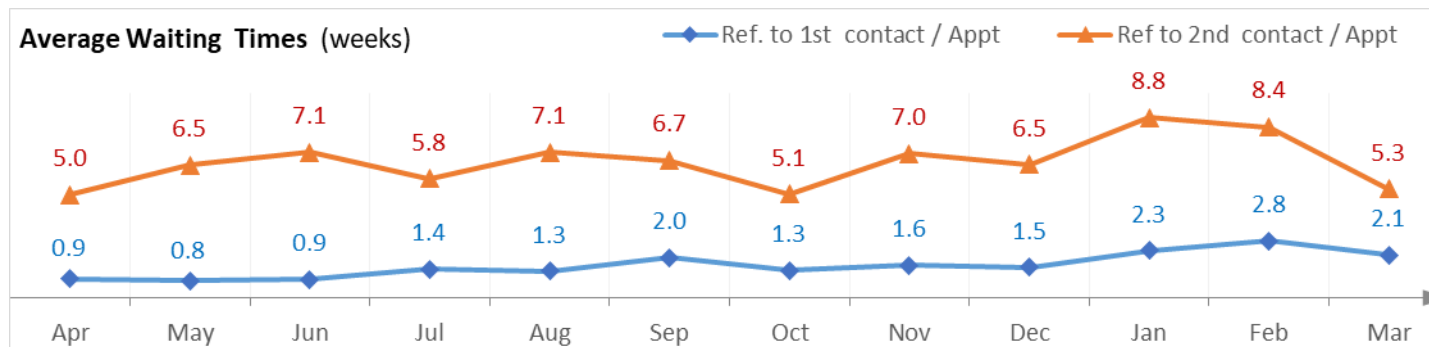


Referral to treatment times (RTT) are measured by waited weeks from referral to first mental health appointment, to second appointment and from second to third appointment for all NHS funded CAMHS services

Table 1 – MFT CAMHS Referral to Treatment Times- RTT (waited weeks) – Q4 Jan- March 2024

| Waiting Times / RTT (<i>Referral to Treatment</i>) | Q4 | YTD avg |
|------------------------------------------------------|-----|---------|
| Average Ref. to 1st contact / Appt (6 wks target) | 2.4 | 1.6 |
| Average Ref to 2nd contact / Appt (12 wks target) | 7.4 | 6.6 |
| Average 2nd to 3rd contact/Appt (6 wk target) | 5.4 | 4.2 |

Salford CAMHS currently has the second shortest waits from referral to first mental health appointment in GM, and the shortest waits to second appointment and from second to third appointment



Salford Thrive CYP mental health commissioned services



CAMHS – core & targeted

Core, CEDS, Emerge, CFC/Starlac, R29, YJS, SPOC/SPOA & Crisis Services, NEW in 23/24): Parent Infant Relationship Service (PAIRS) and S-Thrive pilot

ICRS

42nd street, Mind – welfare & debt advice, eTherapy, consultation
Embedded within Early Help Family Hubs

Thrive in Education (MHST)

CAMHS IReach, 42nd street, Place 2 Be, Educational Psychology Service
In 53 schools currently

Gaddum

Bereavement & Complex Care Counselling

All Age MH Liaison

In PANDA and all GM A&Es

42nd Street

1-2-1 Psycho-Social Support & Counselling including online support and access to group work

Homestart & Dad Matters

Early Help MH support for parents with babies/under 2s

Pure Insight

Mentoring support for cared for & care leaver young people

Odd Arts

Annual CYP Voice & Participation through Drama Workshops for all Year 9s

KOOTH / Qwell

Digital & Online resources, counselling and Groups

SilverCloud

E-therapy and digital resources for CYP, Adults and Parents

Please see [The Thrive Directory](#) For more information on our services

GM Crisis Care Pathway and Tier 4

CAMHS demand and waits

Across the full year, Salford CAMHS (all core & targeted services) received 4,483 referrals of which 3831 were accepted (88%). The total attended contacts across all services was 29,770. There were 2,364 Duty contacts and 449 clinical consultations. The total number of distinct patients across the full year was 4,073.

Waiting Times – CYP Seen within Target

There were **1632** Cases having **First Contact**, of these;

- **1328** were seen within 4 weeks (**82%**)
- **1611** were seen within 12 weeks (**99%**)

There were **945** Cases having **Second Contact**, of these;

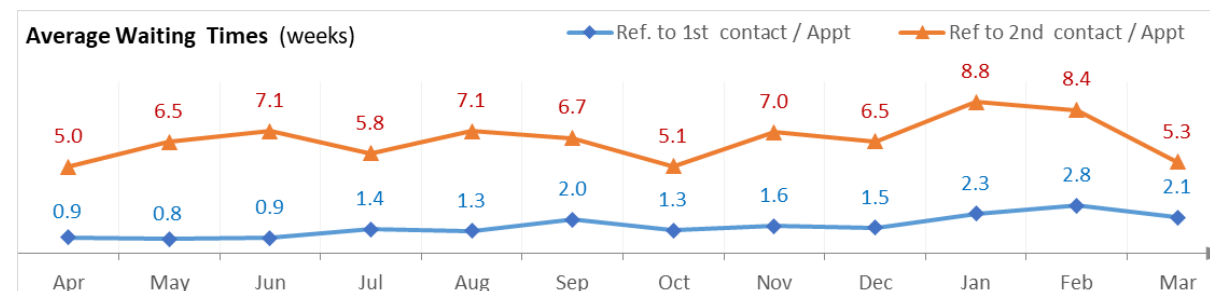
- **743** were seen within 12 weeks (**79%**)
- **839** were seen within 18 weeks (**89%**)

There were **750** Cases having **Third Contact**, of these;

- **587** were seen within 6 weeks (of Second Contact) (**78%**)

Waiting Time RTT (Referral to Treatment)

- Average Referral to **First Contact** time was **1.9** Weeks
- Average Referral to **Second Contact** time was **8.6** Weeks
- Average Referral to **Third Contact** time was **5.7** Weeks

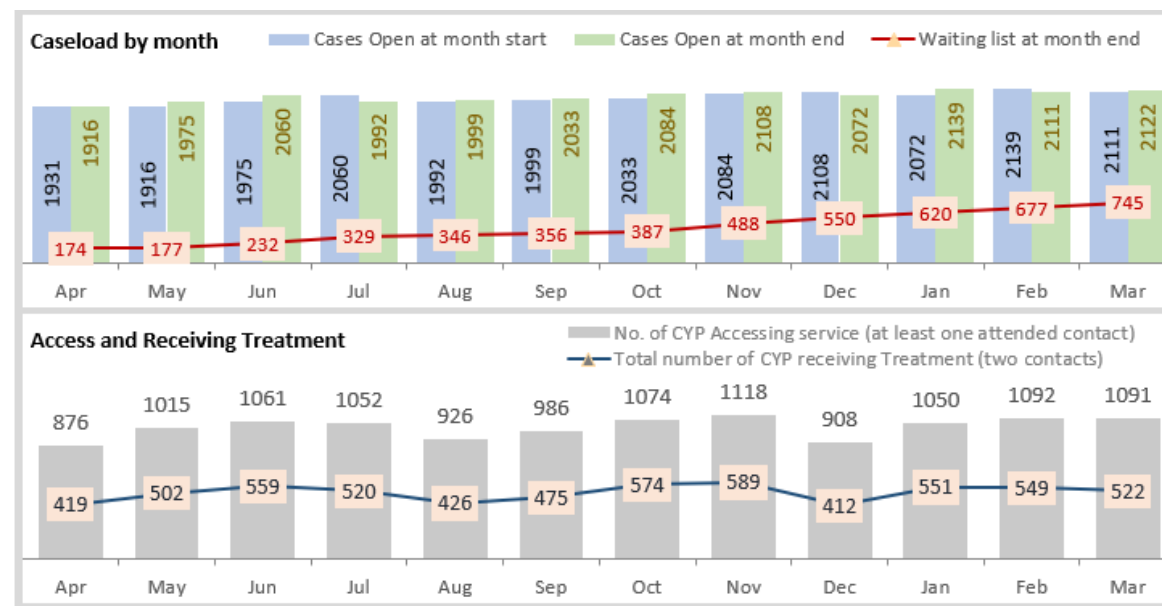
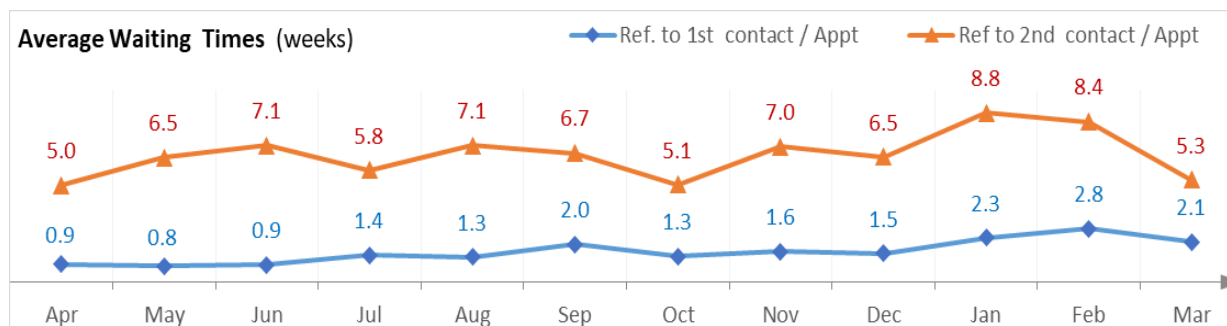
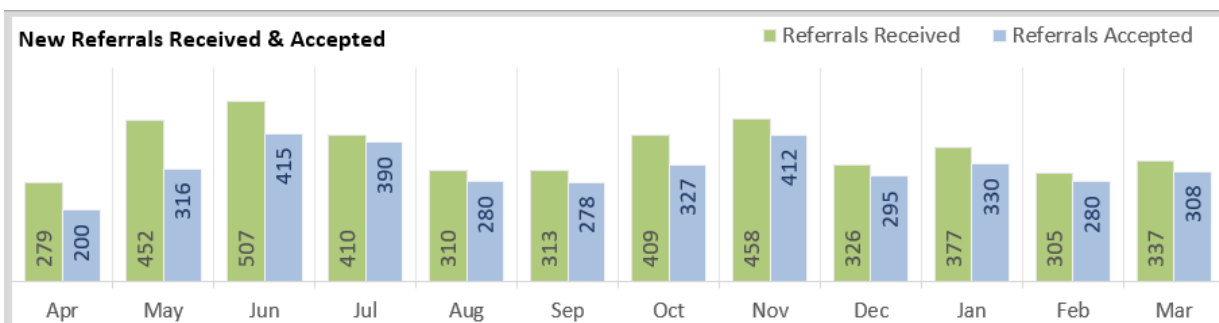


CAMHS demand and waits



Manchester University
NHS Foundation Trust

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Community Eating Disorder Services

Salford CEDS Performance Quarter 4 Jan – March 24. Total referrals (% within target)

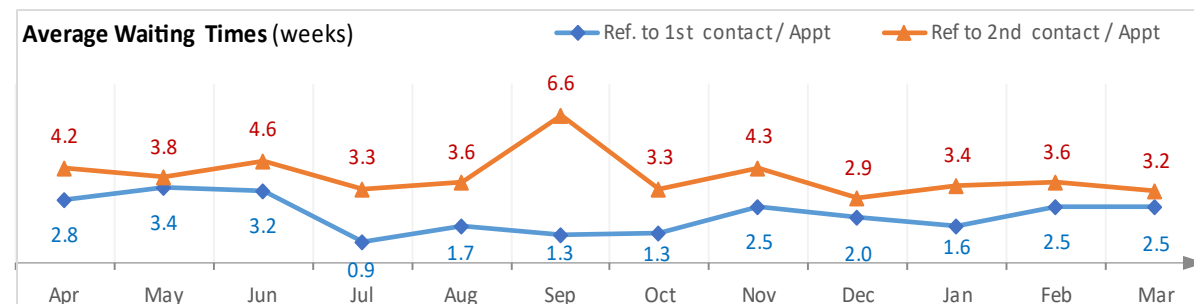
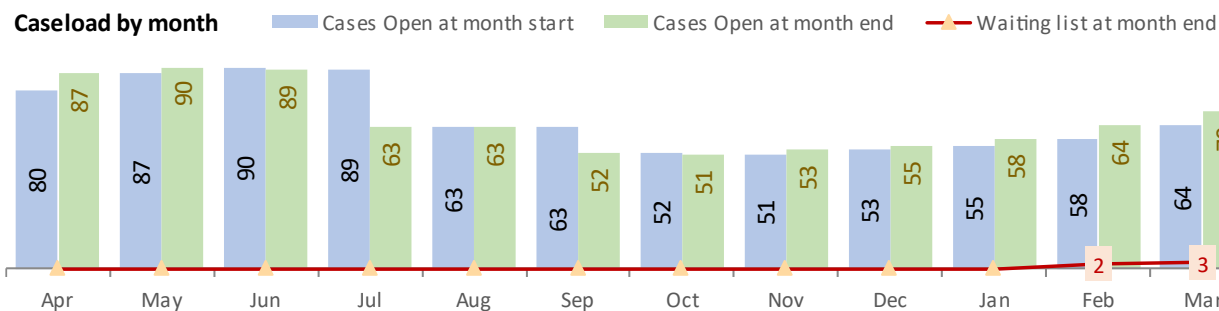
There were 42 new referrals in Q4 of which 37 (88%) were accepted. Of the 37 cases accepted:

- **33/37 were Routine**
- **4/37 were Urgent/Serious**

The number of cases receiving treatment under the National RTT were as follows:

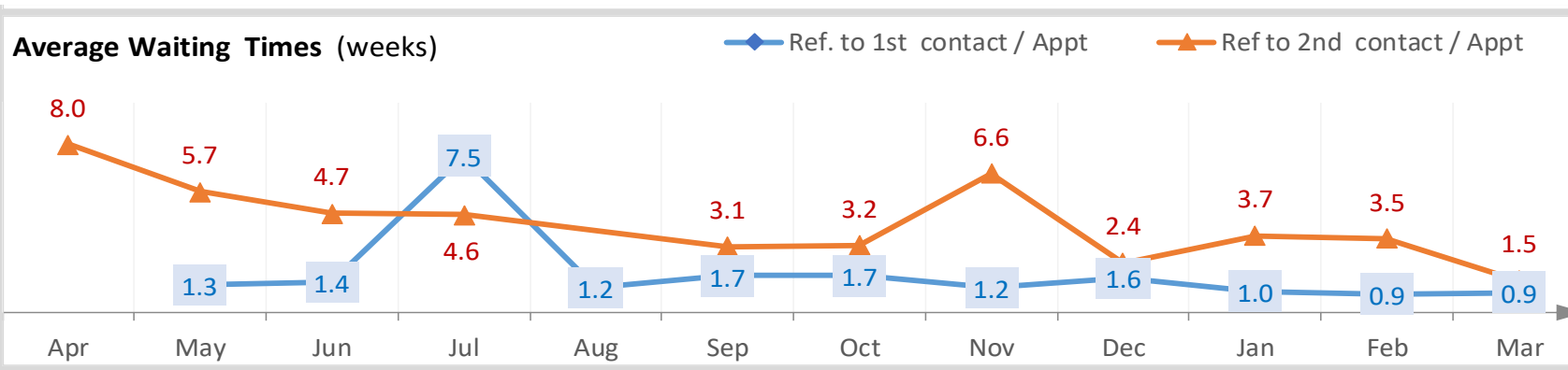
- **11/12 of Routine referrals were seen within 4 weeks (92%).** The average waited weeks to first appointment was 2.6 weeks
- **2/3 of Urgent/Serious referrals were seen within 7 days (75%).** The average wait to first appointment for urgent referrals was 2.5 days

There were **a total of 58 young people that received at least one contact in Q4** and there were **70 open cases** at the end of the Quarter, up from the 55 reported in December / Q3.



Salford Parent Infant Relationship Service (PAIRS)

- The Service lead left on Maternity leave in March but an interim lead is already in post.
- Over the full year April 23 – March 24 the service supported 61 individual patients (parents) and 62 infants.
- There were 273 attended contacts and 28 clinical consultations
- The primary reasons for referral (97%) are relationship difficulties and attachment difficulties
- Referral to Treatment (average waiting) times are well within NHS/GM standards as shown below



Voice of mum

"I wanted to thank you for your support at our baby bonding classes. I learnt a lot from it and also helped me get out of the flat and meet you and the group. Baby is doing well, he's more aware now and I can do all the things we practiced!"



Targeted CAMHS



Emerge

- There were 296 New Referrals, of which 292 were accepted (99%)
- There were 1449 Attended Direct Contacts
- At the end of 2023/24 there were 197 open cases
- 99% of all cases having First Contact were seen within the first 4 weeks, rising to 100% in the first 12 weeks (Average Wait Time of 0.4 Weeks)
- 75% of all cases having Second Contact were seen within the first 12 weeks, rising to 99% in the first 18 weeks (Average Wait Time of 7.1 Weeks)
- 77% of cases having Third Contact were seen within 6 weeks from Second Contact (Average Wait Time of 4.6 Weeks)

YJS

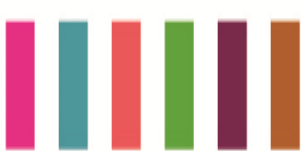
- There were 43 New Referrals, of which 40 were accepted (93%)
- At the end of 2023/24 there were 14 Open Cases
- There were 46 New Attended Sessions and 118 Follow Up Sessions, for a total 164 Sessions attended
- 97% of all cases having First Contact were seen within the first 4 weeks, rising to 100% in the first 12 weeks (Average Wait Time of 0.7 Weeks)
- 86% of all cases having Second Contact were seen within the first 12 weeks, rising to 100% in the first 18 weeks (Average Wait Time of 5 Weeks)
- 75% of cases having Third Contact were seen within 6 weeks from Second Contact (Average Wait Time of 4.8 Weeks)

Route 29

- 16 New Referrals were made, with a 100% acceptance rate
- There were 307 Attended Contacts
- 100% of cases having First Contact were seen within the first 4 weeks (Average Wait Time of 0.4 Weeks)
- 92% of case having Second Contact were seen in 12 weeks, rising to 100% by 18 weeks (Average Wait Time of 2.2 Weeks)
- 89% of case having Third Contact were seen with 6 weeks of Second Contact (Average Wait Time of 2.7 Weeks)

Cared For Children (Starlac)

- There were 148 New Referrals, of which 112 were accepted (76%)
- There were 400 new attended contacts and 1404 Follow up attended, 1804 attended contacts in total
- Of these, 1163 were Direct Attended Contacts
- At the end of 2023/2024 there were 50 Open cases
- 86% of cases having First Contact were seen within the first 4 weeks, and 98% within the first 12 weeks (Average Wait Time of 1.4 Weeks)
- 92% of case having Second Contact were seen in 12 weeks, rising to 99% by 18 weeks (Average Wait Time of 3.1 Weeks)
- 88% of case having Third Contact were seen with 6 weeks of Second Contact (Average Wait Time of 2.9 Weeks)



Integrated Community Response Service: 42nd Street, Mind in Salford, Self-Help Services

Embedded in Early Help Locality Hubs

- Service received 226 referrals (61 from Salford) with 79% Of YP in Salford being from 30% of most deprived areas
- The majority of young people referred to the ICR service in Q4 and throughout 23/24 are White young people, aged 13-15 who identify as female.
- Of those young people disengaged during Q4 62% had two or more outcomes scores.
- Of those disengaged with 2 or more outcomes scores 75% had increased / improved scores, whilst 1% remained the same.
- During the whole of 23/24 of those young people who had 2 or more scores 79.5% of showed improved scores / outcomes.
- During 23/24:
 - 49% of young people referred reported self-harming.
 - 47% of young people referred reported experiencing suicidal thoughts.
 - 22.5% of young people referred reported having previously made an attempt.

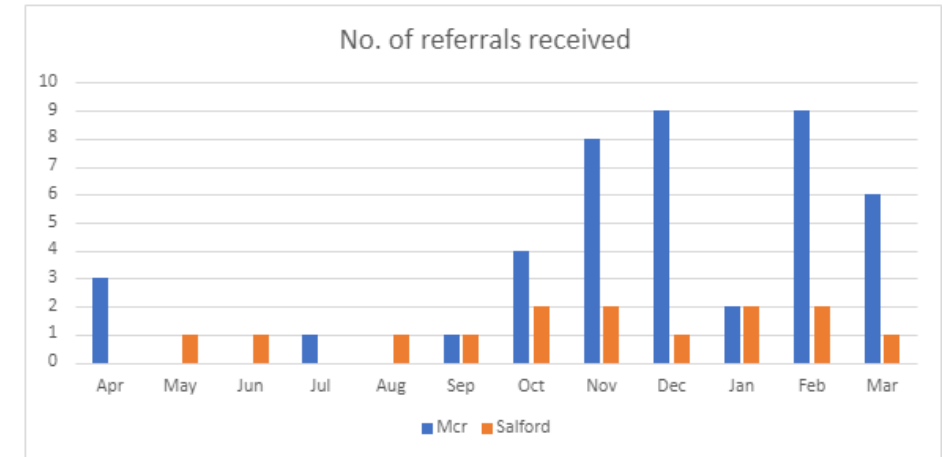
"I enjoyed the session and feel a lot better now."

"You have helped me with my confidence"



Integrated Community Response Service: 42nd Street, Mind in Salford, Self-Help Services

- Self-Help Services:
 - 14 referrals received
 - 75 eTherapy treatment sessions attended
 - 28 YP attended pre-engagement sessions
 - 11 YP attended assessments
 - 8 clients successfully completed treatment
- Mind in Salford:
 - Financial gains of
 - £126,024.10 for annual awards
 - £42,199.34 for backdated amounts
 - £4,924.33 of debt written off
 - £8,169.22 of debt managed
 - 77 families supported



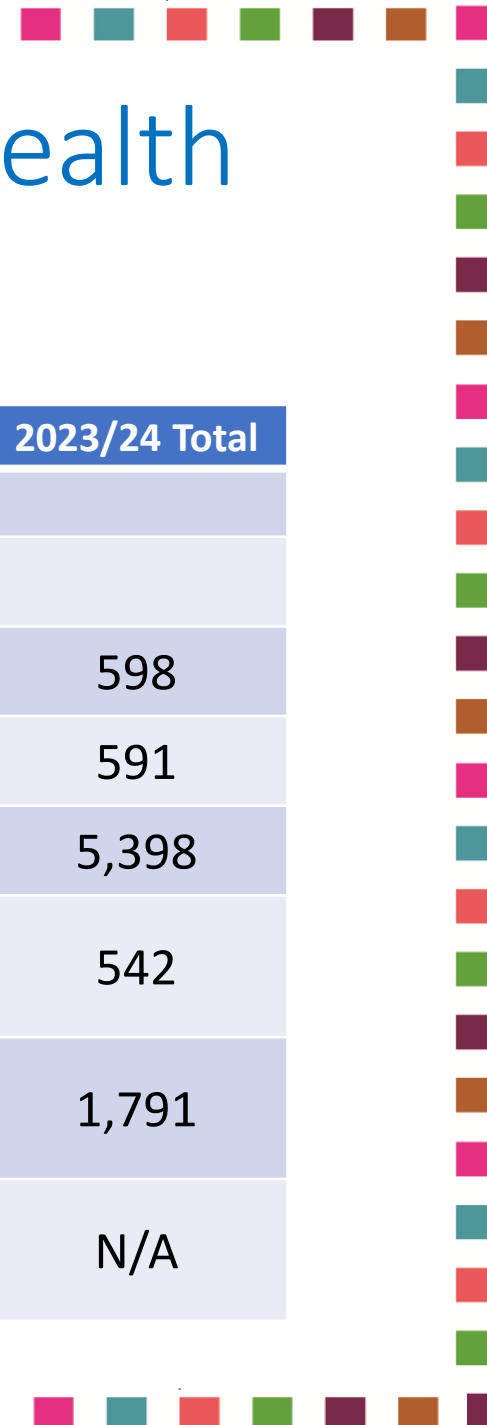
Client thanked us for assisting with the DLA review for her son as she was feeling overwhelmed with this and the award returned the same which she was pleased with. Also for referral to our advocacy service for support to access services for herself.

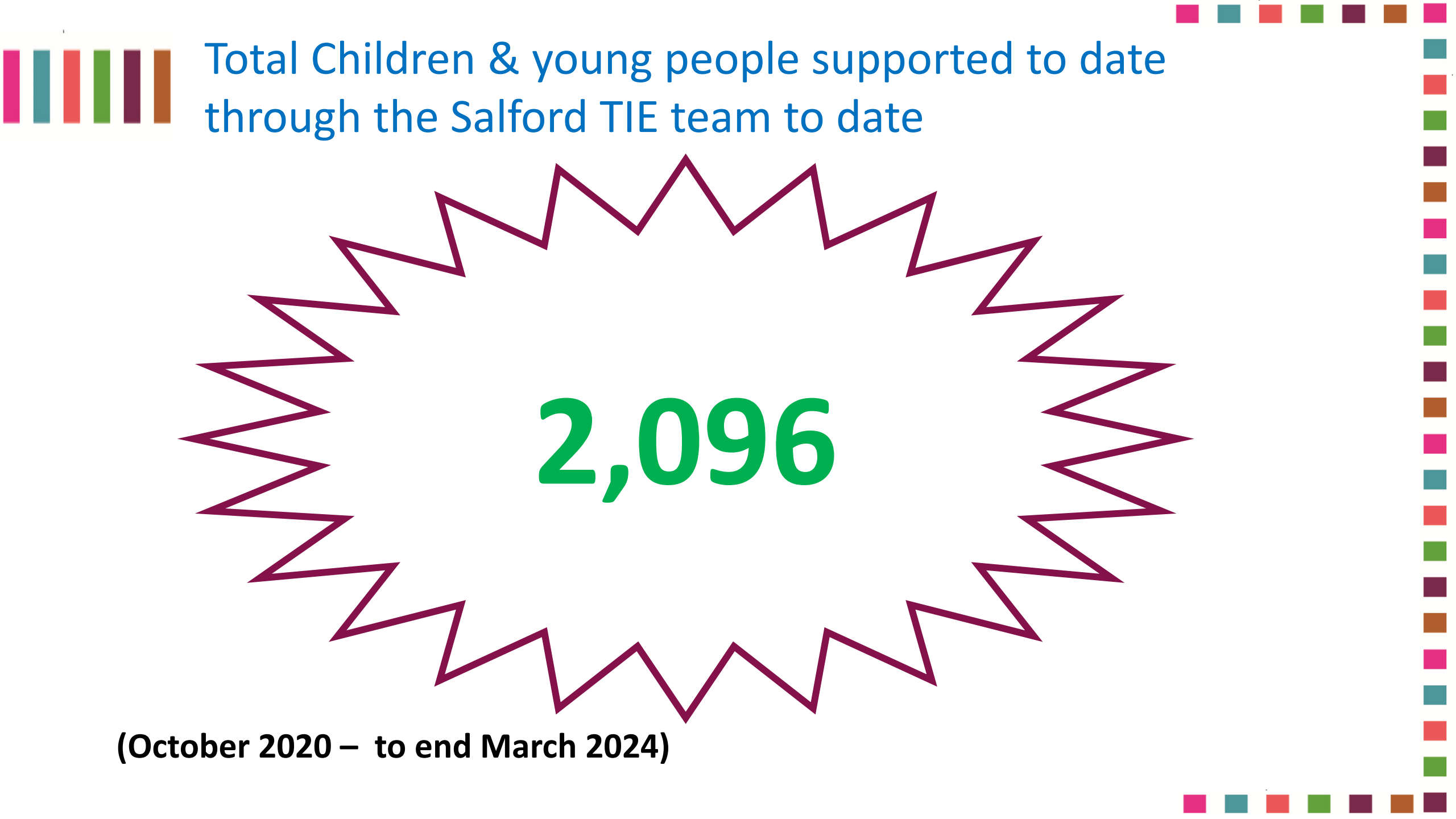


Salford Thrive in Education Mental Health Support Team

| Salford: | MFT i-Reach | 42'nd Street | Place2Be | TOTAL Q4 | 2023/24 Total |
|--------------------------------------------------------------------------------|------------------|--------------|----------------|--------------|---------------|
| Q4 2023/24 | | | | | |
| Referrals | | | | | |
| Total number of referrals received: | 129 | 17 | 22 | 168 | 598 |
| Total number of referrals accepted: | 129 | 17 | 22 | 168 | 591 |
| Total attended contacts | 1089 | 307 | 294 | 1,690 | 5,398 |
| Number of closed cases: (closed cases with at least 1 attended contact) | 105 | 22 | 12 | 139 | 542 |
| Number of YP being supported by MHST: count of people with an open referral | 199 (YTD 498) | 46 | 52 (YTD 98) | 297 (YTD) | 1,791 |
| No. of YP being supported by MHST since Oct-2020 to Date (31/03/2024) | 1411 | 404 | 281 | N/A | N/A |

**NB 1 contact = National measure for CYPMH access*

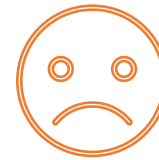






Gaddum - Bereavement and Complex Care Therapy

- The Service received 118 referrals for children and young people between April 2023 to March 2024. 43 of these were for children aged 5-10 years and 75 were for children aged 11-18 years.
- 129 CYP were on the waiting list during 2023/2024. The longest waiting time was 10 months during Q2.
- 55 Initial Assessments were completed during 23/24 with all families apart from 1 who were referred into the service as the family declined.
- 733 therapy sessions were booked with CYP during 23/24 with 594 of these being completed in person. The highest attendance rate was in Q4 at 95.1%
- 53 CYP completed their therapy during 23/24. A total of 676 sessions were delivered with an attendance rate above 92.5%



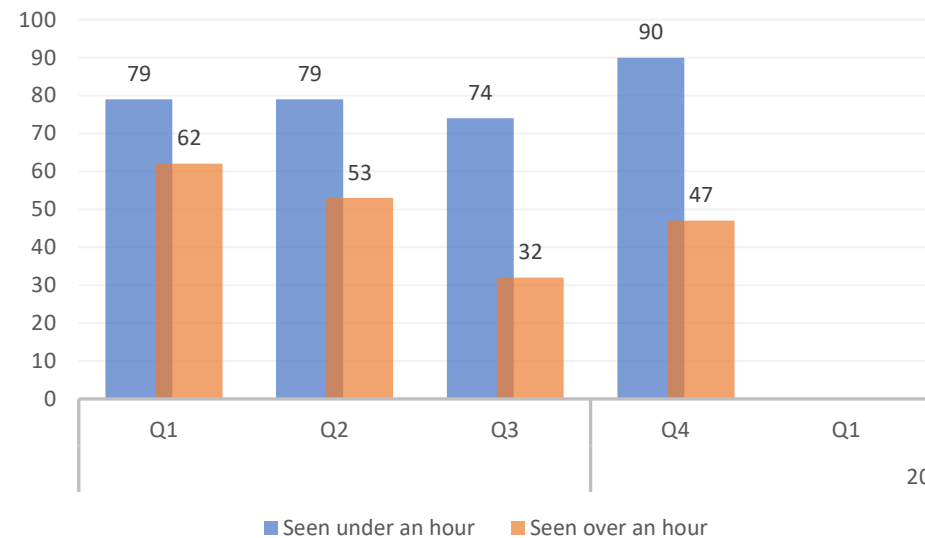
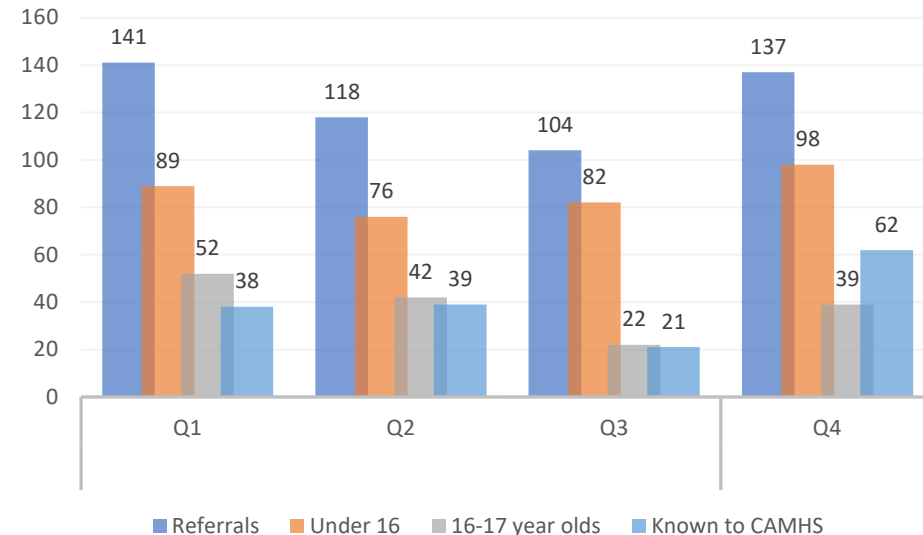
- 22 CYP were happy with the support they received which was important to them
- 23 CYP were happy that their therapist listened and treated them fairly.
- 18 CYP strongly agreed their therapist helped them to understand their worries.
- 18 CYP were happy with the sessions and family and friends noticed a difference such as:
 1. More confidence
 2. Happier and less moody
 3. Not getting as angry
- 20 parents completed feedback after the CYP sessions ended and 17 were happy and felt the therapists listened to their children.
- 15 parents felt the therapy sessions helped their children to understand their worries





All Age Liaison

- The service received 500 CAMHS referrals for CYP between April 2023 to March 2024
- 345 (69%) of the referrals received were for under 16 year olds and 155 (31%) referrals for 16-17 year olds
- 8 CYP sent to A&E for a Psychiatric admission
- 8 referrals were received for a Tier 4 setting with 6 of these resulting in an admission
- 160 CYP were already known to the CAMHS service
- 322 CYP who presented at A&E were seen within the hour and 194 were seen over an hour after arrival.
- 429 of the referrals received were for Salford residents with 73 for CYP out of the area
- The main 3 reasons for referral were suicidal thoughts, intentional overdose and deliberate self-harm
- 13 CYP were discussed at a MALM meeting
- 295 CYP were referred to CAMHS to contact within 7 days which was the outcome following their assessments. This data is until December 23.



42nd street

- The service received 323 referrals in 2023/24
- The total number of unique young people accessing support was 136
- Average waiting times for 2023/24 were 8 weeks from ref to assessment, 87 weeks from ref to Psycho-social and 74 weeks from ref to counselling
- In Q4 (23/24) 73% of YP had improved by two or more measures and 33% had improved by five or more and crossed clinical cut off point.
- YP satisfaction with service is 92%
- In Salford 65% of young people showed a positive change in their core scores from reduction through to recovery.
- This quarter has seen an increase in young people from different ethnicities being referred in via the schools offer

WAITING TIMES (AVERAGE) VS NEW REFERRALS



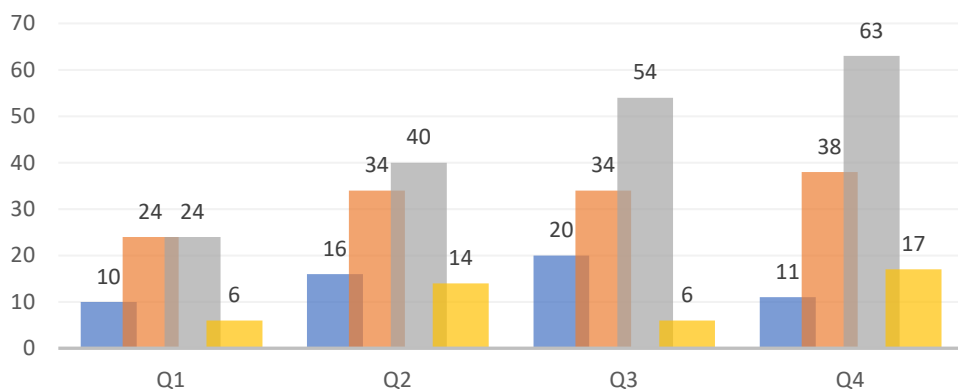
42ND STREET

"I am extremely likely to recommend support from 42nd Street to family or friends."

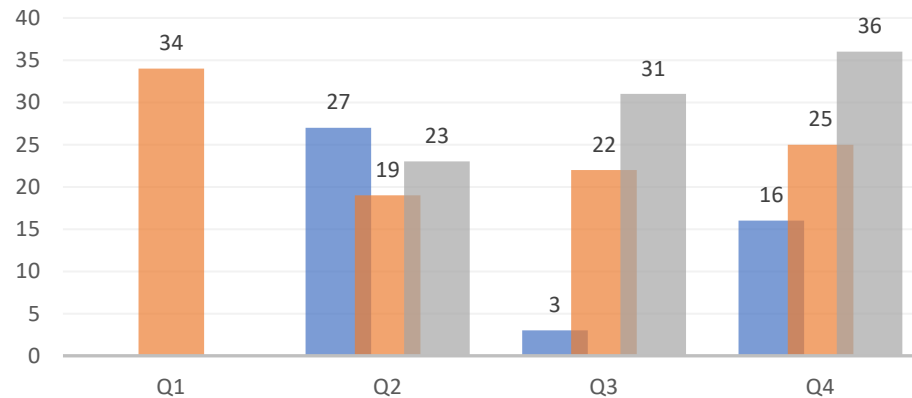
"My worker, made the sessions comfortable and this made talking about my issues a lot more easier. And how I never once felt uncomfortable or pressured during my sessions."

Home-start

- 63 referrals into the service
- 38 families supported in Q4
- 63 families supported during 2023/24
- 36 volunteers active during 2023/24



■ Number of new families referred into the service
 ■ Number of families supported in quarter
 ■ Number of families supported during year
 ■ Number of families where support ended



■ Number of volunteers recruited
 ■ Number of volunteers active during quarter
 ■ Number of volunteers active during year

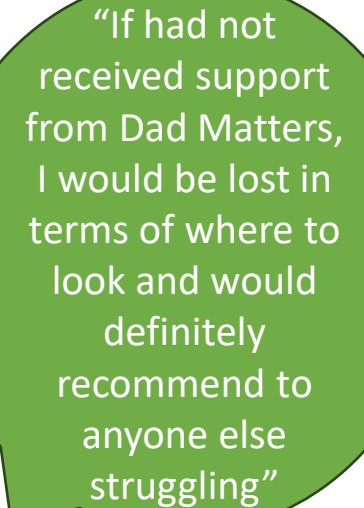
"Home-Start support has allowed me to bond with my newborn which has been very difficult with my other children"

"Home-Start allowed me to have support and talk about my anxieties to someone I felt would not judge"

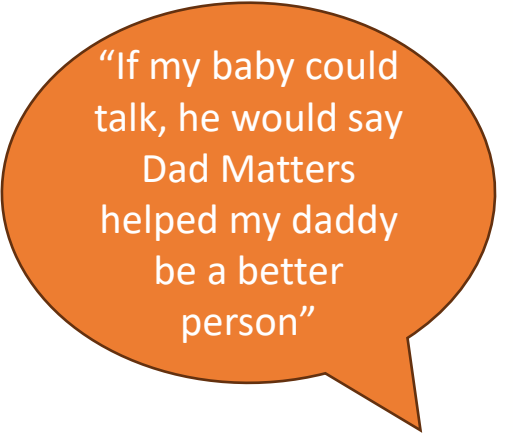


Dad Matters

- 1 to 1 support delivered for **12 Salford Dads** in the perinatal period
- **391 Salford dads** were reached through universal engagements which includes activities such as walk & talk groups, online groups + antenatal groups, attending Gateways, drop ins, clinics + other outreach opportunities to create awareness & opportunities to talk to Dads about their babies
- Service engaged with over **500 professionals** working in Salford, including delivering training about the importance of dads in the perinatal period and ways to support. Engagements have been made in a variety of ways, such as attendance at scan clinics, birth registrations, whilst receiving breastfeeding training alongside the 0-19 teams, during a presentation to PIMH champions within the 0-19 team, presentation to 6 degrees IAPT service, Salford early help locality leads.



"If had not received support from Dad Matters, I would be lost in terms of where to look and would definitely recommend to anyone else struggling"



"If my baby could talk, he would say Dad Matters helped my daddy be a better person"

Pure Insights

The data below is up to date between August 2023 and April 2024

- 101 CYP have received a service up to end April 2024
- 56 new referrals have been received up to end of Q3 April 2024
- 52 CYP have engaged with the Mentoring Programme. This is a 2 year intense support program
- 55 CYP have benefitted from a Psychological Wellbeing Service
- 14 CYP have engaged in 1:1 counselling
- 19 CYP have been supported in the progression of EET
- 32 CYP have participated in outdoor activities and peer support projects
- 24 CYP have been supported to attend activities to increase their emotional wellbeing



The picture on the left shows an awards received by Pure Insight for a finalist charity leader of the year and YP winner for young volunteer of the year

"I'm happy with the work and that I can finally see things getting better for me."

You have helped me out within my mental health issues. Also, whilst keeping me on track with my appointment and other important stuff as well as just being there for me and making me feel like I have people around and that I am not alone x

"I feel like I'm understood now that I have my Autism diagnosis, it's all coming together for me."



Period: 01-Apr-23 to 31-Mar-24

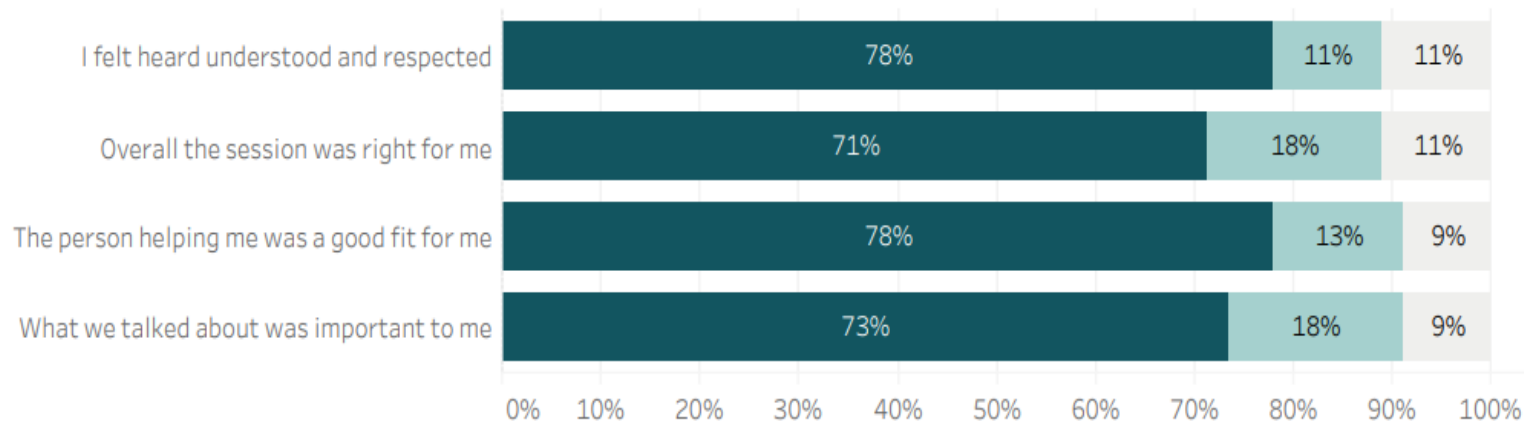
Population: 51794

Population Reach (12 months): 1.4%

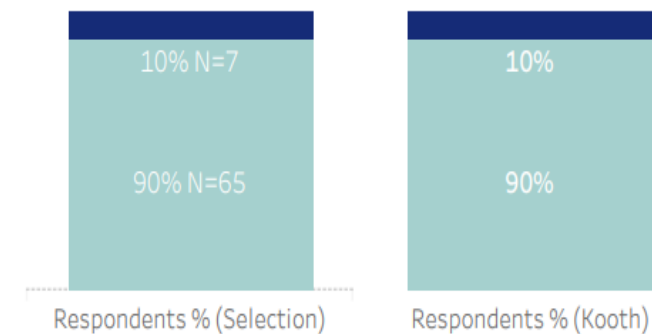
Note: Totals for No SUs are an aggregate of unique SUs over the period selected.

| Registrations | Logins | | Chats | |
|---------------|-----------|--------|----------|--------|
| | No Logins | No SUs | No Chats | No SUs |
| 748 | 4,244 | 811 | 302 | 138 |

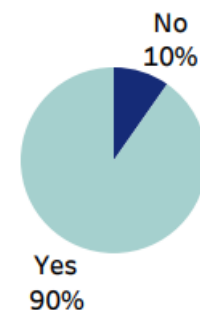
26 Unique SUs Provided 45 Responses for Greater Manchester Kooth CYP



Did you think Kooth is a useful source of support?



Would You Recommend This Service





Salford Thrive Plan priorities for 2024/25

- ▶ **Neuro Development approach** ongoing transformation and integration, reducing waiting times for assessment and improving access to pre and post diagnostic support, children and family support whilst waiting
- ▶ **Building on transformation projects:** Parents & Families - building on the Best Start for Life & Salford Family Hubs + enhanced Parent Infant Relationship Service (PAIRS) + Homestart + Dad Matters ; Early Help Thrive Hub model - S-Thrive Navigator pilot in Central; Living Well adult/family pilot in West Locality helping to develop links with family and children's support, improved early help/arts/creative/social prescribing offer.
- ▶ **Next phase of Salford Thrive in Education (MHST)** – scale up to 50%+ of education settings and targeted support / tackling inequalities. Rollout of Post 16 offer, SEND /Special School and PRU offer, support for children not attending school and ongoing joint work with OJC schools.
- ▶ **The Bridge Partnership and strengthening our multi agency working** – new Adult Mental Health post planned, new Domestic Abuse post, Trauma Responsive Practitioners in post, children's mental health services and SPOA plan in development (integrated referral & assessment hub for ALL children's mental health needs, not just CAMHS) – Phase 1 2024 for GPs.
- ▶ The 0-25 Board will be **focusing on improving school attendance** & understanding who doesn't attend/why: Thrive in Education work to link in with this with EBSA support
- ▶ **42nd street** - Implementing service reductions and re-design, joint planning across Salford, Manchester and Trafford, working in partnership with CAMHS
- ▶ **SEND: whole system approach** to improve support for young people's mental health and wellbeing and parent support
- ▶ **GM ICB:** Review and **refresh of the GM CAMHS Spec** & agree next steps in **CAMHS demand and capacity review**
- ▶ **Developing a preventative strategy for mental health**



Key References / Links

- [Early Help | Partners in Salford](#)
 - [Home | Salford Safeguarding Children Partnership](#)
 - [Local Offer | mycity Directory \(salford.gov.uk\)](#)
 - [Mental health and wellbeing | Partners in Salford](#)
 - [Emotional Health Service Directory | Partners in Salford](#)
 - [Home – Kooth](#)
 - [Salford's neurodevelopmental offer • Salford City Council](#)
 - [Child and Adolescent Mental Health Service \(CAMHS\) - Royal Manchester Children's Hospital \(mft.nhs.uk\)](#)
 - [Home - Greater Manchester Bereavement Service \(greater-manchester-bereavement-service.org.uk\)](#)
 - [Home | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](#)
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