

# **Children's Mental Health and Emotional Wellbeing Scrutiny Updates**

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# Introduction

- Since the end of March 2020 mental health and emotional wellbeing services across North East Lincolnshire have adapted to the pandemic and National lockdown guidance and restrictions
- This has resulted in services having to be quick thinking, innovative and flexible to meet the needs of children, young people, and their families during a time in which mental health has never been so important
- Each of the services commissioned in NEL have continued to support children, young people and families throughout the pandemic

# Young Minds Matter



Supported children and young people using creative methods to minimise face-to-face interactions via telephone and video when clinically appropriate



Increased self-help support and resources on their website to ensure that young people can access self-help support easily



Checking in with young people after they have received self-help packs



For complex and severe presentations, then staff have been adhering to PPE advice and guidance to see young people face-to-face



Increasing the professionals duty line by 2 extra workers per day and opened up the duty line to parents/carers to offer support and advice

# Kooth Online Counselling



Kooth online counselling is a fully online service, operating a fully digital service model



Commissioning hours were increased from April for an initial period of 6 months to ensure the service could meet an increase in demand



During the pandemic Kooth have seen:

42% increase in registrations compared to last year

93% increase in logins and 121% more messages sent during that period



The additional counselling hours have been extended for a further 6 months until April 2021 due to the increase in demand



Demand will be monitored through contract reporting meetings

# Kooth Online Counselling

Kooth have provided data on the presenting issues among children and young people during the pandemic, compared to the same time period last year:



## Map Key

- Abuse**  
Highest in East of England
- Sadness**  
Highest in East of England
- Eating Issues**  
Highest in the South East
- Sleep Issues**  
Highest in the North East
- Family Relationships**  
Highest in the South East
- Loneliness**  
Highest in London
- Autistic Spectrum Disorder**  
Highest in East of England
- School / College Worries**  
Highest in East of England
- Suicidal Thoughts**  
Highest in the Midlands

Please note: these presenting issues are self-reported by young people

# Compass Go! Mental Health Support Teams



Adapted their mobilisation plan following the announcement of the National lockdown



Scheduled to attend educational settings to support children and young people, however, to ensure the needs of children and young people were met during lockdown, they developed a low-level mental health and emotional wellbeing digital offer



Developed 'Talking Matters' as an interim measure which provided young people and their families a listening ear and opportunity to talk about concerns



During the months of July and August 2020 the service targeted support at vulnerable young people:

- A child looked after
- Home educated
- Excluded/risk of exclusion
- Young carers

# 24/7 Crisis Line



As part of the response to the pandemic, NHS England asked for each local area to develop an all age 24 hours a day, 7 days a week crisis line



This crisis line was established as part of a partnership between Navigo, Lincolnshire Partnership Foundation Trust, and the Wellbeing Service as part of NELC



The crisis line is available for anyone who requires support, across all ages



The service can be accessed by individuals already in receipt of mental health services or anyone struggling at this difficult time.



Communications have been shared widely to publicise the crisis line and ensure NEL residents know where to access support

# Themes from 24/7 Crisis Line

## Total Number of Calls Per Month

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Age	April (full month)	May (full month)	June (full month)	July (full month)
All ages	668	852	1051	1246
0-17	6	13	21	17
18-64	571	688	893	1017
65+	91	151	137	212

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## Total Unique Callers Per Month

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Age	April (full month)	May (full month)	June (full month)	July (full month)
All ages	376	498	594	681
0-17	5	12	14	11
18-64	302	377	478	516
65+	69	109	102	154

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# Support to Education Settings

- Continued to support education staff, e.g. via the Social, Emotional, Mental Health Champions meeting
- Developed a local offer guide to set out the support available to access when supporting children and young people
- NELC/CCG staff contributed to a Yorkshire & Humber group to jointly develop a '[Guide for Education Settings Supporting CYP MH & EWB as a Result of COVID-19](#)' which has been shared with all education settings
- Shared mental health and emotional wellbeing resources, best practice and tips with education settings via the daily briefing and bulletins



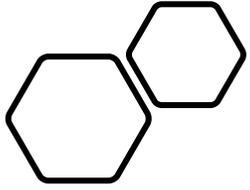
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# Phase 3 of the NHS Response to COVID-19

Future plans will align to implementing phase 3:

- The 24/7 crisis telephone line will continue to operate continuing the transition to digital working
- Maintain the growth in the number of children and young people accessing care
- Ensure local access to services is clearly advertised
- Prevention of relapse/escalation of mental health needs





# Next Steps...



Compass have launched their full offer in September to education settings aligning to original project plan and are offering face-to-face support for children and young people



Young Minds Matter will continue to monitor demand following the return of education settings and surge planning and winter pressures plans



Kooth will continue to monitor presenting issues/ demand for the service. Working with commissioners to look at actions moving forward



Explore trends from service Providers to help inform future workstreams/ commissioning. Analysis of data across HCV patch for similarities (e.g. Kooth)



24/7 crisis line will continue to align to the NHS phase 3 letter. Plans to be established to ensure continuity of support across all ages