

Building effective cross sector relationships to improve single point of access into and through children and young people's mental health services



Trio lead

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Start

Overwhelmed

Frustrated

Uncomfortable

Our starting point

80% of children and young people (CYP) are not accessing mental health support early through Voluntary, Community, Faith, and Social Enterprise organisations (VCSFE) or when they need it. There is limited system-wide understanding of Child and Adolescent Mental Health Services (CAMHS) decision making and the value of the VCSFE offer. We hope to build effective cross-sector relationships to improve single point of access into and through CYP's mental health services.

Prevention

Reducing inequalities



System barriers



Leadership exercised primarily within organisations and job descriptions

Power, resources and decision making concentrated in statutory services

Exhausted front line teams focused on managing demand and risk

Community organisations operating at the margins, on short-term funding

Our system shifting trio

I've learned it is important to work with people who have common goals and keep each other motivated. Strong relationships support cross-sector feedback and challenge. One trio member has struggled with capacity, but we hope to build on this relationship in future.



Lightbulb moments

- Initially we explored attendance barriers, but shifted to also analyse CYP's demographics, to consider any inequalities families faced in accessing VCSFE support offer, in addition to our identified system barriers.
- We were surprised by learning about the experiences of families, and deconstructing my own belief system of VCSFE and Statutory offers.
- My lightbulb moment was seeing how a collaborative conversation harnessed mutual power and ignited my passions for change.
- We want to see changes embedded around adaptability within VCSFE organisations. For example, supporting predominantly neurodivergent families to book scheduled appointments, rather than attending open access drop ins. This could support commitment and sensory needs of these families.

Our biggest challenges

The biggest challenges have been finding the time to focus on the work and aligning with those involved to be at the same place and drive actions forward together. Dedicated collaboration and thinking time, as well as senior level buy-in, would have supported us to overcome this

Our insights and breakthrough

I have felt most inspired during a face to face meeting with all trio members. We were really able to explore the short term goals we wanted to achieve and the actions we wanted to take within the project. It really brought to life the potential impact this work could have.

Next Steps

Extension of our test phase to obtain further insights to then recommend additional local and systemic adjustments. Present findings and system recommendations to our commissioning board.

Now

Hopeful

Curious

Determined



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