

10 February 2020

Commissioning Directorate
Wiltshire Council
County Hall
Bythesea Way
Trowbridge
Wiltshire, BA14 8JN

Circulation:

All Wiltshire secondary schools
All Wiltshire GP practices
Children and Families Voluntary and Community
Sector Forum

Dear Colleague,

Wiltshire Council and Wiltshire Clinical Commissioning Group have recently changed how children and young people are supported earlier to prevent escalation of mental health disorders. A new service will go live on 1 April 2020 offering the following to Wiltshire's 5 to 18-year olds:

1. Information, advice and guidance
2. Online and face-to-face counselling
3. Navigation to positive activities in the community/social inclusion

It will also deliver information, advice and support to parents/carers who are concerned about their child's mental health and wellbeing.

The new service provider is Barnardo's, which will offer access to the new service via www.onyourmind.org.uk, as well as by aligning closely with the single point of access to Oxford Health's Child and Adolescent Mental Health Service (CAMHS).

As part of these developments please note the following important points:

- The online service **Kooth will be discontinued from 31st March 2020;**
- **Face-to-face counselling delivered by Relate in Lovemead Surgery, Castle Practice, Hathaway Surgery, Whitehorse Surgery, Lodge Surgery will be transferred from 1 April 2020 to Barnardo's.**

Please be aware of these changes and plan to remove literature and web links relating to Kooth and Relate services in the coming weeks. Below is further information about the new service and the Barnardo's team will be in touch shortly with more detail and resources to share with young people and colleagues.

Queries for Barnardo's can be sent to info.wiltsemh@barnardos.org.uk. Should you have any concerns or require further information about the changes, please contact drew.holloway@wiltshire.gov.uk.

With kind regards,



Helen Jones
Director of Commissioning



Clare O'Farrell
Interim Director of Community and Joint
Commissioning Directorate

About the new service ~ a message from Barnardo's

Barnardo's will be delivering Wiltshire's Early Mental Health and Counselling Support Service from 1st April 2020. We will be working with children and young people (CYP) to find a name for the service!

The service will improve outcomes for children and young people (aged 5 – 18) with emotional wellbeing and/or emerging low-level mental health problem. The service will work closely with other specialist providers in Wiltshire, including CAMHS services who will be working with more complex cases. The office base will be Melksham, but work will happen all over Wiltshire in community spaces including GP surgeries and schools.

In response to what young people told the commissioners about the importance of accessibility and flexibility the key elements of the model are:

- Use of the new 'single point of access' shared with CAMHS to enable referrals and self-referrals to be triaged effectively. Contact details for this will be shared when available.
- The onyourmind.org.uk website will be the central hub for mental health information, advice and access to services within Wiltshire for children, young people and their families. As the website develops there will be increased interactive functionality including webchat and webinars.
- Therapy/counselling will be on offer for higher need children and young people in a community or school venue of choice and or video or phone contact (with appointments available until 7pm and weekends).
- Decider skills groupwork programmes (a CBT evidenced based intervention) will be offered through schools to build empowerment and resilience for children and young people with associated parent modules.
- Positive activities codesigned with children and young people are another key part of the offer delivered in partnership with other agencies and designed to build wellbeing in child and young people friendly spaces.

Please contact us for further information and to express an interest in the service including volunteer and children and young people's participation opportunities.

Onyourmind.org.uk will become the first contact point from 1st April 2020 including links to the Single Point of Access and the relevant referral forms.

In the meanwhile, please email us on info.wiltsemh@barnardos.org.uk