

Compliance Team – Health Records

Kestrel House
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

Tel: 01603 421687
Fax: 01603 421411

FOI REQUEST NUMBER 116 2015

Request:

I apply under the terms of the Freedom of Information legislation for the following information about access and referrals to your CAMHS services for children and young people aged 10 to 17 (inclusive) in the period between 1 April 2013 and 31 March 2015. *If data during this period is unavailable, please provide us with your most recent data.*

With this Freedom of information request we aim to establish a national picture of referral pathways, availability and access to services for vulnerable groups and adolescents, including children who are at risk of harm because of abuse or neglect at home or those vulnerable due to issues affecting their families.

We would be grateful if you could respond and share the information requested. We will be happy as a result of this FOI request, which is being sent to all Mental Health Trusts in England, to provide you with a data report tailored for your Mental Health Trust, comparing your data with national trends. We will also provide you with recommendations and share examples of good practice.

If you have any questions about this FOI request please contact XXXX

Mental health support for vulnerable young people

1. In your CAMHS area are vulnerable young people (may include all or some of vulnerability criteria listed in Question 2 below):
 - a) Identified in referral and initial assessment form? **(Yes/No)** *Please enclose the referral and initial assessment forms used in your CAMHS area*
 - b) Fast-tracked to access CAMHS support (for example, through the use of Common Assessment Framework, risk assessment or Strength and Difficulties questionnaire)? **(Yes/No)** *If yes, please enclose your policy on fast-tracking of vulnerable children to access your CAMHS services*
 - c) Identified in your policies on dealing with patients who Do Not Attend (DNA) (for example, policy on reengagement of DNA cases)? **(Yes/No)** *Please enclose your DNA reengagement policy*
 - d) Identified in your policies on transitioning out of CAMHS both on completion of treatment and on transferring to adult mental health services? **(Yes/No)** *Please enclose your CAMHS policy on transitioning from CAMHS services*
2. What vulnerable groups are identified in your CAMHS policies on referrals, assessments, DNA

cases and transitioning as in question 1 a), b), c) and d) above? *Please complete the below table to tell us about the information collected in your area on vulnerable groups of young people. Please put an 'x' in all that apply.*

Vulnerable groups of children and young people may include but are not limited to:	a) Identified as vulnerable in your CAMHS referral and initial assessment forms	b) Have fast-track to CAMHS services	c) Identified in reengagement policy when the patient Does Not Attend (DNA)	d) identified in the forms or policies on transitioning from CAMHS services
Children affected by poverty and deprivation identified by post-code or area				
Children from families in receipt of council tax support				
Children on free school meals				
Children of parents in receipt of Income Support or Job Seekers Allowance				
Children vulnerable due to their age. <i>Please specify what age is considered vulnerable</i>				
Young people aged 16 and 17				
Looked After Children				
Looked After Children in out-of-authority placements				
Care leavers				
Children in need				
Children on child protection plan				
Child victims of domestic violence				
Child Victims of Child Sexual Exploitation				
Refugee, migrant and trafficked children				
Young people with substance misuse problems				
Young people aged 16-17 who reside in supported accommodation, hostels and B&Bs				
Young offenders				
Child victims of crime				
Young carers				
Children and young people with SEN needs or a disability				
(please add other categories)				

below)				

Access to CAMHS

- 3. Please tell us the Local Authorities **and/or** Clinical Commissioning Groups you work with to deliver your CAMHS services.
- 4. What is the entry point system used in your area? *Please put an 'x' in all that apply.*

Single entry point system	
Multiple entry point system	

- 5. Is there a point of contact or a helpline in your area to provide support and advice to referrers? **(Yes/No)** *If yes, please could you enclose their contact information?*
- 6. What is the age limit for a referral into CAMHS services in your area?
- 7. For the remainder of this Freedom of Information request, we will be asking for information about your CAMHS Tier 3 services. The definition of CAMHS services we are using is described in the appendix below. If your definition differs from this, please describe how these tiers are defined in your area.
- 8. In the period between **1 April 2014 and 31 March 2015**, and in relation to Tier 3 CAMHS services in your area, please can you provide the following information on referrals a) **received**, b) **assessed and accepted**, c) **assessed and not accepted**, d) **assessed, not accepted but referred elsewhere** by age group?

Ages:	10-15 year olds	16-17 year olds	Total number of 10-17 (inclusive)
a) Total number of young people who were referred for support to Tier 3 CAMHS services by age group			
b) Total number of young people whose referral was assessed and accepted by Tier 3 CAMHS services by age group			
c) Total number of young people whose referral was assessed and not accepted by Tier 3 CAMHS services (without further action) by age group			
d) Total number of referrals assessed, not accepted and referred to alternative service by age group			

- 9. In the period between **1 April 2014 and 31 March 2015**, and in relation to Tier 3 CAMHS services in your area, please provide information on the number of referrals of vulnerable young people (as identified on your CAMHS referral and initial assessment forms) *(please see Question 2 for a list of vulnerable groups)* out of total that were a) **referrals received**, b) **assessed and accepted**, c) **assessed and not accepted**, d) **assessed, not accepted but referred elsewhere** by age group?

Please include estimate numbers if actual numbers are not available.

Ages:	Vulnerable 10-15 year olds	Vulnerable 16-17 year olds	Total number of vulnerable 10-17 (inclusive)
a) Total number of young people who were referrals received for support to Tier 3 CAMHS services by age group			
b) Total number of young people whose referral was assessed and accepted by Tier 3 CAMHS services by age group			
c) Total number of young people whose referral was assessed and not accepted by Tier 3 CAMHS services (without further action) by age group			
d) Total number of referrals assessed, not accepted and referred to alternative service by age group			

10. In the period between **1 April 2014 and 31 March 2015**, and in relation to Tier 3 CAMHS services in your area, please can you provide the following information on the number of referrals of young people aged 10-17 (inclusive) that have been **assessed and not been accepted** but: a) **referred to Tier 2**, b) **escalated to Tier 4 CAMHS services**, c) **to alternative providers (by type of provider)?**

Type of provider referred to	Total number of referrals made by CAMHS Tier 3 services
a) CAMHS Tier 2 services	
b) CAMHS Tier 4 services	
c) Referred to providers outside of CAMHS services:	
• Voluntary sector organisations	
• Local authority services	
• Targeted school-based intervention	
• Educational psychologist	
• Paediatric health service	
• Other health services, for example, a GP	
• Other, please specify	

Source of referral

11. In the period between **1 April 2014 and 31 March 2015**, and in relation to Tier 3 CAMHS services in your area, please could you provide a breakdown of referrals of young people aged 10-17 (inclusive) a) **referrals received**, b) **referrals assessed and accepted**, c) **referrals received and not accepted without further action** d) **referrals assessed, not accepted and referred to alternative service** by source of referral?

Source of referral	a) Total number of referrals received	b) Total number of referrals assessed and accepted	c) Total number of referrals assessed and not accepted without further action	d) Total number of referrals assessed, not accepted and referred to alternative service
GP				

Paediatric health service				
Educational psychologist				
Other health service, please specify				
School				
Further Education or other educational establishments				
Social services				
Police				
Voluntary sector organisations				
Local Safeguarding Children's Board				
Other, please specify				

Did Not Attend (DNA) cases

12. In the period between **1 April 2014 and 31 March 2015**, and in relation to Tier 3 CAMHS services in your area, please could you provide the following information on Did Not Attend (DNA) cases involving young people by age groups 10- 15 and 16-17?

If possible, please input your information into the table below or alternatively provide this as recorded in your area. If you cannot provide a breakdown by age, please provide total numbers for young people aged 10-17 (inclusive).

Age	10-15 year olds	16-17 year olds	Total number of 10-17 (inclusive)
a) Total number of DNA cases for an initial assessment			
b) Total number of DNA cases of patients on course for treatment			
c) Total number of DNA cases risk assessed			
d) Total number of DNA cases discharged without a risk assessment			

Waiting times

13. What was the average waiting time for an initial assessment by a Tier 3 CAMHS service in your area for young people aged 10-17 (inclusive) for the financial years 2013/14 and 2014/15? *If you cannot provide an average waiting time for this age group, please give us the waiting time across all child population.*

Financial year	Average waiting time
2013/14	
2014/15	

14. On the last day of financial years **2013/14 AND 2014/15** (31 March 2014 and 31 March 2015 or any other date which marks the end of financial year in your area), how many children and young people aged 10 -17 (inclusive) were a) on your waiting list for an initial assessment from CAMHS Tier 3 services and b) were receiving services from your CAMHS Tier 3?

Last day of financial year	a) Number of children 10-17 (inclusive) and young people on waiting list	b) Number of children 10-17 (inclusive) receiving services
31 March 2014		
31 March 2015		

Joint Strategic Needs Assessments

15. Please could you enclose a copy of your area's latest Joint Strategic Needs Assessment (JSNA)?

Appendix:

Definition of CAMHS services:

Comprehensive support for children and young people with emotional and psychological problems or disorders is provided through a network of services, which include:

- Universal services such as early years services and primary care (Tier 1 CAMHS)
- Targeted services such as youth offending teams, primary mental health workers, educational psychologists and school and voluntary/third sector providers counselling (including social care and education) (Tier 2 CAMHS)
- Specialist community multidisciplinary CAMHS teams (Tier 3 CAMHS)
- Highly specialist services such as inpatient services and much specialised outpatient services (Tier 4 CAMHS).

Response:

Thank you for your recent request under the Freedom of Information Act, I can confirm the following:

1. In your CAMHS area are vulnerable young people (may include all or some of vulnerability criteria listed in Question 2 below):

We are unable to answer as our systems do not capture the term/status "Vulnerable young people" therefore we do not hold this information.

2. What vulnerable groups are identified in your CAMHS policies on referrals, assessments, DNA cases and transitioning as in question 1 a), b), c) and d) above? Please complete the below table to tell us about the information collected in your area on vulnerable groups of young people. Please put an 'x' in all that apply.

We are unable to answer as our systems do not capture the term/status "Vulnerable young people" therefore we do not hold this information.

Access to CAMHS

3. Please tell us the Local Authorities and/or Clinical Commissioning Groups you work with to deliver your CAMHS services.

**Norfolk County Council
Suffolk County Council
Great Yarmouth & Waveney Clinical Commissioning Group (CCG)
North Norfolk CCG
South Norfolk CCG**

**Norwich CCG
West Norfolk CCG
East Suffolk CCG
West Suffolk CCG**

4. What is the entry point system used in your area? Please put an 'x' in all that apply.

Single entry point system	
Multiple entry point system	X

5. Is there a point of contact or a helpline in your area to provide support and advice to referrers? (Yes/No) If yes, please could you enclose their contact information? Support can be provided by the Access and Assessment Teams who are based in various location across the Trust.

6. What is the age limit for a referral into CAMHS services in your area? 0 – 18 0 - 25

CAMHS Tier 3 services

7. In the period between 1 April 2014 and 31 March 2015, and in relation to Tier 3 CAMHS services in your area, please can you provide the following information on referrals a) received, b) assessed and accepted, c) assessed and not accepted, d) assessed, not accepted but referred elsewhere by age group?

Ages:	10-15 year olds	16-17 year olds	Total number of 10-17 (inclusive)
a) Total number of young people who were referred for support to Tier 3 CAMHS services by age group	4236	2314	6550
b) Total number of young people whose referral was assessed and accepted by Tier 3 CAMHS services by age group	1582	910	2492
c) Total number of young people whose referral was assessed and not accepted by Tier 3 CAMHS services (without further action) by age group	787	179	966
d) Total number of referrals assessed, not accepted and referred to alternative service by age group	1867	1225	3092

8. In the period between 1 April 2014 and 31 March 2015, and in relation to Tier 3 CAMHS services in your area, please provide information on the number of referrals of vulnerable young people (as identified on your CAMHS referral and initial assessment forms) (please see Question 2 for a list of vulnerable groups) out of total that were a) referrals received, b) assessed and accepted, c) assessed and not accepted, d) assessed, not accepted but referred elsewhere by age group? Please include estimate numbers if actual numbers are not available.

We are unable to answer as our systems do not capture the term/status “Vulnerable young people” therefore we do not hold this information.

9. In the period between 1 April 2014 and 31 March 2015, and in relation to Tier 3 CAMHS services in your area, please can you provide the following information on the number of referrals of young people aged 10-17 (inclusive) that have been assessed and not been accepted but: a) referred to Tier 2, b) escalated to Tier 4 CAMHS services, c) to alternative providers (by type of provider)?

The Trust does not records this information on our systems.

Source of referral

10. In the period between 1 April 2014 and 31 March 2015, and in relation to Tier 3 CAMHS services in your area, please could you provide a breakdown of referrals of young people aged 10-17 (inclusive) a) referrals received, b) referrals assessed and accepted, c) referrals received and not accepted without further action d) referrals assessed, not accepted and referred to alternative service by source of referral?

Source of referral	a) Total number of referrals received	b) Total number of referrals assessed and accepted	c) Total number of referrals assessed and not accepted without further action	d) Total number of referrals assessed, not accepted and referred to alternative service
GP	4416	1489	460	2467
Paediatric health service	115	47	18	50
Educational psychologist				
Other health service, please specify	1216	622	331	263
School	113	50	19	44
Further Education or other educational establishments	118	56	11	51
Social services	163	67	40	56
Police	4	3		1
Voluntary sector organisations				
Local Safeguarding Children's Board				
Other, please specify	405	158	87	160

Did Not Attend (DNA) cases

11. In the period between 1 April 2014 and 31 March 2015, and in relation to Tier 3 CAMHS services in your area, please could you provide the following information on Did Not Attend (DNA) cases involving young people by age groups 10- 15 and 16-17?
If possible, please input your information into the table below or alternatively provide this as recorded in your area. If you cannot provide a breakdown by age, please provide total numbers for young people aged 10-17 (inclusive).

Age	10-15 year olds	16-17 year olds	Total number of 10-17 (inclusive)
a) Total number of DNA cases for an initial assessment	177	138	315
b) Total number of DNA cases of patients on	133	108	241

course for treatment			
c) Total number of DNA cases risk assessed			
d) Total number of DNA cases discharged without a risk assessment			

Waiting times

12. What was the average waiting time for an initial assessment by a Tier 3 CAMHS service in your area for young people aged 10-17 (inclusive) for the financial years 2013/14 and 2014/15? If you cannot provide an average waiting time for this age group, please give us the waiting time across all child population.

There is not waiting list in Norfolk, young people are seen depending upon clinical need.

Financial year	Average waiting time
2013/14	34.33
2014/15	23.31

13. On the last day of financial years 2013/14 AND 2014/15 (31 March 2014 and 31 March 2015 or any other date which marks the end of financial year in your area), how many children and young people aged 10 -17 (inclusive) were a) on your waiting list for an initial assessment from CAMHS Tier 3 services and b) were receiving services from your CAMHS Tier 3?

Last day of financial year	a) Number of children 10-17 (inclusive) and young people on waiting list	b) Number of children 10-17 (inclusive) receiving services
31 March 2014	760	3641
31 March 2015	652	4016

Joint Strategic Needs Assessments

14. Please could you enclose a copy of your area's latest Joint Strategic Needs Assessment (JSNA)?
The Trust does not hold this information, this can be obtained from Norfolk County Council and Suffolk County Council.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.

Yours sincerely