

SCHEDULE ONE

**Tameside and Glossop Children and Young People's Emotional
and Mental Wellbeing Community Offer**

SPECIFICATION OF REQUIREMENT

January 2021

Contents

Section		Page
1	Introduction	3
2	Understanding the Need	3
3	Strategic Context	3
4	Background Context – Co-Producing the Community Offer Model	3
5	The System-Wide Approach	3
6	Scope of The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer	4
6.1	Population Reach	4
6.2	Experiences and Principles	4
6.3	Core Deliverables	5
6.4	Outcomes	6
6.5	Metrics	7
6.5.1	Governance	7
6.5.2	Monitoring and Evaluation	7
6.6.	Working in Context of Tameside and Glossop	8
6.6.1	Access	8
6.6.2	Partnership and system working	8
7	Social Value	9
8	Overall Delivery and Safeguarding	9
8.1	Safeguarding	9
8.2	Data Protection, Equality Act, Business Continuity and Health and Safety	9
8.3	Premise	9
9	Staffing	10
9.1	Recruitment	10
9.2	Education, Training, Development and Supervision	10
10	Performance Management	10
11	Implementation of the Offer	11
12	Appendices	13
	Appendix A	13
	Appendix B	15
	Appendix C	17
	Appendix D	19
	Appendix E	23
	Appendix F	27

1. INTRODUCTION

The Tameside and Glossop Strategic Commission (Tameside Council and Tameside and Glossop Clinical Commissioning Group (CCG)) is seeking to contract for the implementation and delivery of a collaborative and innovative Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer. In doing this, the Strategic Commission will enable 'thriving' outcomes for children and young people with respect to their emotional and mental wellbeing, as the Community Offer will focus heavily on prevention and early intervention.

The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer will be an integral partner to the delivery of the system wide, Tameside and Glossop Children and Young People's Mental Health Local Transformation Plan, and consequently the Tameside and Glossop Corporate Plan.

The development, implementation and delivery of a Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer is a new venture for the Tameside and Glossop Strategic Commission. Therefore this specification provides a clear framework to which the Community Offer will need to deliver in, including core principles, deliverables and outcomes.

2. UNDERSTANDING THE NEED

The needs for children and young people's emotional and mental wellbeing is growing and evidently from a local, regional and national stand point. A brief summary of the need and influencing factors, can be found in **Appendix A**.

3. STRATEGIC CONTEXT

The commissioning of Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer, needs to sit with the national strategic context of mental health and wellbeing, as well as the local context. A brief description of the strategic context can be found in **Appendix B**.

4. BACKGROUND CONTEXT – CO-PRODUCING THE COMMUNITY OFFER MODEL

Before the writing of this specification and release of the procurement exercise, a significant programme of work took place to co-produce the model. Background context of the programme of work can be found **Appendix C**. This details insight work undertaken with local children and young people, and co-production sessions with children and young people, local stakeholders, commissioners and providers.

5. THE SYSTEM-WIDE APPROACH

During the co-production stage of the developing Community Offer, it was clear a whole system approach is required to reach the outcomes for positive emotional and mental wellbeing for children and young people in Tameside and Glossop. This would need to include but not exclusive to:

- An offer to the wider community to grow their awareness and capacity to support;
- An offer to services and organisations to grow their awareness and increase their capacity to support;
- An offer to key relationships (including parents, family members, school, colleges and others) to grow awareness, increase capacity to support and improve their wellbeing;
- An offer to children and young people to grow awareness, build capacity to support themselves and others and to provide support when required.

Within this approach, the Tameside and Glossop Children and Young People’s Emotional and Mental Wellbeing Community Offer will be key in delivering the core components in whole or part sums.

6. SCOPE OF THE TAMESIDE AND GLOSSOP CHILDREN AND YOUNG PEOPLE’S EMOTIONAL AND MENTAL WELLBEING COMMUNITY OFFER

The scope of the Tameside and Glossop Children and Young People’s Emotional and Mental Health and Wellbeing Community Offer is outlined in the following sections.

To illustrate this, the below figure is the model that has been co-produced. The Provider(s), of the Tameside and Glossop Children and Young People’s Emotional and Mental Health and Wellbeing Community Offer, will need to coproduce the name of the Community Offer with local children and young people.

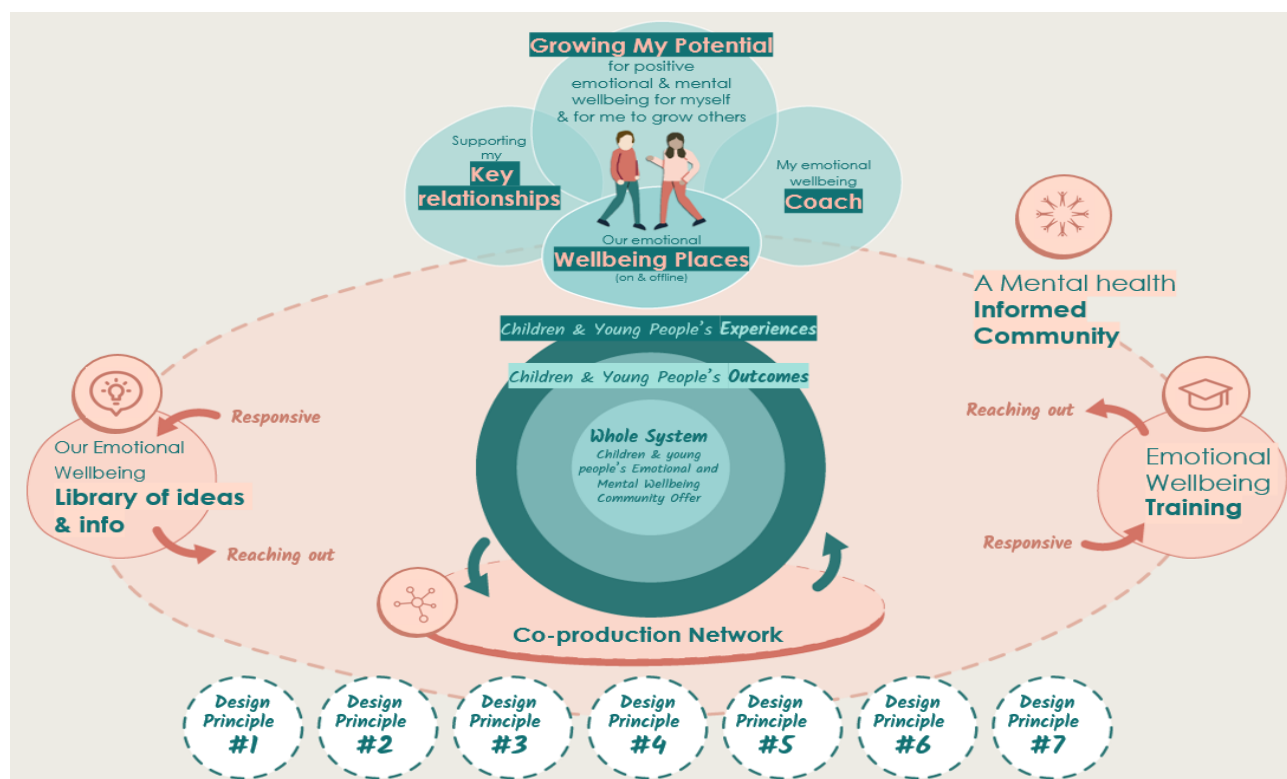


Figure 1: Tameside and Glossop Children and Young People’s Emotional and Mental Health and Wellbeing Community Offer illustrated model

6.1. Population Reach

The Tameside and Glossop Children and Young People’s Emotional and Mental Wellbeing Community Offer will support children and young people from Tameside and Glossop between the ages of 10 up to and including the age of 18. In addition the Community Offer will support parents and carers, as well as influence and supporting others who support children and young people with their emotional and mental wellbeing.

6.2. Experiences and Principles

Co-produced with children and young people, the Children and Young People’s Emotional and Mental Wellbeing Community Offer model will strive to enable experiences for children and young people where:

- Young people feel truly listened to and understood;
- Young people feel in control;
- Young people feel valued and deserving of support;
- Young people feel trusted and able to trust;
- Young people feel comfortable and accepted for who they are;
- Young people know the people and places that can offer them support.

In addition to the principles of the Tameside and Glossop Corporate Plan (outlined in Appendix B) the Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer will need to be underpinned by several co-design principles, including:

1. We ensure young people are included, listened to and have choice & control of every part of their support journey, from identifying problems to developing and generating ideas and solutions.
2. We give young people the time and space to have a voice and be heard, including the availability of flexible and young person friendly hours and places.
3. We ensure support is inclusive and accessible to all young people and their peer and family groups.
4. We support young people to support each other, so they have the skills and understanding to seek and provide support.
5. We build relationships & places where young people feel comfortable, accepted and valued, where they can express themselves without judgement and communicate to adults when they are doing it wrong.
6. We educate people & places about mental & emotional health and help them realise each person is different, so that young people can feel accepted for who they are.
7. We develop young people's' positive mental health, resilience and wellbeing in everything we do, to help them thrive and cope when things are difficult.

6.3. Core Deliverables

The support given to children and young people (and families) must be aligned to needs identified within the Thriving, Getting Advice and Getting Help groupings of the THRIVE Framework (See Appendix B).

The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer will have 4 key offers specifically targeted at supporting children and young people. In the words of children and young people, these are:

1. To deliver a range of tailored support for children and young people through **My Emotional Wellbeing Coach**.
2. This coaching relationship is extended into the key support networks of a young person to promote and develop their **key supporting relationships**.
3. To deliver a range of approaches (e.g. on individual or group level, coaching, peer support) that focus on **growing my potential** for positive emotional and mental wellbeing for myself and for me to grow others. The 'growing my potential' is also illustrated by young people in the below figure.

- All of the above will need to be delivered through **Our Emotional Wellbeing Places (physical and virtual)** to support access and to nurture positive supporting relationships between young people.

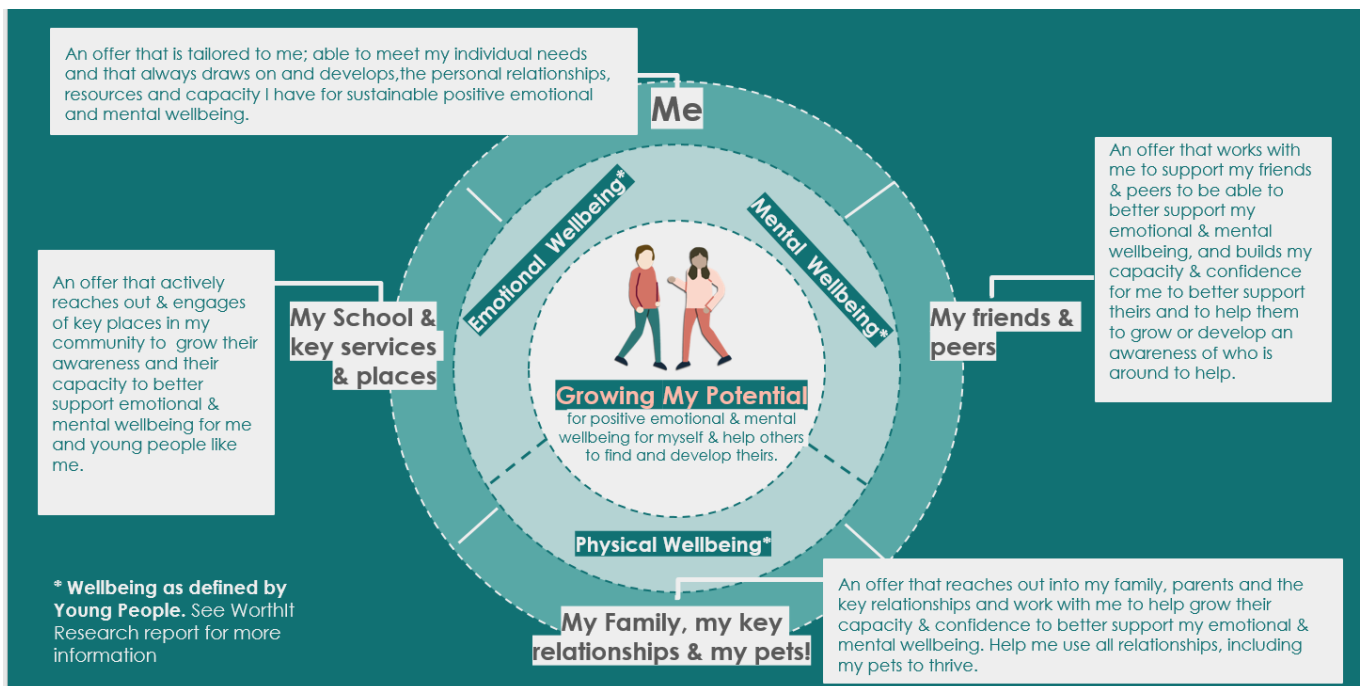


Figure 2: Growing My Potential

The why, how and what of each key offers are further detailed in **Appendix D**.

However it must be noted that as our local system, people, place and time change, the Community Offer will need to evolve and flex to meet a range of system needs, and as such the Community Offer should continuously evolve through the involvement and co-production with local stakeholders, and importantly children, young people and their families.

Running parallel to the core deliverables above specifically targeted at supporting children and young people, the Provider(s) is expected to lead on developing and maintaining a programme to enable, promote and facilitate, the following conditions for a system wide community offer to grow:

- An actively promoted and grown **emotional and mental health informed community**.
- A curated and accessible **emotional wellbeing library of ideas and information**.
- Provision and promotion of young person-led **emotional wellbeing training**.
- The hosting and facilitation of **our emotional wellbeing co-production network** to support a process of ongoing development and evolution underpinned by the insights, ideas and leadership of children and young people.

These will need to be delivered in partnership with the Strategic Commission and system wide partners. The why, how and what of each condition are further detailed in **Appendix E**.

6.4. Outcomes

The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer will be pivotal in delivering the following outcomes:

- Increasing access** for children and young people to support

- Increasing **effective use of emotional wellbeing assets and resources**
- Increasing key **physical wellbeing**
- Increasing emotional **awareness, management & wellbeing**
- **Empowering young people** to shape mental and emotional wellbeing support
- **Growing sustainable skills and capacity** for positive mental and emotional wellbeing
- Increasing young people's **capacity to support each other's** emotional wellbeing
- Increasing **knowledge, skills & capacity of key relationships** (family, community and support, including schools)
- Increased **evidence-based prevention and early interventions solutions**
- **Reducing stigma** for mental health
- Increasing **inclusivity** for LGBTQ+ and BAME groups

These outlines will be measure using the minimal metrics outlined in section 6.5.

6.5. Metrics

6.5.1. Governance

The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer will be accountability to the Strategic Commission. Through the implementation, evolvment and review of the Community Offer on a periodically basis, the governance between the Provider(s) and Strategic Commission will be based on the following principles:

- **In partnership** - actively involving children, young people and families in decisions & governance.
- **Collaborative** - strong levels of connection & collaboration not competition.
- **Trust** - building trust through vulnerability and challenge between providers and with commissioners.
- **Dynamic and evolving** - able to respond to learning and changing needs.
- **Cross-boundary** - reaching in to the system and across boundaries such as statutory and non-statutory offers including health and education.
- **Relational** - investing in the power of strong relationships and understanding across the system.
- **Common goals** - Shared commitments that are understood across providers and at all levels Inc. front-line.
- **Strengths focused** - ensuring we recognise and maximise the passions, resources and expertise of all.
- **Transparent** - Honesty and transparency about decisions and information where possible.

6.5.2. Monitoring and Evaluation

The Strategic Commission will work closely in line with the above principles to agree a methodology of monitoring key inputs, outputs, outcomes and impacts of the Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer, with the Provider(s).

The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer must submit relevant data to the Mental Health Services Data Set (MHSDS)¹.

The MHSDS should capture all NHS funded mental health and learning disabilities activity including, but not exclusive to:

¹ <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/mental-health-services-data-set>

- All ages, not just <18 years;
- All referrals, including CYP who never engage or who only attend a single contact;
- Every contact, not only the first two in a CYP's pathway;
- Not only attended contacts, but also DNAs and cancellations;
- Information about Routine Outcome Measures (ROMs) as well as contacts.

The requirements of the MHSDS are set out in the MHSDS v4.1 (DCB0011) information standard. This defines the data items, definitions and associated value sets to be extracted or derived from local information systems.

Service providers must conform fully with the information standard. Service providers must give full consideration to the scope of the data set to ensure the services they deliver are represented completely in the data set.

At a minimum the Strategic Commission will work with the Provider(s) to monitor and evaluate the Community Offer in line with the following questions:

- How much activity is taking place?
- How well it is being done?
- Is anyone better off?

The design principles and outcomes of the Community Offer are intertwined with one another. The table in **Appendix F** outlines an initial/ minimal monitoring framework to how each outcomes and principle will be measured.

Where possible monitoring will use evidence based outcome experience measures, such as 'Goal Based Outcomes'.

Moreover, together the Community Offer and Strategic Commission will monitor and evaluate the impact on the whole system.

6.6. The Community Offer – Working in context of Tameside and Glossop

6.6.1. Access

Access to the Community Offer must first align to the principles outlined above. This will include open access via various routes, but equally includes working as part of Tameside and Glossop Single Point of Access, which is a collaborative and whole family approach in partnership with Early Help Services.

To achieve this the Community Offer must have a clear communication strategy to promote and communicate pathways into the Offer to children and young people, stakeholders and professionals working with children, young people and their families.

6.6.2. Partnership and system working

Tameside and Glossop as a place is committed to working in partnership, collaboratively and where possible through integration. The Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer will need to work together with the local system. This may include working with other Services such as the Schools, General Practices, Specialist Mental Health Services, Adults Services, Children's Social Care and Early Help Services.

This will also include working as a system on development programmes, such as supporting the Mental Health in Education Working Group and associated action plan, the Tameside and Glossop Mental Health and Wellbeing CYP Strategic Group, and the Starting Well Partnership.

7. SOCIAL VALUE

As per the Public Services (Social Value) Act (2012), the Provider will acknowledge the requirement to consider Social Value within the heart of the Offer and implement initiatives over the life of the contract that may generate self-sufficient and sustainable benefits to the local community, society and the economy, in particular the local economy, whilst minimising damage to the environment. Tameside Council has adopted Social Value and is committed to delivering greater social value through procurement. The Provider will acknowledge the requirement to consider Social Value within the heart of the Offer and implement initiatives over the life of the contract that may generate self-sufficient and sustainable benefits to the local community, society and the economy, in particular the local economy, whilst minimising damage to the environment. It is recommended that Bidders read the Social Value guidance within the Guidance Document before completing any solution.

8. OVERALL DELIVERY AND SAFEGUARDING

There is a fundamental expectation that the Offer will be developed, delivered and continually reviewed against the principles and outcomes set out in section 6 of this service specification.

The Offer will be delivered in line with up to date guidance and service standards, as specified by the General and Service Conditions of the NHS Standard Contract and set out by, for example, government legislation, the Department of Health and Social Care, National Institute of Health and Care Excellence (NICE) and Public Health England (Note: this list is not exhaustive).

8.1. Safeguarding

Safeguarding is at the heart of all health service delivery. NHS T&G CCG and the Provider is required to ensure that services provided adhere to local multi agency safeguarding policies and procedures, have appropriate safeguarding training and supervision in place and arrangements to work with local authorities and partner agencies through safeguarding boards and other relevant bodies.

Relevant protocols, policies and procedures are included within the NHS Standard Contract, Schedule 2K – Safeguarding.

The Provider(s) will offer a support to all Tameside and Glossop children and young people aged 10 to 18 years and where appropriate (with the young person's consent) their families based upon their individual levels of need, risk and protective factors.

8.2. Data Protection, Equality Act, Business Continuity and Health and Safety

The Contractual Data Protection, Equality Act, Business Continuity planning and Health and Safety requirements are as specified within the NHS Standard Contract General and Service Conditions.

Where the Provider(s) has received no contact from a child or young person in response to requests to engage with the Offer, the Provider(s) will initiate an assertive outreach approach to re-engage the child or young person and document where this has been unsuccessful and highlight all actions taken.

The Offer will be delivered within the 5 neighbourhood of Tameside and Glossop, for children and young people living in Tameside and Glossop and will be delivered within the Contract price. The Offer will be delivered as free at the point of delivery, however, the Provider(s) may generate other income (e.g. fundraising, national bids) to support the Offer.

8.3. Premises

The Provider(s) shall source suitable premises and locations to provide the Offer from whichever premises, setting or location, in the opinion of the parties, is most suitable for ensuring that the Offer is easily accessible by children and young people, their families and other agencies.

Where appropriate, the Provider(s) will consider opportunities for integration that will enhance the ease of access and breadth of the Offer available.

The Provider(s) will operate the Offer flexibly, determining working hours around how best children and young people will easily gain access to the Offer. It is expected the Service will predominantly offer the services and activity between 4 pm and 8 pm. There is a clear expectation that this will involve working from, and in, a range of settings e.g. schools, outdoors settings, community venues, and that standard operating hours will include evenings and weekends.

The Provider(s) will conduct a risk assessment for any premises or location from which the Offer is delivered. The risk assessment will take into consideration the needs of all children and young people, Workers, other users of the premises or location, and the local community.

It must be noted that Workers have a right to be treated with respect and dignity. If any worker feels that a situation is dangerous to anyone present, the Worker shall refer the case to their Line Manager as soon as possible.

The Provider(s) is responsible for ensuring that any sub-contracted work is undertaken in manner that reflects the content of this outcome specification and the Contract. See also NHS Standard Contract General and Service Conditions regarding sub-contracting.

9. STAFFING

All staff undertaking evidenced based interventions as part of the Offer shall have a minimum of a relevant and appropriate qualification, acquired at a reputable training centre or university. All qualified staff need to be registered with the appropriate professional body. See also NHS Standard Contract General and Service Conditions.

9.1. Recruitment

The Provider(s) will have safe, robust, written and implemented recruitment policies and procedures. Children and young people should be engaged in recruitment of all staff. See also NHS Standard Contract General and Service Conditions.

- Appropriate levels of competency - as evidenced with qualifications and recruitment.

9.2. Education, Training, Development and Supervision

The Provider(s) will ensure that all Workers are appropriately skilled and qualified to provide the Offer and have the appropriate competencies to carry out the tasks in accordance with the specification. The Provider(s) will ensure appropriate supervision. See NHS Standard Contract general and Service Conditions.

10. PERFORMANCE MANAGEMENT

The Parties will agree the performance data and information to be provided on a monthly basis for the first six months, with the option of moving to a quarterly basis thereafter. National data submission via the MHSDS is a monthly requirement.

The Provider(s) will possess a case management system and data will be provided electronically to the Strategic Commission for the purposes of evaluating the Offer.

The Provider(s) will provide all data/information within 15 operational days of the end of the period to which it relates.

The Provider(s) will meet with representatives of the Strategic Commission to evaluate the Offer on a quarterly basis following submission of the above data. Quarterly meetings will usually be held around the fourth week of the month following the end of each quarter.

The Provider(s) will work in the metrics and outcomes set out in sections 6 of this service specification. In addition the Provider(s) will collect demographic and needs data to provide a population review on the Offer reach.

The Provider(s) shall note that information obtained through contract management of the Offer will be shared with relevant stakeholders as identified and approved by the Strategic Commission.

The Provider(s) will provide a review of the Offer, in the form of formal reporting, performance review and improvement plan on a monthly or quarterly basis as agreed with Commissioners, which will include:

- A review of the performance and delivery of the Offer against the outcomes;
- Where appropriate, proposals to improve the performance and delivery of the Offer during the forthcoming year, a summary of the business plan and associated actions, in the form of an improvement plan;
- An overview Staffing Structure and an FTE employee headcount. This should also include sickness absence and staff survey findings.

11. IMPLEMENTATION OF THE OFFER

The Strategic Commission wishes to minimise the impact on existing children, young people and families using current service provision and wishes create a seamless transition into a new Offer.

The Provider(s) shall produce an implementation plan including timescales that details, where necessary, the occupation and management of existing services and the development of the new Offer, over the period from contract signature to full operation.

The implementation plan will be agreed within 4 weeks of the date of contract award by the Strategic Commission.

Progress against the Implementation Plan will be monitored during the period from the award of the contract to its full operation.

The implementation plan will include:

- A detailed project plan for any change-over of providers;
- Identification of major risks;
- A communication plan, setting out the methods of contact, recording and determining the concerns and requirements of existing services users, in preparation for any changes before and during the change-over and advising children, young people and their of the new Offer;
- The plan for recruitment and programme for induction of Workers.

12. APPENDICES

APPENDIX A - UNDERSTANDING THE NEED

The emotional and mental wellbeing of children and young people is just as important as their physical health. The majority of children and young people are happy with their lives, but it remains the case that many are not. Nationally it is reported that age is consistently associated with decreasing wellbeing in children and young people as they get older, and the rates of mental disorders increased with age.

Nationally, there are also important variations in wellbeing by age and gender, small variations by free school meal status in children, and potentially by ethnicity in young people².

Furthermore one in eight (12.8%) 5 to 19 year olds had at least one mental disorder when assessed in 2017. Specific mental disorders were grouped into four broad categories: emotional, behavioural, hyperactivity and other less common disorders. Emotional disorders were the most prevalent type of disorder experienced by 5 to 19 year olds in 2017 (8.1%)³.

Regionally, children and young people make up a third of the Greater Manchester population and it is forecasted that the 0 -15 year old cohort will be one of the fastest growing groups over the next 5 years. The Office for National Statistics (ONS) population estimates projects by 2025 there will be over 732,000 0-19 years' olds in Greater Manchester.

Figure 1 below illustrates the estimated number of children with mental health disorders aged 5-17 years within each locality across Greater Manchester with the prevalence in Tameside and Glossop at 12.25%⁴.

Area	Recent Trend	Neighbour Rank	Count	Value	Count - Count	
					95% Lower CI	95% Upper CI
England	-	-	-	-	-	-
Greater Manchester NHS region	-	-	-	-	-	-
NHS Manchester CCG	-	-	-	9,919	9,307	10,610
NHS Wigan Borough CCG	-	-	-	6,047	5,677	6,466
NHS Bolton CCG	-	-	-	5,810	5,454	6,213
NHS Stockport CCG	-	-	-	5,483	5,147	5,862
NHS Oldham CCG	-	-	-	5,124	4,810	5,479
NHS Trafford CCG	-	-	-	4,959	4,655	5,303
NHS Tameside And Glossop CCG	-	-	-	4,838	4,541	5,174
NHS Salford CCG	-	-	-	4,584	4,302	4,903
NHS Heywood, Middleton And Rochdale CCG	-	-	-	4,470	4,195	4,780
NHS Bury CCG	-	-	-	3,759	3,528	4,020

Figure 3: Greater Manchester estimated number of children with mental health disorders aged 5-17 years (2017/18)

Furthermore in Tameside and Glossop children and young people's outcomes are generally worse than the national and England averages, which has been recently illustrated in the [2020-2022](#)

²https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/838022/State_of_the_Nation_2019_young_people_children_wellbeing.pdf

³<https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2017/2017>

⁴https://fingertips.phe.org.uk/profile-group/mental-health/profile/cypmh/data#page/3/qid/1938133090/pat/46/par/E39000037/ati/152/are/E38000182/iid/93587/age/221/sex/4/cid/4/page-options/cin-ci-4_ovw-do-0_car-do-1

[Tameside Early Help Strategy](#) and in particular looking at the impact of poverty, substance misuse and domestic abuse.

Finally, mental health and wellbeing, like physical health and wellbeing is influenced by the wider and social determinant (see Figure 2). Good mental health is integral to human health and wellbeing. A person's mental health and many common mental disorders are shaped by various social, economic, and physical environments operating at different stages of life. Risk factors for many common mental disorders are heavily associated with social inequalities, whereby the greater the inequality the higher the inequality in risk.

An example of this the growing evidence to highlight how the impact of COVID-19 has negatively impacted on the population's mental health and health inequalities⁵⁶, including those for children and young people. This include but not exclusive to the loss of routine, feeling disconnect from friends and family, anxiety about virus from clinical and non-clinical perspective, as well as bereavement⁷.

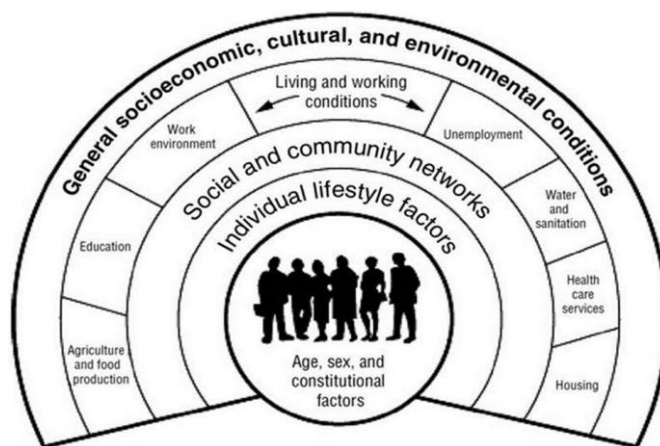


Figure 4: the Dahlgren and Whitehead model of health determinants

⁵ <https://www.health.org.uk/news-and-comment/blogs/emerging-evidence-on-covid-19s-impact-on-mental-health-and-health>

⁶ <https://www.mentalhealth.org.uk/publications/impacts-lockdown-mental-health-children-and-young-people>

⁷ <https://www.rcpch.ac.uk/resources/covid-19-research-studies-children-young-peoples-views>

APPENDIX B – STRATEGIC CONTEXT

Understanding the growing prevalence of poor emotional and mental wellbeing amongst children and young people, the [NHS Long Term Plan](#) set priorities to expand services over the next 10 years. This expansion will see the re-shape of how services are commissioned and delivered, in line with proposals put forward in [Future in Mind](#) paper.

A key component of the Future in Mind paper is the emphasis on promoting resilience, prevention and early intervention, as well as improve access to effective support through a system without tiers. From this the THRIVE Framework was introduced, and in line with the Community Offer's primary focus, the Offer will deliver with the Thriving, Getting Advice and Getting Help groupings on the [THRIVE Framework](#).

The need to focus on prevention and early intervention is also reflected locally in the [Tameside and Glossop Corporate Plan](#), which outlines enablers to deliver the vision for Tameside and Glossop, including:



Figure 5: THRIVE Framework

- A **new relationship** between public services and citizens, communities and businesses that enables shared decision making, democratic accountability and voice, genuine co-production and joint delivery of services. Do with, not to.
- An **asset based approach** that recognises and builds on the strengths of individuals, families and our communities rather than focussing on the deficits.
- **Behaviour change** in our communities that builds independence and supports residents to be in control.
- A **place based approach that redefines services** and places individuals, families, communities at the heart.
- A stronger prioritisation of **wellbeing, prevention and early intervention**.
- An **evidence led** understanding of risk and impact to ensure the right intervention at the right time.
- An approach that supports the development of **new investment and resourcing models**, enabling collaboration with a wide range of organisations.

The enablers of the Tameside and Glossop Corporate Plan are key foundations and reflects the priorities set in the [Tameside and Glossop Children and Young People's Mental Health Local Transformation Plan](#), which include:

- Working together in neighbourhoods to make it easier to get help;
- Increasing access;
- Listening and shaping services with young people;
- Focus on families as the best resource;
- Increase support for those most vulnerable to improve outcomes.

Complimenting both local strategic documents, is the [Tameside LISTENing Framework](#), which sets out clear asks from local children and young people in the commissioning, implementation and

delivery of services that are designed for children and young people. As such, children and young people ask us to keep the following in mind:

- **LIKE** - Always use our imagination and do things that children and young people would like.
- **INCLUSIVE** - include everybody. Think of the people involved, all the different ages and how services might affect them.
- **SUSTAINABILITY** - We will prioritise the environment and consider the sustainability of the work we do.
- **TRANSFORMING** - Be open minded about things not being the same as before - see what might be possible.
- **EXCITING & INSIGHTFUL** - Make things look modern, think about the people that will use the service.
- **NAVIGATE** - Help us understand things better. Believe and be passionate about your argument. Take things seriously.

As such the principles and priorities of the above will be also key principles and priorities of the Tameside and Glossop Children and Young People's Emotional and Mental Wellbeing Community Offer.

APPENDIX C - BACKGROUND CONTEXT – CO-PRODUCING THE COMMUNITY OFFER MODEL

On the build up to releasing the specification for the Tameside and Glossop Children and Young People’s Emotional and Mental Wellbeing Community Offer, a significant amount of work had taken place to A) to understand what local children and young people believe wellbeing to be, as well as resources to support their wellbeing and B) coproduce the Community Offer model with local children, young people, families, stakeholders, commissioners, and mental health providers.

In gaining meaningful insight from local children and young people, the Strategic Commission partnered with Worth-It CIC. Through this insight, it was clear that children and young people understood wellbeing to fall into three interlinking elements: mental, emotional and physical, and that the resources available to support their wellbeing is far reaching. Together children and young people, with Worth-It CIC developed the followings figures to illustrate their findings. A final report to summarise the activity and outcomes can be found [here](#).

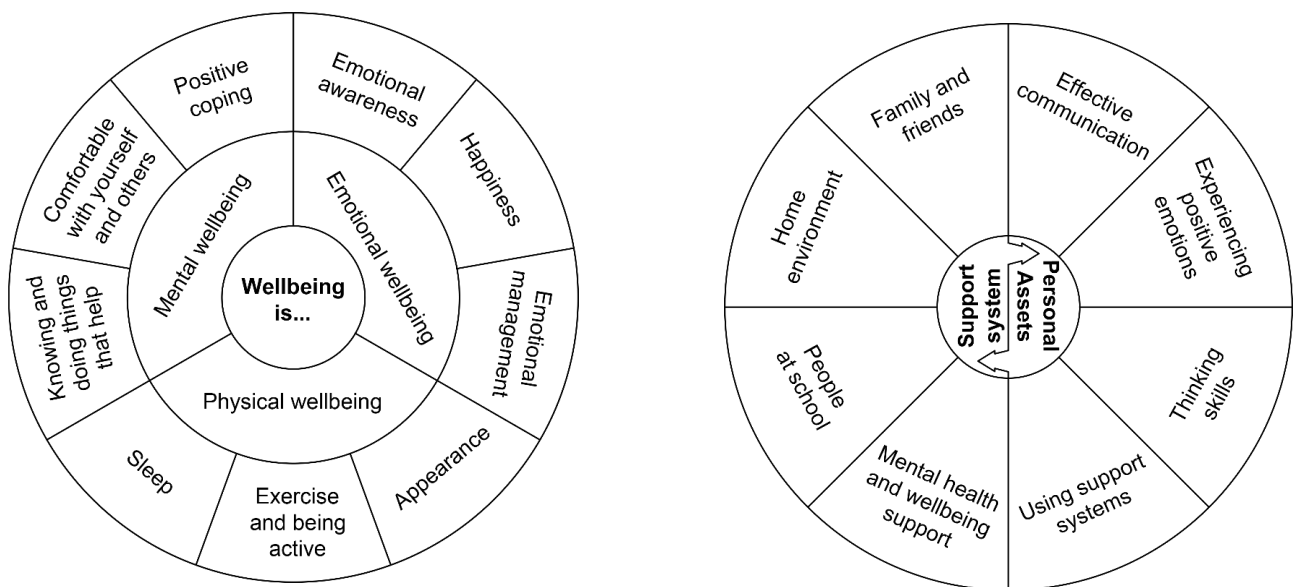


Figure 6: Children and Young People’s Illustration to Wellbeing and Support Resources

Following this, the Strategic Commission partnered with the Innovation Unit to facilitate co-production workshops to bring together collective discovery and design to develop the Community Offer model. Using ‘sprint’ methodology, the Innovation Unit delivered a series of workshops that supported participants through a range of activities to develop the model.

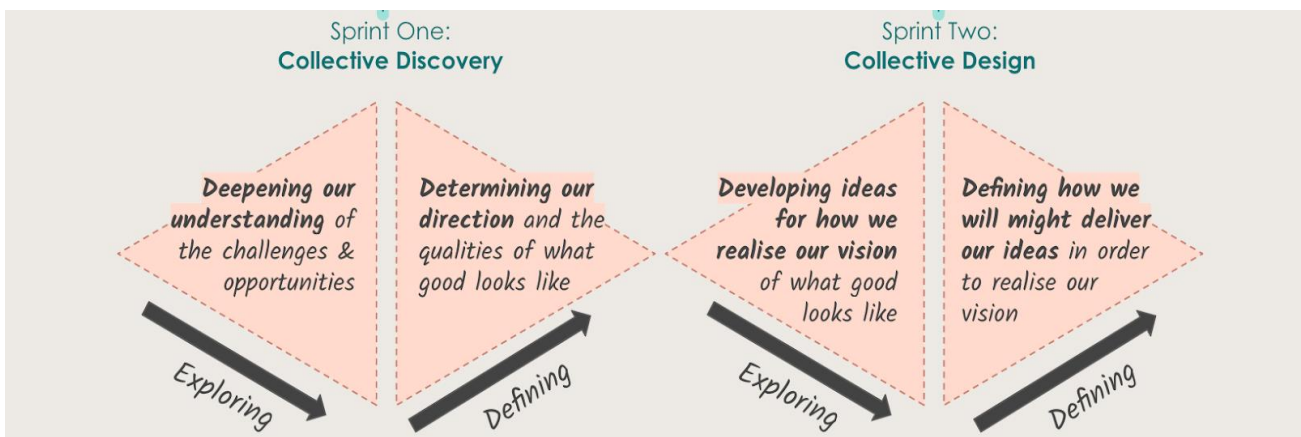


Figure 7: Co-production Sprint Outline

This process enabled participants to:

- Listen and share stories of lived experience of mental wellbeing and support;
- Draw on inspiring case studies and models;
- Create a model that continues to maximise share capacity (collaboration);
- Create processes of co-design and development of solutions.

APPENDIX D - Core Deliverables – Key Offers for Children and Young People

My Emotional Wellbeing Coach

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:
<p>Sometimes young people need to speak to someone who is able to listen, understand and knows how to support them in the right way.</p>	<p>This goal of a 'coach' is to help the young person to help themselves and be able to sustain positive emotional and mental wellbeing. Coaches should be diverse and relatable; making the young person feel comfortable. They might have shared experiences of gender, sexuality or race. Young people have the option to change their coach if they are not the right match.</p>	<p>Support is flexible and built around young person friendly hours. Depending on what the young person needs they will do the following in a 'stepped' process:</p> <ol style="list-style-type: none"> 1. Listen without judgement 2. Guide them with advice and knowledge 3. Connect them to options for support 4. Grow their capacity with resources and tools 5. Support them for a period of time if they need it and work with the people that also support them to do this 6. Work with key relationships such as parents & family members to create a better network for support 7. Refer them and support access to more specialist support if they need it <p>Elements of this support available 24hours a day.</p> <p>Young people have a say in how and when support ends, and know they can go back to their coach if the road gets bumpy again.</p>	<ul style="list-style-type: none"> ● Coach has attributes that are relatable to the young person they are supporting. ● Draw on local resources and assets. ● Work in collaboration with young people to co-produce outcomes and support.

Key Supporting Relationships

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:
<p>The people around young people, like their parents and family play a central role in helping them through tough periods and to grow positive mental and emotional wellbeing.</p>	<p>We support the key support relationships for young people in a range of ways depending on what they need to best support each young person's needs and challenges. This can include all family members and other key support relationships.</p>	<p>We support key supporters in the following ways based on their needs and the needs of the young person they are supporting:</p> <ol style="list-style-type: none"> 1. Quick access to advice and guidance when needed. This involves a blend of online meetings and in person drop in sessions and is available 24 hours. 2. Connecting to other support and resources 3. Coaching support if required and delivered in a way tailored to each person. 4. Help to grow their confidence, skills and ability to support the young person and themselves 5. Working with the supporter to co-produce the support required for the young person if needed. 6. Options to work together as a family as well as accessing peer parenting and family support from others with shared experiences 	<ul style="list-style-type: none"> ● Access to common and open place of access in community. ● The availability of online support. ● Tailor support to diverse needs, language & neurodiversity.

Growing my Potential

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:	Key System Conditions:	Key Value produced:
<p>At the heart of our offer is enabling young people to grow their potential for positive emotional and mental wellbeing for themselves and for them to be able to grow and support others' emotional and mental wellbeing. Such as their friends, family and community.</p>	<p>We need to grow the knowledge and skills that all young people have to grow and develop ways to cope when things are challenging and to thrive. We also focus on how young people can be there for others' emotional and mental wellbeing.</p>	<p>To do this we offer:</p> <ul style="list-style-type: none"> ● Skills workshops to grow young people's confidence in themselves and their ability to support others ● We provide a range of spaces for young people to come together and support each other, including an app and comfortable and safe spaces outside school and the home ● We offer support and guidance for those supporting others if they need it, including training & education on inclusion ● We run a peer support & mentoring network: offering a range of ways that young people can volunteer to mentor & support other young people in safe, low pressure and supported roles. This could include offers of anonymous support. Mentors receive high levels of support and training. ● We make sure learning how to help others is a part of everything we do. 	<ul style="list-style-type: none"> ● Strong coaching capacity to grow confidence and capacity: - to self-manage and improve emotional & mental wellbeing- to support other's emotional & mental wellbeing 	<ul style="list-style-type: none"> ● Open access and self-referral routes ● Emotional literacy embedded in the spaces young people socialise and learn, including schools ● Local access points for community support 	<ul style="list-style-type: none"> ● Young people feel accepted ● Young people feel empowered ● Young people feel trusting and comfortable

Our Emotional Wellbeing Places

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:	Key System Conditions:	Key Value produced:
<p>Having somewhere you know you can go if you want to connect to and access support for positive emotional and mental wellbeing is important.</p>	<p>Our emotional wellbeing 'place(s)' feels welcoming, friendly and without judgement. Our wellbeing place is somewhere young people can trust information and advice, feel they can connect with other young people and positive supporting relationships that help them understand, grow and sustain positive mental and emotional wellbeing. It's somewhere that young people feel they own and that they can continue to shape and develop to make it work for them and other young people.</p>	<p>A network of local 5 key neighbourhood places across Tameside and Glossop, either in tailored locations, or hosted by local organisations, to ensure all young people have quick and easy access to a positive place for emotional and mental wellbeing. <i>The places offer a few different spaces, with opportunities for socialising and for quiet time.</i> Our places are supported by our online place - where young people can access information, positive emotional & mental wellbeing resources and connect with coaches and other young people. Information here is tailored to be engaging and supportive for young people, for example curated and selected video content on wellbeing techniques such as mindfulness, breathing, etc.</p>	<ul style="list-style-type: none"> ● Access to common and open place of access in community ● Draw on local resources & assets ● Draw on & use a range of digital resources & tools 	<ul style="list-style-type: none"> ● Leadership for collective focus and development to improve knowledge & capacity to be inclusive (including LGBTQ+ & BAME) 	<ul style="list-style-type: none"> ● Young people feel welcomed and comfortable ● Spaces are accessible ● Young people have ownership of the space

APPENDIX E - Core Deliverables – Programme Offers

Our Emotional and Mental Health Informed Community

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:	Key System Conditions:	Key Value produced:
<p>We know that awareness and understanding of the impact and challenges of emotional and mental wellbeing of children and young people is something that needs to be developed in Tameside & Glossop, especially in our schools and key services.</p>	<p>We proactively seek to inform and advise to grow knowledge and awareness of emotional & mental wellbeing for children & young people - in key services, organisations & people - like schools, teachers, family, friends, after school clubs, youth clubs, sports clubs etc. We aim to promote our way of supporting young people to support themselves and each other.</p> <p>We adapt information & guidance for our diverse communities and groups, ensuring it is inclusive and accessible to all.</p> <p>We support young people to campaign for awareness & understanding of emotional & mental wellbeing.</p>	<p>We support a network of people & places that anyone can come to get access to information and guidance resources to help them build their understanding & awareness.</p> <p>Core to this is a focus on supporting schools and key services in communities to develop their awareness and capacity to support positive emotional and mental wellbeing.</p> <p>Our Library of ideas & info and our Emotional Wellbeing Training offer help us to grow this informed community.</p>	<ul style="list-style-type: none"> ● Utilise existing relationships with schools ● Draw on local resources and assets ● Draw on & use a range of digital resources & tools 	<ul style="list-style-type: none"> ● Leadership for collective focus and development to improve knowledge & capacity to be inclusive (including LGBTQ+ and BAME) ● Collective focus & investment in reducing stigma ● Collective sharing of information and ideas 	<ul style="list-style-type: none"> ● Young people feel validated

Our Emotional Wellbeing Library of Ideas and Information

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:	Key System Conditions:	Key Value produced:
<p>We know that there is an amazing amount of information and resources for young people about building positive emotional & mental health, but sometimes it can be overwhelming or hard to know what to trust.</p>	<p>We are a trusted source for this guidance and information and we make sure we have up to date information. We are known locally as the place to go for this information.</p> <p>If needed, we can provide support to help people know what information or resources might be best for them and provide guidance about how to share and engage young people with key information.</p> <p>We always seek to learn from what was useful to young people, families and services and make sure we promote what works. This includes how information is shared and accommodating different learning styles - for example using videos etc.</p>	<p>We maintain and grow a (digital) library of these resources and make it easy for people to access - be it a school, a young person or a family member. We collate information to make sure it is trusted and age appropriate. We are connected to other sources & services of health & wellbeing information and advice.</p> <p>Key to this is making these resources available, accessible and easily used in schools and other key services.</p>	<ul style="list-style-type: none"> ● Input from young people ● Draw on local resources & assets 	<ul style="list-style-type: none"> ● Leadership for collective focus and development to improve knowledge & capacity to be inclusive (inc. LGBTQ+ & BAME) ● Collective focus & investment in reducing stigma 	<ul style="list-style-type: none"> ● Young people and their families have a shared understanding of mental and emotional wellbeing ● This understanding feels accessible

Our Emotional Wellbeing Training

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:	Key System Conditions:	Key Value produced:
<p>We know that being able to support young people's emotional and mental wellbeing needs to be the job of everyone. However, not everyone has the knowledge and skills to do this.</p>	<p>We offer services and organisations training to develop the knowledge and skills to better support emotional & mental wellbeing and tailor this to work in their context - be that at a school, GP surgery or local sports club. Our training aims to support a wide diversity of different people and recognises the need to adapt training for different cultural groups locally.</p> <p>Our training helps organisations know how to grow positive awareness of mental & emotional health and to recognise when and how young people might need support in key moments of their lives - from exams to family challenges.</p>	<p>Our training is co-led with young people. They help define what we train, how we train and co-deliver key elements of training. This process aims to help young people build their own skills and capacity by training others and is supported by schools. Being trained by us is something that is valued around here and people will want to show that they have been 'accredited' by us. A key audience for this training is schools and key services. This training is a key part of promoting and growing our mental health informed community.</p>	<ul style="list-style-type: none"> ● Co-produced and led with children and young people ● Work with family and peer 'group' to develop training 	<ul style="list-style-type: none"> ● Coordination to ensure no duplication with existing training programmes 	<ul style="list-style-type: none"> ● Young people feel empowered by reaching into their own experience to develop support for others

Our Emotional Wellbeing Co-production Network

WHY:	HOW:	WHAT:	Key Capacity & Capabilities:	Key System Conditions:
<p>At the heart of our offer is a common set of values and approach and a shared set of outcomes. We work together as young people, providers, professionals, commissioners and the community in deep collaboration to make sure that we can grow and promote these across Tameside and Glossop.</p>	<p>We know that this is a journey and will take time to realise our ambitions for children's & young people's mental and emotional wellbeing. The voice, insight and ideas of children & young people are at the heart of everything we do. We make sure that we continue to co-produce why, how and what we do with young people. We actively reach out into our communities to grow the diversity and inclusivity of our network.</p>	<p>Our Co-production Network hosts events, workshops and activities to engage a diverse range of people - from parents & carers, to local services and schools, to wider members of the community - they are all able to be part of leading and growing positive emotional & mental wellbeing with children and young people. At its heart, the Co-production Network is led by young people, with the support of adults. The experience of young people is considered a priority and there are a range of ways for young people to be involved in ways that work for them.</p>	<ul style="list-style-type: none"> ● The voices of parents, families, children & young people from a diverse set of backgrounds, Education, Health, the Council, Adult provision, VSCE and commissioners 	<ul style="list-style-type: none"> ● Network integrated in all elements of provision ● Strong connection into adult Living Life Well offer ● Strong connection into Emotional and Mental Wellbeing Schools Offer ● Driving young people's mental health as a system wide outcome

APPENDIX F – PERFORMANCE FRAMEWORK

	Design principles	Outcomes/Outputs	Indicator	Threshold	Reporting Method	Frequency
How much are we doing?	We develop young people's positive mental health, resilience and wellbeing in everything we do , to help them thrive and cope when things are difficult	Increasing access for children and young people into support	Number of new CYP receiving a service	At least 1000 CYP in 12 months	MHSDS - monthly report	Monthly
			Number of face to face/equivalent contacts	TBA	MHSDS - monthly report	Monthly
			Number of referrals, including self	N/A	MHSDS - Monthly report	Monthly
			Number of CYP that have 2 or more intervention contacts	At least 800 CYP in 12 months	MHSDS - monthly report	Monthly
		Increasing knowledge, skills & capacity of key relationships (family, community and support, including schools)	Number of parents and carers having face to face/equivalent contacts	50% of under 16's	Quarterly report	Quarterly
			Number of parents and carers taking up training	at least 20 parents per quarter	Quarterly report	Quarterly
		Growing sustainable skills and capacity for positive mental and emotional wellbeing	Number of staff trained (by staff group)	at least 30 staff per quarter	Quarterly report	Quarterly
How well is it being done?	We ensure support is inclusive and accessible to all young people and their peer and family groups	Reducing stigma about mental health	Report on reducing stigma activity	at least 1 activity per quarter that reaches large numbers	Quarterly report	Quarterly
		Increasing inclusivity for LGBTQ+ and BAME groups	Report to show diversity – age, ethnicity, religion, gender, sexual identity plus neighbourhood, GP, school/ college.	Representative of population	Quarterly report (age, sex, ethnicity MHSDS)	Quarterly

		Increased evidence-based prevention and early interventions solutions	Waiting times for each element of the offer	90% initial conversation within 10 days of referral 90% entering an element of the offer within 6 weeks	Monthly report	Monthly
			Types of activities taken up by people		Monthly report	Monthly
We give young people the time and space to have a voice and be heard , including the availability of flexible and young person friendly hours and places	Increasing emotional awareness, management & wellbeing		Lead the Thrive Forum to create a thriving community partnership	N/A	Case study / meeting notes Annual survey of forum members	
			Report on delivery by place	N/A	Quarterly report	Quarterly
			Report on delivery by time	N/A	Quarterly report	Quarterly
We ensure young people are included, listened to and have choice & control of every part of their support journey , from identifying problems to developing and generating ideas and solutions	Empowering young people to shape mental and emotional wellbeing support		Co-produce and lead a thriving CYP Forum	N/A	Case study / meeting notes / LISTENING quarterly report Annual survey of CYP	
			Report, reflect and act on young person and family satisfaction with a ESQ score	85% positive	Monthly report	Quarterly

	We support young people to support each other , so they have the skills and understanding to seek and provide support	Increasing young people's capacity to support each other's emotional wellbeing	Number of active peer supporters recruited in quarter and number of sessions	TBA		Quarterly
			Confidence of peer supporters	quarterly survey	Survey	Quarterly
Is anyone better off?	We build relationships & places where young people feel comfortable, accepted and valued , where they can express themselves without judgement and communicate to adults when they are doing it wrong	Increasing key physical wellbeing	Outcomes (based on agreed standardised measures) – CYP	80%	Monthly report (MHS006 and MHS007 MHSDS)	Monthly
			Outcomes (based on agreed standardised measures) – parent / carer	80%	Monthly report (MHS006 and MHS007 MHSDS)	Monthly
			Cases studies	2 per month	Monthly report	Monthly
			Number of Complaints			Quarterly
			Number of Compliments			Quarterly
			You Said, We Did report based on satisfaction, complaints and compliments			Quarterly