

**CHILDREN AND EDUCATION SELECT COMMITTEE****Item under consideration: CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAMHS) IN SURREY****Date Considered: 17 November 2017****Key points raised during the discussion:**

1. Members expressed concern that access to CAMHS had been a longstanding issue, and that the recommissioned contract had not delivered the changes required. Witnesses acknowledged that there were unacceptable delays, and reiterated a commitment to resolve these. Commissioners commented that the first issue had been in data quality, and that this had begun to be addressed. The Committee was informed this would now mean a focus on improving the areas where delays were being experienced.
2. Members commented that there was a need for robust data monitoring, and challenged why steps had not been taken by commissioners to address the issues emerging from the contract sooner. Officers explained that discussions around performance data had first been progressed through an informal mechanism, with monthly management meetings put in place, before a contract notice was issued. It was recognised that there had been some improvement as a result of this notice being issued. Members challenged on the transactional nature of the commissioning process, and commented that more should be done to reflect on the experience of children and families in order to drive improvement.
3. The Committee highlighted that delays impacted on individual children and families at a significant time in their lives. Representatives from Surrey and Borders Partnership (SABP) noted that the contract had been costed for 6,000 referrals for targeted services, and the services had received 11,000 referrals for targeted and specialist services. The demand had impacted on what could be delivered by SABP. The Committee noted this but also that the activity level was significantly lower than what had been contracted.
4. The Committee was informed that commissioners and providers would be meeting in the coming week to discuss a plan of action in order to improve the activity and reduce waiting times. It was acknowledged that SABP had reallocated resource to deal with elements of the contract that were experiencing demand, though witnesses also expressed the view that there needed to be greater pace to the plans for improvement.

**Recommendations:**

That Cabinet note the Committee's dissatisfaction with the performance of the CAMHS contract, and seek meaningful assurances from commissioner and provider as to the commitment to improve.

That the Committee receives an update on the action plan in place to reduce waiting times, including key timescales and milestones for improvement, for circulation and given formal consideration at the next meeting.

That the commissioners and providers seek to incorporate the Family Voice proposals into service design and delivery (attached), and report back on how they have taken these proposals forward.

That child and family experience is embedded into the contract monitoring and processes, and that evidence is provided about how this has guided service design and delivery to the next committee meeting.

**Mark Brett-Warburton**

Chairman of the Children and Education Select Committee