

*Dear Children and Young People of Surrey,*

*In 2015 we asked you to tell us what we needed to change in mental health services for children, young people and your families. Having made a number of changes and improvements, we went back to you in 2018/19 to ask for your views and your parents and carers as well of professionals working in the area. We are now letting you know what we have managed to achieve so far, together with other work that we are undertaking in order to further improve services; highlighting what has worked well and recognising areas that still require further improvements. We have updated this plan to reflect what we have achieved so far and what our next steps are.*

*We know that there is still much to do to improve services in Surrey. While everyone in the system is committed to ensuring all of our residents receive the support they need at the most appropriate time, we know this hasn't always happened for everybody in recent times. There are challenges facing Child and Adolescent Mental Health Services around the country, with the number of requests for support continuing to increase in the past few years nationally as well as here in Surrey. We are all determined to make sure that all of our services become the best they can be for children and young people and recognise that there is some way to go in order to achieve this. You can read more about some of the steps we have made to realise this aim in this report.*

*To meet these challenges, across Surrey we have developed a new [health and wellbeing strategy \(PDF\)](#), which is the product of unprecedented collaboration between the NHS, Surrey County Council, district and borough councils and our wider partners, including the voluntary and community sector and the Police. Through this new strategy, we're signalling an important shift to a more preventative approach, addressing the root causes of poor health and wellbeing and not simply focussing on treating the symptoms.*

*We also want to thank all of the children, young people and their families who have helped us along this journey. Your involvement through a variety of organisations and at all stages, has shaped the services that we have been putting in place and we ask that you continue to tell us about your experiences, both the positive and negative ones, in order that we can continue to try and improve them.*

*You asked us to:*

- Reduce waiting times for services*
- Provide more information for self-help and whilst waiting for treatment*
- Make CAMHS available in a variety of different locations*
- Help to reduce stigma and increase access to CAMHS; more community services that 'normalise' the access for help*
- Reduce waiting times for diagnosis; in particular, for eating disorders*
- Improve access for diagnosis and support if you had ADHD, Asperger's and ASD*
- Care should be adaptable, flexible and person centred.*

*This plan sets out what we have done and are doing to address these areas. In line with the NHS Long Term Plan 2019, additional work is being targeted at those areas that require further improvements.*

*We ask for your continued help in letting us know what is working and what is not working.*

*Yours sincerely,*

*Surrey NHS CCG Collaborative and System Partners*

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