


Waiting Times (Based on July 2021 data):

In Surrey, there has been a growth in the number of referrals for Emotional Wellbeing and Mental Health (EWMH) services. From around of 1400 referrals per month in December 2020 increasing to around 1800 - 2000 from March 2021 through to June 2021 where we then started to see a decrease as children start summer breaks. However, given children and young people (CYP) are now back at school there is an expectation of a growth in referrals again from September.



Data








Description	Present position	Previous month	Direction of travel	Target
July: Average wait from referral to assessment	64 days (778 CYP)	72 days		40 working days

The average wait from referral to assessment in July 2021 is 64 days, 24 days above the 40 days target, however this is the third consecutive month of improvement and the lowest level seen in 21/22 to date. (June 72 working days, May 85 working days, and April 87 working days)

Waiting times are based on the length of time that a child or young person seen within that month waited on average for all levels of priority

Average Waiting Times by pathway:

Description	Present position and No of CYP	Previous Month	Direction of travel	Target
Neuro-developmental pathway	216 working days	214 working days		Completed diagnostic assessment 50% in 6 months all within 1 year
Learning Disability Service	37 working days.	83 working days		Crisis: 4 hours Urgent: 10 working days Routine: 40 working days

SaBP Community CAMHS:	50 working days	44 working days		Crisis: 4 hours Urgent: 10 working days Routine: 40 working days
CAMHS SPA	35 working days	42 working days		Crisis: 4 hours Urgent: 12 hours Routine: 5 working days
CAMHS SPA (open)	10 working days	14 working days		Crisis: 4 hours Urgent: 12 hours Routine: 5 working days
Eating Disorders	8 working days	10 working days		Crisis: 5 working days Urgent: 20 working days Routine: 20 working days
Sexual Trauma Assessment, Recovery & Support	15 working days	17 working days		10 working days
Care and Care leaving service	16 working days	20 working days		10 working days
Crisis Service	1 working day	1 working day		Crisis: 4 hours Urgent: 7 working days

* Average wait is based on all waits regardless of level of priority

There is variation in the 9 pathways, with 7 pathways seeing improvement and 2 pathways where waiting times have increased which is the same as July 21. There has been significant improvement in the Learning Disabilities pathway and Care and Care leaving service.

Actions to impact on performance:

- LD Team: Improvements have been seen in the West due to increased capacity with the recruitment of a locum Assistant Psychologist and the start of a Behaviour Clinic. Both these changes have resulted in nurses also being freed up to see more CYP in clinic. This approach is being explored for the East.
- ND Pathway: In Dec 2020, 1,512 CYP were identified to be on the Autism Spectrum Condition (ASC) backlog, in July 2020 all on CYP are now on the assessment pathway, of which 1,502 are in stages 2 and 3 of the process i.e. completed or completing the pathway.

The average waiting time is affected because the results reflect the child's individual wait at the point they start assessment and some children in this 1512 have been waiting over 12 months and 2 years. The Alliance are on track for clearing this whole group by September.

Since January 21, there have been 814 new cases referred to the Autism Spectrum Condition (ASC) diagnostic pathway. 202 of these cases are at stages 2/3 and 17 cases are completed. The services have consistently prioritised CYP with more urgent clinical need for diagnosis.

- CAMHS SPA: There is an action plan in place that is addressing the backlog

Response:

- There are backlog and waiting time plans in place across neurodevelopmental pathway, access and advice and early intervention. Demand for Autism Spectrum Condition (ASC) and Attention Deficit Hyperactivity Disorder (ADHD) pathways has persisted and exceeds contracted expectations of caseload and referrals per week. The ND work requires a system response, and this is being taken forward through a task group with primary care and commissioning colleagues. At this point there are approximately 500 CYP requiring an aspect of ADHD diagnosis or medication initiation and ongoing routine reviews. The Exec board have agreed the additional capacity required but this is a cost pressure.
- Further exploration of the data within the Care and Care leaving service identified Children and Young People who were waiting longest were identified as low risk (reported feeling sad/ struggling). To ensure the Alliance meets the needs of the younger children and those who are identified as struggling or feeling sad, system wide developments are being planned to ensure these CYP can receive their support directly within School Based Needs Teams / Building Resilience, with support from specialist team.
- There has been increased capacity to pathways. The workforce data for SaBP evidences that there are enough substantive staff in post and more than the contracted workforce model. However, this falls short of the numbers of staff needed to meet current and forecast demand. Recruitment to psychology, therapy and psychiatry roles is challenging with many of these roles being supported by agency staff. Workforce will be a priority discussion at the Alliance Board in September 2021
- The EWMH Partnership continues to progress the development of pathways underpinned by the THRIVE model with good success in Access and Advice.
- Third sector reporting on the backlog within Third Sector services is outstanding and being expected by September 2021.
- To accurately reflect performance against individual pathway targets and national expectations, commissioners and the Alliance will review the reporting against the single corporate target and update by September 21 reporting

Proposed KPI Targets going forward:

The target of 40 working days for the overall average wait to assessment is currently being reviewed. As the neurodevelopmental pathway has a longer period for completion of assessment, this skews the performance of services against the target.

The proposed targets going forward will be split into three and based on routine wait. Those that have a target of 20 days or less are combined into one.

This will be:

Combined KPI Target from EWMH Contract.	Services included
20 working days	Early intervention; Sexual Trauma and Recovery Service; Crisis; Care & Care leavers; Eating Disorders; CAMHS-Single Point of Access
40 working days	Community CAMHS and Learning disability service
365 days – 253 working days	Neurodevelopmental pathway: (50% within 6 months and 100% within the year)

There are robust assurance functions for the wide suite of indicators within the EWMH Alliance contract within the Executive Finance, Contracts, Quality and Performance Accountability Committee.