

# No Wrong Door Strategy

Making it quick and easy for children and young people to get mental health and well-being support.

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# Hello

Mental health is about how we think, feel and act. Just like physical health, everybody has to look after their mental health.

If left untreated, mental illness starts to affect other parts of your life. We all need to take care of it and get help sometimes.


We are the **North Wales Regional Partnership Board**. Our aim is to improve health and well-being for everyone across our area.

The Children's Commissioner for Wales checked services across Wales. They found that services needed to improve how they support children and young people's mental health and well-being.


**This is our 'No Wrong Door' strategy to help make sure children and young people get the mental health support they need.**

# Involving people

This North Wales 'No Wrong Door' strategy was developed by working together to agree a vision for the future. We:


 asked Alder Advice to help us


 worked with Children's Services Managers

 gathered information

 talked to children and young people who use services

 involved people as they developed this plan

 looked at good practice

 held workshops

# Vision

All children and young people in North Wales enjoy the best mental health and well-being.

**We want to make sure you get help as quickly and easily as possible.**



# Aim

We will make sure the services and organisations that support you:

are easy to find

are easy to connect to

work together

deliver real outcomes

give you support based on your choices



# This strategy is about...

## Improving services and supporting them to work together

There are lots of great services and people supporting children and young people across North Wales. But some need to improve.

To make the biggest difference we need:

- everyone to share our vision and work together
- services and organisations to agree how they will share work, resources and funding
- all plans and policies that support children and young people's mental health and well-being to link to this No Wrong Door strategy.



## Being flexible

North Wales is a big area, with lots of different issues. This plan is flexible to fit each local area. Services can decide how they work and what helps children and young people the most in their area.

But we want services to follow a model of **Tight-Loose-Tight**.



### Follow Tightly

Services should make sure they follow our vision, aims and principles.



### Follow Loosely

Services should decide what would work best for the children and young people in their areas.



### Follow Tightly

Services should make sure they check their work and can answer why they made decisions.

# The 12 Principles



## No Wrong Door approach is based on these principles:

- 1** We will value children and young people for themselves and appreciate their worth.
- 2** We will listen to children, young people, and their families to understand their experiences and their opinions will help us shape services.
- 3** We will invest in services that step in early and stop issues getting worse, so we reduce the number of children needing extra support.
- 4** We will support children and young people as early as possible, so we reduce the number needing more intensive support.
- 5** We will make it easy for children, young people and their families to find information and get help for their mental health.
- 6** We will make sure there is better support for mental health in schools.
- 7** We will make sure children and young people can get help from different professionals and services that work together.
- 8** We will make sure no child is excluded from support because of who they are or their family circumstances.
- 9** We will make sure children and young people can form a trusting relationship with professionals and have a support worker to help them understand how things work.
- 10** We will make sure children and young people are put at the centre of all decisions, don't have to wait for services and have support based on their needs, including online support.
- 11** We will make sure support across services, including health and social services, youth justice services and schools flows together, without any gaps.
- 12** We will have good leadership and effective governance over system resources and professional work.





## How it works

Sometimes finding help is confusing or overwhelming. We want it to be as simple as possible.

We want everyone to be able to get help, at the right time, in the right way, no matter what level of support they need.

The North Wales 'No Wrong Door' strategy will help this happen. It will help make sure that children and young people can get support quickly, before issues become worse.

**No Wrong Door means that wherever you go to find support — at school, a community service, social services, or health service, you'll get help.**

**You get support without being turned away or having to ask over and over again.**

## Information about help will be easy to find and understand.

Services will work together to connect you to the right services and get you the support you need. You get support without being turned away or having to ask over and over again.

Anyone can ask for help:

- a child or young person can ask for themselves
- a family member or carer can ask for them
- a school or college can ask for help for a learner
- a youth service or organisation can ask for a child or young person they work with.

They can ask by:



email



telephone



in person.



# No Wrong Door Model



**The No Wrong Door approach means**

More children and young people get support at this level.

Fewer children and young people need support at this level.

## Low level mental health needs

Children and young people get support from local services that step in early and stop issues getting worse.



## Additional mental health needs

Children and young people get support from different organisations and services working together. This includes on-line counselling.



## Complex mental health needs

Children and young people get a range of support from services working together. This includes specialist services that support looked after children and issues like eating disorders.



## Serious mental health needs

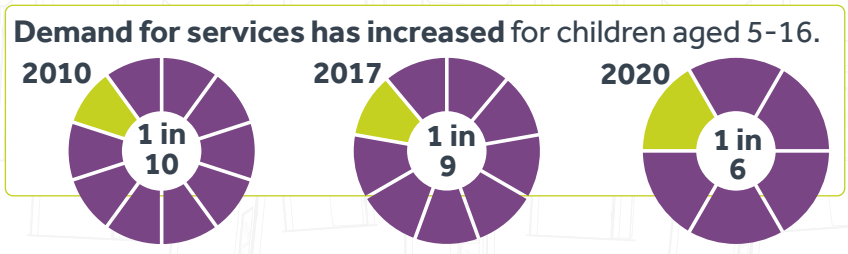
Children and young people get extra support from specialist services working together. This includes supporting children at risk of harm or in crisis that need emergency care.



There will be a Team around the Child (TAC)/Team Around the Family (TAF).



# Why this is important



Demand for services is increasing.

Mental health issues like anxiety and depression are increasing.

**Children, young people and families told us:**

- waiting times are too long
- there are too many barriers that stop them getting support
- services don't listen enough.

**Professionals told us:**

- we need more staff
- we need more Welsh speaking staff
- services and organisations need to work together better
- services need to be more flexible
- services need to listen to children and young people and include them in planning.

By age 17  
**25%**  
of young women have a mental health problem.

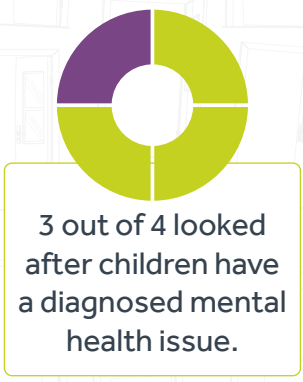
**5%**  
of 5-19-year-olds have a behaviour disorder.

**75%**  
of children with a mental health issue also have a physical health issue or haven't developed to where they should be for their age.



Stepping in early to help young people, stops issues getting worse and saves money.

Stepping in to support families with young children stops them needing additional support when they're older and saves money.



CAMHS services are struggling to keep up with demand.

For every **£1** invested in services that step in early to help people ...  
we save **£38** in specialist services.

For every **£1** invested in services that support early years...  
...we save **£45** in school and family-based support later on.

Specialist CAMHS services in North Wales turn away **17%** of referrals.



## Next steps

We can't do this alone. We need services, organisations and charities to work together and follow this 'No Wrong Door' strategy. They will also have to look at ways to share resources and funding in the best ways.

## Making sure it works



North Wales is a big area, with lots of different issues. This plan is flexible so it can adapt to fit each local area.

We will check services are following the plan and its principles.

## Thanks for reading this

If you want to know more, go to:

