

	AGU (Be U Notes)	Harmless suicide crisis support	Harmless all age self-harm
See section in attached specifications			
	Inclusion- Referrals will be accepted for those presenting with low/mild emotional wellbeing and mental health problems with support provided to children/young people alongside their parents/carers either in drop-in clinics and/or community settings such as GP practices, schools or where appropriate the home environment. There will also be an online portal that can offer virtual support. This will be informed by the child/young person and their families. People who are not registered with a Nottingham/ Nottinghamshire GP practice (excluding Bassetlaw).	Inclusion- People who are not registered with a Nottingham/ Nottinghamshire GP practice. Exclusion- Those individuals who are engaging in secondary care provision	The pathway is open to people of all ages who self-harm or who are at risk of self-harming
Inclusion / Exclusion Criteria			
How the service is accessed, i.e. open access, self-referral, third party referral	Children, young people and their parents/carers will be able to self-refer to any element of the service.	Service users can self-refer or be referred into the service by other health professionals	Service users can self-refer or be referred into the service by other health professionals (e.g., IAPT, GPs, local mental health teams) via the Harmless website, email, or by contacting the service office.
Channels of support, e.g. telephone, email, text, whatsapp, face-to-face, and types of location if face-to-face	Support should be delivered through a variety of ways including face to face, drop-in sessions and online and offer a seamless experience for children, young people and their parents/carers.	A number of channels of support are available. Sessions are to be offered face-to-face.	Sessions are to be offered face-to-face (where safe to do so in line with current Covid-19 restrictions), via telephone or online.
Opening Hours / Availability	Monday to Friday 9am - 5pm	Flexibility is required with regards opening hours. Opening hours must be periodically reviewed with service users to ensure the needs of the client group are being met, and amended as necessary and some out of office hours support should be provided	Monday to Friday 9am - 5pm
Type of support provided, i.e. structured therapeutic counselling, peer support, helpline	Self help and self guided materials, Online forums and apps, Peer support groups for children and young people and parents/carers and 1-1 therapeutic support	Up to 12 weeks of suicide resolution intervention provided by specialist workers within the Tomorrow Project Suicide Crisis Team and Support Officers	The service will be a service that provides effective stabilisation and therapy and not be a containment or maintenance service. The service will be delivered in accordance with all relevant Department of Health and NICE clinical guidelines for self-harm and treatment management and prevention.
If support is provided to parents or carers	Parents/carers age-appropriate will receive information about their condition	Yes	Information not held.
Length of support offered	No upper limit however referral on to clinically appropriate services as required.	No upper limit however referral on to clinically appropriate services as required.	No upper limit however referral on to clinically appropriate services as required.
If the support is provided by paid employees, freelance/contract staff, volunteers.	Paid employees with support from student counsellors	Paid employees	Paid employees
Intended outcomes for the service	NHS Outcomes Framework Domains 1,2,3,4,5 and locally defined; Children, young people and families and carers who engage with the range of provision will have personal outcomes that align to the outcomes and developed by the Children and Young People Improving Access to Psychological Therapies (CYP IAPT) programme and the Young Minds Outcomes (be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve wellbeing). At the heart of the CYP IAPT programme is a vision of using patient recorded, session by session routine outcome measurements to improve the quality and experience of services. The purpose of using routine outcomes measures is to initially provide a baseline of a young person's emotional and mental health symptoms and the impact that they have. The use of goal-based outcomes and sessional measures can provide information as to the effectiveness of the intervention and progress towards the goal of treatment.	NHS Outcomes Framework Domains 1,2,3,4,5 and The service will demonstrate a reduction in: • Self harm severity • Self harm frequency • Suicidal thoughts • Suicidal planning The service will demonstrate improvements in: • Tolerating distress • Tolerating thoughts • Feeling positive about relationships • Feeling positive about daily activities • Feeling positive for the future • Response to referrals within 1 working day • All clients requiring suicide safety plans will have them in place	NHS outcomes Framework Domains & Indicators Domain 1,2,3,4,5 outcomes 1. 80% of clients will show an overall reduction in their rate and/or severity of self-harm, becoming safer from harm. 2. 80% of clients will demonstrate a reduction in suicide risk (reducing suicidal thinking, planning and/or increasing hopefulness) reducing chance of dying 3. 80% of clients will demonstrate an improvement in wellbeing (improvement on mental health and/or social functioning scales) enabling them to live happier lives. 4. 100% of clients will have a bio psychosocial assessment 5. Prevention of avoidable admissions and readmissions to hospital 6. Providing patients with timely access to treatment and support 7. Ensuring patients receive comprehensive, individualised plans 8. Patients have access to appropriate interventions as per NICE guidelines 9. Reduced incidence of relapse and repeat crisis 10. People using services and their carers are satisfied with the service and feel that they are treated with empathy, dignity and respect 11. Improved recovery and self-care leading to increased self-awareness and crisis prevention.
If available, the number of people under 18 that can be supported i) at any one time and/or ii) in any given twelve month period	Not limited	Not limited	Not limited
Where relevant, number of people under 18 that have been referred to the service in the most recent reporting period (quarter or year). Due to the nature of the services, age is not always recorded therefore a number of unknowns are reported. The figure quoted is total number of referrals.	603 total numbers of referrals (including up to those aged up to 25) financial year to date	130 total numbers of referrals financial year to date (all ages)	130 total numbers of referrals financial year to date (all ages)
Number of people under 18 supported in the most recent reporting period (quarter or year)		The ICB does not hold this information	
Policy's		The ICB does not hold this information	
Safeguarding Policy		The ICB does not hold this information	
Confidentiality Policy		The ICB does not hold this information	
Policy statement in relation to capacity, decision making and choice		The ICB does not hold this information	