Emerging Practice: Examples of Mental Health Services for 16–25 year-olds
The following publication is produced by the YoungMinds Stressed Out and Struggling (SOS) Project, which is funded by the Big Lottery Fund. The project aims to highlight the mental health needs of 16-25 year-olds, and campaigns to improve access to and acceptability of mental health services for this age group. YoungMinds believes that this group requires particular consideration because of the stresses and strains they face in making the transition from adolescence to adulthood, which can compound problems already faced by young people who are vulnerable to mental ill health.

YoungMinds is the leading children’s mental health charity, which is working within the Every Child Matters five outcomes framework to improve the mental health of all children and young people. If you would like to find out more about YoungMinds, please visit www.youngminds.org.uk

Other publications produced by the SOS Project include:

- **Perspectives on the Causes of Mental Health Problems in Children and Adolescents**, in which leading figures from the fields of psychiatry, nutrition, foetal development, psychotherapy, attachment theory and evolutionary psychology give their views about the causes of mental health problems.

- **Higher Education Institutions and International Students’ Mental Health**, which suggests ways in which higher education institutions can help support the mental health of international students.

- **Information for Higher Education Institutions on Helping Students with Personality Disorder or Personality Difficulties**.

- The **Stressed Out and Struggling Mentoring Guidelines**, of interest to those involved in the running and funding of mentoring schemes.

- **A Work in Progress: the Adolescent and Young Adult Brain** which summarises recent findings from the field of neuroscience about adolescent and young adult brain development.

- **A Call to Action: Commissioning Mental Health Services for 16–25 year-olds** challenges planners to step back from commissioning in the usual age-banded format, and to give greater consideration to the particular needs of 16–25 year-olds when considering the development of not just new services, but also existing services.

- The **Stressed Out and Struggling Focus Group Report**. The SOS team met with a range of ordinary young people in England and Northern Ireland to discuss what the transition from adolescence to adulthood felt like, and what was difficult and what was easy. The report draws conclusions for policymakers about the stresses and strains young people face today.

For further information about the project or to download these publications, please visit www.youngminds.org.uk/sos
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Introduction

This document is for providers and commissioners of Child and Adolescent Mental Health Services (CAMHS) and Adult Mental Health Services (AMHS). It is one of several reports from the Stressed Out and Struggling (SOS) Project, funded by the Big Lottery Fund. The project aims to raise awareness of mental health issues for young people aged 16–25 among the general public, policy-makers, commissioners, service-users and service-providers, and to encourage better, more targeted provision of services for young adults. It accompanies A Call to Action: Commissioning Mental Health Services for 16–25 year-olds. Its purpose is to give examples of a range of services that are already operating across the 16–25 age band to inform and inspire clinical teams and commissioners who may be considering developing new services or reconfiguring existing services to improve access for young adults.

Why is it so important to get services right for 16–25 year-olds?

Young people in the UK between the ages of 16 and 25 experience profound changes that move them from the world of the child into the world of the adult. There is a general societal expectation that by the time they are 25 most young people will have made three significant transitions:

- from the world of education to the world of work
- from a dependent relationship, being parented in some form, to being independent and, for some, to being a parent
- from dependent living in a home environment, to independent living and creating their own environment.

There is no other period in life where such transitions are expected to be the norm. At other points of age-specific transition, such as starting school, starting secondary school or retiring, most can expect the transition to affect only one part of their life – for example, a child starting secondary school is still within a dependent relationship and a dependent living environment.

Research suggests that the brain is still developing up to the age of 25 and beyond, with the early adult years critical for the formation of self-image, social skills and impulse control. The timing of the ‘normal’ maturation of brain structures suggests that society’s expectations for young people’s planning, organisational and self-regulating capacities can be misplaced.

Indeed, adolescent mental health in the UK is deteriorating, with emotional and conduct problems worsening over the past 25 years. The fact that research reveals these increases not to have been caused by changes in family make-up (e.g. increases in single-parent families) or by factors relating to socio-economic change points to a subtle and complex interplay of factors existing behind such trends. Young people are experiencing increased pressures regarding academic achievement. They are faced with major choices such as whether to have sex, to leave home, to drink or take drugs. Many are financially dependent on parents into adulthood. They may be affected by environmental factors such as greater cultural conflict, media images that are at odds with reality, toxins and pollutants, greater affluence and a decline in social cohesion and responsibility.

Young people who find society’s expectations of them overwhelming may be left with a relatively poorly developed capacity to regulate their emotional responses; young adults who lack the requisite emotional and psychological maturity to surmount the predictable and usual social challenges they face will be unlikely to fulfil their potential and contribute as meaningfully
as they might otherwise have done to society. If we are to intervene early enough to prevent chronic ill health from developing further, mental health services need to be able to offer support to young people who are struggling to achieve psychological maturity, as well as to those who are suffering from a severe and potentially enduring illness, such as psychosis.

What should mental health services for young adults look like?

Services which have an age-specific, dedicated service for young adults are not universally available. The only statutory mental health service which must be available to span this age group is the Early Intervention Psychosis Team. For service-users experiencing other forms of mental illness, in many areas, services for under-18 year-olds are provided by CAMHS, but once the service user moves to adult services, the model of care is the same for service-users across the entire age range of 18–65.

Service-users who straddle the transition from CAMHS to AMHS seem a particularly hard group for services to cope with. Despite the need for services to have robust transition protocols on the ground, young people and their families can find themselves in limbo, as AMHS and CAMHS services and commissioners argue about whose budget or service takes responsibility. Some young people who would have been assessed as needing mental health support or who have been supported by a CAMHS team are not deemed to be ill enough to receive a service from an AMHS team. For service-users developing severe mental illness, the consequence of poor transitions is that commissioning decisions are made around the needs of the service-providers, rather than the young person and their family.

In *A Call to Action*, YoungMinds suggests that commissioners and providers should constantly be asking themselves the following question: “What would I want for myself as a young person, or for a member of my family?”

- Would I want treatment from a service that is interested in my views and feedback?
- Would I want a hospital outpatient appointment at a time that suits me, and quickly, or in three months’ time?
- Would I want a choice of evidence-based treatment, including ‘talking therapies’, with clear advice about the strengths and weaknesses of each approach?
- If I had a severe mental illness, would I want to keep using a service that usually engaged me through coercion or hospitalisation?
- Can I still have hope for the future, that I will go to college, get a job, be in a relationship?
- Is it acceptable that services refuse to talk to me, as a parent of a service-user, on the grounds of confidentiality, but expect me and my family to cope as the key supporters; or indeed that they offer me no support to deal with the impact on my family and me?

*A Call to Action* recommends that services for 16–25 year-olds, or which have 16–25 year-old users, should have the following in common; they should:

- Routinely involve young people in their planning and outcome measurement. Service-providers need to be ready to be challenged by young people and need to be ready to change their planned approach if it is not working.
- Be easy to access, with clear and readily understood protocols which make sense to young people as well as to professionals – young people report difficulties in accessing mental health services.
• Be able to respond in a crisis – desperate young people in a crisis are highly vulnerable and are more likely to act on impulse.

• Provide services in an age-appropriate environment. A 17 year-old in a child development clinic that is strewn with baby toys is not likely to feel respected or comfortable.

• Invest in training and service development to improve pathways from community agencies to mental health services.

• Be provided in a non-stigmatising environment. Young people are very sensitive to the potential impact on their social circle of being in receipt of mental health services, so a drop-in type approach where a range of services for young people is available is much more likely to be attractive than a hospital out-patients clinic. A voluntary sector service can be more acceptable to young people.

• Be aware of the cultural needs of the young people who should be accessing the service – for example, non-Muslim service-providers need to understand the beneficial effects of prayer in communities where faith is a key part of their lives.

• Be able to work systemically with the family and social network, as well as with the individual.

• Be recovery- and rehabilitation-focused, to give young people the hope and belief that they can move on.

• Be multi-agency, multi-problem and multi-disciplinary – young people rarely have only one problem. The transitional nature of their circumstances means that they may find their family withdrawing, so that they lose their home as well as their education. A number of couples stay together until their children have left home, and then separate. This can produce a significant sense of loss of home and security for the children, who may not yet have made a secure home elsewhere. Services are developing for young people with a substance misuse problem but in-patient facilities for young people with a dual diagnosis are limited and are expensive.

• Be prepared to cross service provision boundaries – to follow someone for a period and hand over care when it is appropriate, rather than on a date which is determined by their birthday.

• Offer a range of treatment modalities. Young people and their families want and need more than just medication.

• In-patient services need to be age-appropriate. Young people under the age of 18 should be admitted to an adolescent unit close to home unless there are clinical reasons indicating that an adult ward is more appropriate. If young people under the age of 18 are admitted to an adult ward, adult services need to have access to and advice from the CAMHS team, be aware of legal issues pertaining to care for the under-18s, and ensure that the needs of the young person, such as continued access to education, are met. Small Crisis Houses – as per the model for Early Intervention – rather than in-patient wards, are more appropriate for some young adults who are too old for adolescent units than busy wards with long-term chronic service-users up to the age of 65. The Crisis House can provide short-term respite and admission prevention, supported by mental health professionals. Young people need to be kept close to their community to help them to reintegrate when they recover, and commissioners need to ensure, by providing good outreach teams, that in-patient services are part of a pathway to rehabilitation, rather than a place where young people are stuck.
The services detailed in this guide

The mental health services outlined in this publication demonstrate a wide range of innovative work being carried out by organisations from both the statutory and the voluntary sector. These services cater for a wide range of differing age groups; for example, some cater for 14–25 year-olds and some for 16–19 year-olds. Some services, especially those provided by the voluntary sector, are well established, whereas others are only just coming on stream.

The SOS team gathered this information by creating a network of people interested in this age group, through relevant applications to the CAMH category of the NIMHE 2005 Positive Practice Awards, a qualitative mapping exercise conducted in 2005, and by searching other publicly available sources of information. The team contacted all of the services/projects listed in this document to check content and contact details which were correct at the time of going to press. A few services did not respond, but we have kept them in because our information came from a reliable, public source.

This paper aims to give a flavour of what is currently available; it is not a detailed analysis or evaluation of individual services. The services listed are illustrative of different ways of working to give areas and teams fresh ideas. YoungMinds is not putting forward these services or models as the gold standard, but as examples of emerging practice.

General Statutory and Voluntary Sector Services for Young People Aged Between 16 and 25

Services for 16–19 year-olds

**Brookvale Youth Mental Health Service, South West Hampshire**

This is a specialist community adolescent mental health service for 14–18 year-olds. Many of the young people in the service have complex mental health needs and have been in psychiatric units or often reach the threshold for admission. The service is commissioned by the inter-agency Hampshire Children’s Trust, giving opportunities to influence the development of older adolescent mental health provision across Hampshire via the Local Implementation Group and CAMHS Strategy Groups. The team is multi-disciplinary, and carries out multi-disciplinary assessments and therapeutic interventions. The team also provides consultation to other agencies, voluntary services, GPs and CAMHS colleagues. Their model of working is based on an integration of systemic and psychodynamic principles. Practitioners receive caseload support and supervision, case discussion and consultation, as well as fortnightly clinical supervision from a child psychotherapist.

Contact: Alison Sankey at alison.sankey@scpct.nhs.uk

**CAMHS Transitions Service, County Durham and Darlington**

This service provides assessment and treatment for 16–17 year-olds in County Durham and Darlington with moderate to severe mental health problems. The service aims to provide accessible age-appropriate and flexible interventions to this group of young people. Referrals are currently accepted from any professional working with a young person in this age group. It covers six Primary Care Trusts (PCTs) and two borough councils.

Contact: Jo Paul at jo.paul@cddps.northy.nhs.uk

**East Cheshire 16–19 Service**

The East Cheshire 16–19 Service is an assessment and treatment mental health service covering the population of East Cheshire. It is one of four similar services provided by the Cheshire and Wirral Partnership Trust. They receive about 190 referrals per year, the highest proportion of these having depressive illness.
The team has two AFC level 6 practitioners, one consultant adolescent psychiatrist and a medical secretary. They have particularly close links with Connexions and have a Connexions personal adviser seconded for one day a week.

The service sees itself as having a role in supporting transition for young people and has worked to maintain a broad range of availability of provision from both the CAMH sector and AMH sector for this age group.

The team aims to provide a needs-led response to referrals received, but has to prioritise work using a number of criteria. It also works to support an increase in capacity for dealing with mental health problems in this group within the other agencies (both statutory and voluntary).

Above all the team recognises the ineffectiveness of treating mental health problems in isolation from other problems and endeavours to take a holistic approach in assessment and management.

Contact: 16–19 Service, Ingersley Building, Macclesfield DGH, Victoria Road, Macclesfield, Cheshire, SK10 3BL  Tel: 01625 663 502

Storm Project, Swansea
This is a project for 12–18 year-olds with mental health difficulties. It is funded by the Welsh Assembly and was the result of a successful bid by the City and County of Swansea's Social Services and supported by the multi-agency Youth Homelessness Strategy Group. The service was developed because the area identified youngsters with high support needs as a local priority because so many of them were unable to access the local CAMHS or AMHS. Due to particular concern about youngsters with unmet mental health needs, it was arranged that the staff be employed by the NHS Trust and linked with the local CAMHS. The team uses an outreach and flexible approach, which is client-led with both individual and group work options.

Contact: Anne Roszkowksi at anne.roszkowksi@swansea.gov.uk

The Wirral 16–19 Team
The Wirral has a dedicated 16–19 team, which works with other organisations to ensure that young people who need ongoing support are helped with the transition from the Child and Family Services to other services, such as AHMS. The team is multi-disciplinary and works with the young person. The team works alongside organisations such as sixth form colleges, schools, Connexions etc. to ensure the young person’s day-to-day activities are monitored as fully as possible. The 16–19 Team also works closely with the newly developed Early Onset Intervention Team within AMHS to ensure seamless approaches to care. There are protocols and policies in place for the transitions into AMHS.

Contact: Barbara Baker at barbara.baker@cwpnt.nhs.uk

Services that cater for 16–25s (or somewhere in between)
To our knowledge, there are few statutory services that provide a service for the whole of this age range other than Early Intervention Psychosis teams.

Hampshire’s CAMHS Children’s Trust
Hampshire’s CAMHS Children’s Trust is for children and young people with social, emotional and mental health needs. The Trust includes representation from Hampshire County Council’s Children’s Services Department and four PCT alliances. Through joint integrative working and budget pooling, it aims to promote and restore the emotional well-being of children and young people in Hampshire.

There is an array of services across the county and these include: Brookvale, Totton (14–18s); Unified Adolescent Service, Cosham (12–19s); Leigh House day service (11–18s); the leaving care service (up to 25s); and the NSPCC therapeutic post-abuse service (up to 25s). Some of these services are listed separately in this document.
Hampshire’s CAMHS and the AMHS are currently working together to develop a new transition protocol which offers choice, developmentally appropriate services and collective integrative working by a range of providers to meet identified needs.

Contact: Karen Clark at karen.clark3@hants.gov.uk

**Young Adult Mental Health Service (YAMHS) Project, Bradford**

The Bradford District Care Trust provides integrated Health and Social Care Mental Health and Learning Disabilities Services across the age spans. The Trust recognises the importance of intervening early and therefore one of the Trust Board’s high-level objectives is the development of an improved response to young people aged between 16 and 25. The Project is at an early stage, but the aims are: to identify the needs and views of young people; to look at a range of models of practice and service delivery, including the evidence base; and to present to planners, commissioners and service-providers a range of options for developing an improved mental health response to young people in Bradford.

Contact: Lesley Hewson at lesley.hewson@bdct.nhs.uk

**331 Young People’s Centre, Barnet**

This service is a statutory tripartite (LA/PCT/Connexions) funded service for 12–21 year-olds in the London Borough of Barnet. They offer information, advice, counselling and sexual health services under one roof. They have close links with both CAMHS and AMHS, who refer young people to them, and 331 can fast-track young people into these services.

Contact: Anne Turner at threethreeone@hotmail.com or anne.turner@barnet.gov.uk

### Voluntary Sector Services

**Barnardo’s Marlborough Road Partnership – Caterpillar Service**

This service is provided by Barnardo’s and is based in Cardiff. They provide a range of services for young people aged 12–25 who are vulnerable and in need of support. The services include supported housing and services for young parents and their children.

The Caterpillar Service specifically provides support for young people who are experiencing mental health issues. The service accepts self-referrals and referrals from any agency.

Caterpillar offers group and individual support. Individual support is offered to young people who have substantial support needs. The service is tailored to meet a young person’s individually expressed needs and is based on intensive social, practical and emotional support. The service works to a young person’s timetable with an emphasis on offering positive experiences. The support is holistic and does not focus on any particular area but rather works with young people to help them move towards a greater degree of independence.

Contact: Sally Jenkins  
Tel: 029 2049 7531  
Website: [www.barnardos.org.uk](http://www.barnardos.org.uk)

**The BASE Young People’s Centre**

The BASE is a holistic youth service, working with socially excluded, unemployed young people aged 16–24 years in the North Tyneside area. They offer individuals advice, information and support around any issues that may be affecting them, such as housing/homelessness, benefits/finance, employment/training, relationships, offending/legal issues, sexual health, drug and alcohol use, mental health, parenting issues, family problems, etc.

They offer a range of services, but in particular they offer a drop-in service, and an emergency duty service is available Monday to Friday, 9am–5pm. There is always a worker available to see young people, particularly those in crisis.
They are very flexible in their approach and can offer an appointment, if that is more suitable to
the young person. If appropriate, they can also provide outreach support to help young people
engage with the service.

Their Supporting People service engages with vulnerable young people with housing needs and
supports them into independent living and tenancies. Since January 2006, their Outreach
Worker has been working in partnership with other local agencies to engage and support
disadvantaged young people and young families in the locality during the evening, enabling
their access to local voluntary and mainstream services.

They also offer a range of support services and groups to help young people with
educational/training issues; provide positive activities for young people during school holidays;
offer a crèche during the drop-in open hours and can arrange childcare for parents accessing
their E2E Education to Employment service; provide a sexual health drop-in clinic for 13–24
year-olds; and offer a range of practical support services, e.g. café, cheap laundry facilities,
free telephone, and a food store for young people who are experiencing severe hardship.

Contact: Carla Franchi at the.base.project@barnardos.org.uk
The BASE, 26 Esplanade, Whitley Bay, Tyne & Wear, NE26 2AJ
Tel: 0191 253 2127
Website: www.barnardos.org.uk

Open Door Young People's Consultation Service (YPCS), Crouch End, London
Open Door Young People's Consultation Service (YPCS) is a voluntary sector service that has
been operating for over 25 years. It provides a community-based counselling and
psychotherapy service for young people aged 12–24. Referrals come from a variety of sources
but the young person must become involved in the referral before they are offered
appointments. Open Door YPCS provides a range of different service models, which offer: brief
therapy, consisting of six appointments; brief parent–teen therapy for 12–14 year-olds who are
referred by their parents; time-limited psychotherapy providing a set number of appointments;
and longer term supportive psychotherapy for up to two years.

The service is currently staffed by a professional team composed of child and adolescent
psychotherapists, adult psychoanalytic psychotherapists and adult intercultural psychotherapists.
All service-users participate in an evaluation programme to assist in identifying their problems.

Contact: enquiries@opendooronline.org
Website: www.opendooronline.org

The Transitional Years Mental Health Service
This service is based in Liverpool and works with young people aged 14–21 who are
experiencing mental health difficulties, with a particular focus on 16–18 year-olds who are
making the transition from CAMHS to AMHS. It is a multi-professional team, based within the
Young Person's Advisory Service (YPAS), which is a YIAC (see below) for young people aged
10–25. The team is also supported by a multi-disciplinary advisory group of professionals from
CAMHS, Early Intervention Psychosis, Liverpool Mental Health Consortium, Connexions’ and
Liverpool Children and Young People's Participation Unit. They also receive bi-monthly practice
consultation sessions with a CAMHS consultant psychiatrist.

The service receives funding from the Liverpool CAMHS strategic partnership. In the last
year, three mental health support workers were appointed, each of whom is attached to a
geographical area of the city to enable stronger links with community CAMHS teams. The team
also works alongside CAMHS, AMHS, young people's services and young people themselves,
in identifying and supporting access to age-appropriate services that are tailored to the needs
of specific individuals.
The team has recently completed a consultation exercise with mental health service-users aged 14–25. This will shortly be available online from www.ypas.org.uk

Contact: Lindsey Marlton, Team Manager, at lindsey@ypas.org.uk
Tel: 0151 707 1025

Young People’s Information, Advice and Counselling (YIAC)

These are generally non-statutory services and are often provided by voluntary sector organisations. The organisation ‘Youth Access’ acts as an umbrella group for these services, and they expect their members to provide services within a national quality standards framework.

Many of these services have been in existence for many years and have always provided a service for teenagers and young adults with an approximate age range of 14–25 years. YIACS generally provide a range of services for young people, helping with problems such as drugs, issues around homelessness and sexual health, as well as mental health issues. These services tend to be very young-person-focused and accessible, featuring drop-in services, a one-stop shop approach, and self-referral.

For more information about Youth Access see their website: www.youthaccess.org.uk

The Junction – Colchester Mind

Colchester Mind young persons’ service consists of three projects in one house called The Junction, and is available to young people in the Colchester and Tendring area. The projects consist of the Advocacy Service, which helps provide a voice to young people who need support to get their views across to the adults who look after them; the Junction Support Service, which offers group support for young people aged 11–18 with emotional problems; and a Young Person’s Advisory Board, composed of young people who have accessed one of the projects, whose role is to help develop services.

Contact: Cathy Constable at young.persons@btconnect.com
For more information see: www.youngminds.org.uk/ppawards/PP_Awards_2005.pdf

Vibes, Coventry

This service was developed and is managed by Coventry Mind and provides a range of support, education and information services for 8–25 year-olds. The project, which was named by young service-users, was launched in 2000, and places an emphasis on mental heath promotion, prevention of ill health and early intervention. Vibes offers a wide range of services, including an Anger Awareness Programme to help young people explore and address aggressive behaviour, stress and anxiety management classes, and children’s and youth club activities. The team also runs workshops on various mental health issues which raise awareness of emotional well-being through creative learning and provide young people with the skills to manage their own mental health effectively.

Contact: David Healey at davidh@coventrymind.org.uk
For more information see: www.coventrymind.co.uk/services/youngpeople.php

The Zone, Plymouth

The Zone (formerly the Youth Enquiry Service), based in Plymouth, provides a wide range of different services under one roof consistent with other YIACS such as counselling and a sexual health advisory service. They also have an Early Intervention Psychosis service, and the only personality disorder service for young people in the UK.

Contact: Ruth Marriott at ruth.marriott@yesplymouth.co.uk
Website: www.thezoneplymouth.co.uk
Adolescent Outreach Teams

Camden & Islington Adolescent Outreach Team
The outreach team works with 13–17 year-olds with severe mental health problems who are unable to access or engage with clinic-based CAMHS. The team accepts referrals from Tier 3 services, in-patient units, AMHS and A&E liaison teams. The team is able to see young people at various locations, including home and other community settings such as school, GP practices, etc. The team works closely with the AMHS, the Early Intervention Team and the wider CAMHS, including in-patient units, education, Connexions, Impact and social services.

Contact: David Fitzjohn at david.fitjohn@islingtonpct.nhs.uk

Hertfordshire Adolescent Outreach Team
This is a small team, which works with young people aged 12–18 years who are experiencing a range of difficulties and/or mental illness and living in Hertfordshire. The team interfaces with all seven Hertfordshire Child and Family Clinics. The service is only accessible to those referred via CAMHS. The team sees approximately 60 new referrals each year and provides home-based assessment and treatments, particularly for those young people who cannot get to the clinic.

The team supports young people when they need admission or in the period immediately after discharge.

Due to a lack of local resources the team often uses adolescent beds some distance away from home. Team members attend regular reviews at the units and keep in touch with families during the admission. In addition, the team has developed two ring-fenced beds on their local adult ward, which admits 16–17 year-olds, and is run by an adult psychiatrist, but the outreach team is available for CAMHS advice and support and, again, picking up care on discharge. The team has active links with the developing Early Intervention Psychosis team and the Adolescent Drug and Alcohol Service Herts (A-DASH) and works with cases jointly when appropriate.

Contact: Amanda Wright, Team Manager, at amanda.wright@hpt.nhs.uk
Tel: 01923 427246
Website: www.hertsparts.nhs.uk/Category_child_camhs.asp?cat=1364

Black and Minority Ethnic Communities

Antenna, Tottenham, London
Antenna works with young people aged 16–25 who are Black African or Black Caribbean and suffering from mental health problems. The service is based on a community development model. There is a wide range of services on offer provided by a multi-disciplinary team. Antenna is open from 9am to 5pm on weekdays and they run a helpline which is available 24 hours a day, 365 days a year. Anyone can make a referral, which is taken over the phone.

A key aim of Antenna’s work has been to build contact and develop networks between people with mental health problems and the rest of the community, and to help young people to develop the skills that allow them to take part in mainstream activities.

Contact: Cheryl Moulton at antenna@outreachservice.fsnet.co.uk
Website: www.antennao outreach.co.uk
**Muslim Youth Helpline**

The Muslim Youth Helpline (MYH) provides a free and confidential telephone, email, internet counselling and face-to-face befriending service to young Muslims aged 16–25. Helpline hours are weekdays 6pm to midnight and weekends midday to midnight.

MYH specialises in responding to the cultural sensitivities of Muslim youth. As a matter of policy, all volunteer staff must be between the ages of 18 and 25. By avoiding the generation gap and the cultural restrictions of an adult-run service, MYH is able to build the trust of young people and deal effectively with the social pressures that young people from the Muslim community have never before been able to reveal. The volunteers are all provided with free training in general and Islamic counselling, telephone and email skills, as well as ongoing support and supervision, in return for a minimum commitment of 12 months.

Contact: info@myh.org.uk  
Tel: 0870 774 3518  
Website: www.myh.org.uk

**Connexions**

The following project illustrates how Connexions can help support young adults. However, other services listed elsewhere in this paper also work with Connexions, with several services jointly funded by Connexions (for example the 331 Young People’s Centre, based in Barnet).

**The Humber Project**

This was a collaborative project between various organisations within the city of Hull. One of these organisations was Connexions Humber. The aim was to work towards a seamless service for young people making the transition from CAMHS to AMHS. This was achieved by developing models for dealing with mental health issues within Connexions and secondary schools, which created clearer and more efficient pathways into appropriate care and provided Connexions’ staff and teachers/support staff with training in mental health to help them support people with mental health problems in school.

Tel: 01482 350 150  

**Deafness and Mental Health**

**Springfield Youth Club (SYC)**

The project was set up to help both deaf and hearing young people aged 11–18 who are experiencing severe mental health difficulties and who are cared for by the South West London and St George’s Mental Health Trust, either in hospital or at home. It was identified that these young people, as a result of their mental health difficulties, often felt lonely and isolated and had great difficulty meeting other young people and making friends. Being unwell often took away their self-confidence, damaged their self-esteem and made them feel unable to go out and do the things that other young people do. The SYC meets every week; young people with a huge range of difficulties regularly attend and have the chance to enjoy a more positive and ordinary adolescent experience.

Contact: Amanda Billingham at amanda.billingham@swlstg-tr.nhs.uk  
For more information see: www.youngminds.org.uk/ppawards/PP_Awards_2005.pdf
Drugs

Several services listed in this paper have contacts with drug services. Also, many Young People's Information, Advice and Counselling Services (YIACs) include a service to help young people with issues relating to drugs.

Face2Face Project

This service covers the Waltham Forest area of London and provides a range of help and support, including counselling services for young people aged 11–21 and access to an alcohol and drugs counsellor. They can also provide access to drug workers from the local Drug and Alcohol services who give help and support to young people who are getting off drugs.

Contact: Pauleena Frederick at pauleena.frederick@wf-pct.nhs.uk
Tel: 020 8430 7090
Website: www.face2face-wf.org.uk

Early Intervention Psychosis (EIP) Services

The Birmingham Early Detection and Intervention Team – ED:IT

This service was created in January 2002 as part of the Birmingham Early Intervention Service to provide assessment, intervention and psychological treatment for young people identified as being at high risk of developing a psychotic illness, and is one of the first such services operating in the UK. Based in an inner-city community setting, ED:IT employs a multi-disciplinary team of psychologists, nursing and vocational staff and receives referrals from both statutory sources, such as community mental health teams, and non-statutory services, such as housing and drugs agencies across the city, aiming to assess appropriate referrals within two weeks. The service operates within an assertive outreach model, thought to be particularly useful for work with adolescents, visiting clients in suitable community settings or in their own homes. This has a dramatic impact on engagement and encourages the formation of a therapeutic alliance both with clients and with family members. The service outcomes provide evidence of the feasibility of a preventative approach in working with psychosis in young people and the core age group is 16-30 years, although consultative work is carried out with 14 and 15 year-olds held within child and adolescent services.

The ED:IT approach has three interrelated aspects that combine to give a comprehensive approach to identification and treatment of this high-risk population:
– Clinical service
– Mental health promotion activities
– Ongoing research and evaluation.

Contact: Paul Patterson at paul.patterson@bsmht.nhs.uk

Insight, Plymouth

This EIP service is part of The Zone, which is based in Plymouth (formerly the Youth Enquiry Service). It provides a service for 14–25 year-olds who are experiencing serious mental health problems. It is an accessible and non-stigmatising service based within a community setting. Various aspects of The Zone will be picked up in different sections of this paper, but it should be said that its many strengths include that it is based in a community setting and provides a range of services. Independent evaluation has demonstrated that it is very acceptable to the client group and that there is high client satisfaction. This evaluation also demonstrated that the Insight team used fewer hospital bed days and made less use of emergency psychiatric admission than services which existed before Insight.

Contact: Ruth Marriott at ruth.marriott@yesplymouth.co.uk
Website: www.thezoneplymouth.co.uk
Lambeth Early Onset (LEO) Team
This is an Early Intervention Service for 16–35 year-olds in the London Borough of Lambeth. The LEO Team consists of an 18-bed in-patient acute unit, the LEO Community Team and LEO Crisis Assessment Team (CAT).

Their aim is to improve clinical and social outcomes through early identification, assessment, treatment and support of people with psychosis using a multi-disciplinary framework. The service aims to engage clients at the earliest possible opportunity following their first or second presentation to mental health services. At this stage, vital links with families, relatives and social networks are more likely to be intact. The LEO team will work assertively to strengthen and extend these links and re-establish those that have broken down.

Contact: Helen Smith
1a Dalbury House, Ferndale Road, London, SWP 8AP
Tel: 020 7805 0600
Website: www.slam.nhs.uk/services/pages/detail.asp?id=506
LEO In-patient Unit: www.slam.nhs.uk/services/pages/detail.asp?id=662
LEO CAT Team: www.slam.nhs.uk/services/pages/detail.asp?id=953
Articles: bmj.bmjjournals.com/cgi/reprint/329/7474/1067

Worcestershire Early Intervention Service
This is an Early Onset Team for 14–35 year-olds who have experienced a first episode of psychosis within the past year and who live within the county of Worcestershire. The service offers open access. Individuals or family members can self-refer for advice and support. Inappropriate referrals are signposted on to other relevant agencies.

The service offers psychosocial recovery-based treatment to individuals and their families in their home or a place of their choice. Support offered may include providing information about psychosis, medication and specialist psychological support and counselling for the young person and their family. The service offers regular fun social and leisure activities to boost confidence and encourage individuals to begin to mix and socialise with others.

The service works closely with local CAMHS, has a strong transition protocol and has a jointly appointed dedicated worker to support the under-18s, particularly individuals between 14 and 16.

The service links up with a range of agencies, including Connexions, Medical Education, local colleges, youth offending teams and housing associations. The team receives regular positive feedback from individuals and families. It has been successful in reducing the need for hospital admission, substance use, suicide attempts and relapse risk for individuals, while also helping many individuals return to school, college, and work, or pursue plans to travel or move to independent accommodation.

Contact: Tony Gillam at tony.gillam@worcs-mht.nhs.uk or Jo Smith at joda@oneone.net
Early Intervention Team Manager, Worcestershire Early intervention Service, 1 Britannia Court, Moor Street, Worcester WR1 3DB
Tel: 01905 681 787

Eating Disorders
Cheshire and Merseyside Eating Disorders Service for Adolescents (CHEDS)
This service offers out-patient, day or in-patient treatment for young people up to 19 years of age. The team offers a range of verbal and non-verbal therapies and individual or family approaches, depending on patient needs and the young person and their family’s wishes. The age boundaries are flexible, but with an upper age of 19 in order to permit effective handover to adult services. Young people and their parents are offered a review of progress and the opportunity to reflect on their treatment after one year by an independent person who has not been involved in their treatment. This user consultation has led to changes to the premises and
to the service itself. For instance, there is now less emphasis on in-patient management.

Contact: Simon Gowers at simon.gowers@cwpnt.nhs.uk

Gender-specific

42nd Street Young Women’s Drop-in, Manchester
42nd Street is a voluntary sector organisation that is working with young people aged 11–25 who are under stress and experiencing mental health problems, across Manchester, Salford and Trafford. Young people can refer themselves or be referred by a parent, carer, social worker, doctor, etc. The Drop-in offers a number of different services, including psychotherapy, counselling, individual support, group work, advocacy and mental health promotion. 42nd Street aims to provide services that do not stigmatise young people, are informal, give young people choices about the services they receive, and treat them with respect.

The organisation puts an emphasis on working with diversity and tackling social exclusion, with dedicated projects for disabled young people, lesbian, bisexual and gay (LBG) youth, black young people, young refugees and those seeking asylum.

Their services include a Young Women’s Drop-in (14–18 year-olds), which takes place as part of WOW – Women Only Wednesdays. The Drop-in runs alongside other women-only service provision, including counselling, an 18–25 year-old women’s group, and a drop-in for young refugees and asylum-seekers.

The Young Women’s Drop-in is open to all young women aged 14–18 who are under stress and/or experiencing mental health problems. Young women don’t need to be referred or have an assessment to attend – they can just turn up and get involved. Over the last five years, the Drop-in has supported well over 100 young women and is regularly attended by 15 young women each week. The main aims are to promote positive mental health and offer support at a key time of change: moving from childhood into adulthood. The Drop-in demonstrates the value of youth work in responding effectively to young people’s mental health needs with a high emphasis on participation. Activity in the Drop-in emphasises promoting peer support and includes discussion, informal education and arts-based work.

Contact: Maryam Arbabi at maryam.arbabi@fortysecondstreet.org.uk
Website: www.fortysecondstreet.org.uk

The Campaign Against Living Miserably (CALM)
This service is targeted at young men aged between 15–35 and provides a free national telephone helpline. It was originally set up as a pilot and covered the Manchester and Merseyside areas. They hope to launch it as a national charity. They are piloting online advice and their website contains lots of useful help and advice.

Website: www.thecalmzone.net

Bedfordshire Breakout: Promoting young men’s emotional well-being
The National Institute for Mental Health in England (NIMHE) unveiled a suicide prevention scheme to address the issues highlighted in the National Suicide Prevention Strategy for England (2002). Bedfordshire Breakout was an innovative pilot project looking at suicide prevention with local young men aged between 13 and 19, which ran from October 2004 to 2006 and was evaluated externally by the Thomas Coram Institute.

Three key strands were identified for the successful delivery of the pilot. A training programme was developed by Mentality and the Men’s Health Forum to support the development of local ‘champions’ from a diverse group of statutory and non-statutory organisations that work on the front line with young men. The training programme provided information on how to promote young men’s mental health and offered the professionals the opportunity to strengthen networking with each other.
An important aspect of Bedfordshire Breakout was the ongoing programme of research and consultation with young men, which was implemented to inform future planning and decision-making in mental health promotion. To enhance the sustainability of the work undertaken, an initiatives grant scheme was offered to encourage the development of a broad range of innovative projects that would contribute to the promotion of men’s mental health in the broadest sense.

In November 2005 Bedfordshire Breakout was awarded a highly commended certificate for the ‘Working Partnerships’ category of the Investing in Your Health Awards. This was presented by Bedfordshire & Hertfordshire Strategic Health Authority and is highlighted on their website: investinginyourhealth.org.uk/awards/awards7-2.php

The evaluation report of the three mental health promotion pilots to reduce suicide amongst young men has now been published and can be downloaded from: nimhe.csip.org.uk/index.cfm?fuseaction=main.viewItem&intItemID=92089

Contact: Debbie Adger, Senior Mental Health Promotion Specialist, at debra.adger@bedsheartlandspt.nhs.uk
Tel: 01525 636996

Homeless

Barnardo’s North West Homelessness Project
The project works with homeless young people aged 16–25 and has six individual sites, two in Bury and four in Preston.

In Bury, the TAP (Temporary Accommodation Project) provides five places in short-term supported accommodation to young people for an average stay of three months. Young people usually leave the TAP to move either to the sister project at Rachel House or to other suitable accommodation.

Rachel House has seven self-contained single person flats where young people stay for between six months and two years before moving to independent living. Referrals mainly come from Housing, Social Services, the Youth Offending Team and other housing projects. Neither project has an exclusions policy, but there is a risk-assessment process for each young person referred. Floating Support (see below) is also given to 13 young people who have moved on from either project.

Barnardo’s is part of a multi-agency initiative in Preston called the Urban Exchange, where housing and homelessness advice sessions are offered to up to 500 young people each year on a drop-in basis. Assessments on 16 and 17 year-olds for the Housing Department and Social Services are also part of the service delivery from this site.

Main Junction is an informal drop-in for young people which provides food, laundry and shower facilities, as well as a range of activities, to 25 young people two days a week.

Nightstop provides 10 emergency accommodation places at the homes of individuals or families on a night-by-night basis, and Supported Lodgings extends this for a period of up to six months and also offers places to 12 young people.

Floating Support offers 12 young people support in their own housing tenancy for a period of time between 6 and 12 months. The project works with young people who often have a range of complex and challenging needs, including mental health, drugs and alcohol issues. Links have been developed with a range of other agencies to provide specialist support.

Contact: peter.collinson@barnardos.org.uk
Website: www.barnardos.org.uk
StrongMinded

StrongMinded was an action research project run by the Foyer Federation in five English regions. The aim of the project was to employ a mental health professional who would provide:
- Clinical support
- Staff supervision and training
- Liaison with statutory agencies.

The five co-ordinators worked with a team from Foyers and Leicester University to produce two reports. The first report, which is currently available, covers the scale, nature and extent of mental health issues within Foyers and the value of professional support. The second report is due out in 2006 and highlights the current practice on mental health within Foyers.

This work has highlighted the gaps in provision for young people, the impact and value of professional support, the need for staff training and the potential for prevention work with young people.

Contact: Pat McArdle at pat@foyer.net

In-patient Units or Alternatives to In-patient Units

Behaviour Resource Service (BRS) – Southampton

BRS is a multi-professional, inter-agency Tier 4 service offering assessment and intervention via a residential unit and community team for children and young people aged between 5 and 18 years with complex health and behavioural difficulties. The client groups’ complex needs often place them outside local mainstream services. BRS teams provide an intensive assessment service for these young people, tailor the therapeutic response to their needs and work with the young people, their families and other professionals already involved in their care. This allows their needs to be managed in a mainstream service. There is a four-bed residential unit for young people aged between 13 and 18 of either gender. They also have a Therapeutic Service for looked-after children. This service is aimed at young people aged 4–18 whose placement or living arrangements are at risk of disruption due to their behavioural or emotional difficulties.

The team also provides support for foster carers to help them understand and manage the child’s behavioural and emotional problems.

It was originally one of the services funded via the CAMHS Innovation grant, was independently evaluated and was awarded a NHS CAMHS Beacon.

Contact: brs@southampton.gov.uk
Website: www.southampton.gov.uk/socialcare/children-families/BRS/default.asp

Brookside: 13–18 year-olds

Brookside is part of the North East London Mental Health Trust and serves London boroughs in that area, but also takes referrals outside the area. The unit provides a range of specialised psychiatric services for up to 30 young people aged 13–18 attending as day or in-patients. There is a highly flexible admission policy based on the young person’s needs rather than a ‘one size fits all’ approach. There are six pathways to care and these include rapid access beds and medium-stay day services. The programme includes a school, which not only provides education but also helps recovery by providing access to ordinary activities.

Contact: Paul Caviston at paul.caviston@nelmht.nhs.uk
Website: www.brookside.nelmht.nhs.uk/index.php
Community Intensive Therapy Team (CITT)
This service is based in Wales for 5–18 year-olds. It provides a community-based service for cases that are too complex for Tier 2 services, with the objective of reducing the need for in-patient admission. The team takes cases in psychosis, eating disorders, patients with potential to become personality disorder cases and complex cases of Autistic Spectrum Disorder, Attention Deficit Hyperactivity Disorder or looked-after children with complex mental health concerns.

CITT can provide a patient with what is offered by an in-patient unit, but in their own environment. The team can assess, investigate, medicate, monitor and support the patient and family at home. CITT takes the case back promptly if there is a relapse. The team ‘titrates’ their therapeutic input to the ability of the patient and family in order to make the best use of therapy.

Contact: Dr Ahmed Darwish at ahmed.darwish@pr.tr.wales.nhs.uk
Tonteg Child and Family Service, Church Road , Tonteg, Pontypridd, CF38 1HE
Tel: 01443 443 016

Learning Disabilities

Challenging Behaviour Team: 0–19
This service, based in Kent, provides a service for children with learning disabilities who have challenging behaviour. It covers children of 0–19 years who live within the catchment area of the East Kent Hospital Trust and referrals are made via consultant paediatricians, Special Educational Needs Officers, Child Development Teams or special schools. The service provides direct help to families, and trains and supports professional staff in different disciplines. Parents are engaged as active partners in helping the child and are given copies of all the paperwork about the treatment plan and its progress.

Contact: Tracey Reed at tracey.reed@ekht.nhs.uk

Leaving Care

Cornwall Leaving and After Care Service
This service is provided by the charity NCH, in partnership with Cornwall County Council. This is a service for those young people leaving care whose needs are more complex than usual. Many of these young people face additional barriers to accessing services because they live in a rural area. Work focuses on developing the young person’s independence skills and supporting the young person in finding accommodation. The team works with the young people on education, training and employment issues, and also on health matters, such as self-esteem, confidence, safe sex, contraception, healthy diet, and drug and alcohol misuse. The service has developed and established robust safe care practices, including risk assessments, in order to respond to young people who attempt suicide or who self-harm.

Contact: Tracey Davey at tracey.davey@nch.org.uk
Website: www.nch.org.uk/ourservices/index.php?p_s=&p_r=2&i=88

Help4U Service
The Help4U service is aimed at looked-after children who are aged between 0–21 years and it also sees a small number of adults who are seeking help as non-relinquishing birth parents or ex-care adoptees and young people over 18 who have been in foster or residential care. It is a multi-disciplinary and multi-cultural CAMHS team based in a central borough location in an accessible building. Therapists all have dual training in social work and either systemic, psychoanalytic or play therapy, with input from psychiatrists, nurses and teachers for looked-after children.

The service is a CAMHS partnership between East London and the City Mental Health Trust and Tower Hamlets Social Services Department. As the client group is ethnically diverse, the team
works with and understands issues relating to difference and diversity, social exclusion, racism and migration.

The team engages with people in creative ways, depending upon what is possible for them, rather than simply giving them an expectation that they can attend a clinic. The team welcomes self-referral and is committed to providing confidential services. Help4U works with individuals, families, professional networks, schools, GPs, social workers, kinship placements, birth parents, Children’s Guardians and more. The service contributes to court processes when it is clearly in the best interest of the young person to do so, or where consultancy to the professional network might include working closely with guardians, solicitors or court officials. The service offers some training and consultancy to other professional groups, staff teams and anyone involved with looked-after children or young adults who have left care.

In recognition of the particular emotional difficulties for young people leaving care and often experiencing so called ‘independence’ before having successfully accomplished dependence (or having experienced a traumatic attachment/abusive relationship), they work with a small number of young people aged between 18 and 21 as a bridge to adult services.

Contact: Tim Kent, Team Coordinator, at Help4U@towerhamlets.gov.uk
Tel: 020 7364 6834

Signpost
Signpost is a partnership between Barnardo’s and Wakefield Council, and provides a range of services to young people leaving care. They work predominantly with young people aged 16–21, although they continue to offer support to young people up to age 24 if they are still in education.

Each young person is allocated a leaving-care personal adviser, who helps plan, provides support, and co-ordinates a range of services appropriate to each individual young person’s needs.

They provide a duty service each day, as well as an out-of-hours on-call service.

In addition to the team of leaving-care personal advisers, they also have a team dedicated to providing support and services specifically around accommodation and employability. They also manage an accommodation resource of around 25 supported lodgings placements, as well as up to 36 supported tenancies.

Contact: signpost@barnardos.org.uk
Website: www.barnardos.org.uk/Our_services_list.jsp?countyName=West+Yorkshire&Submit=Find+Services

Lesbian, Gay, Bisexual and Transgendered

Pace Family Support Service
This service offers free counselling, support and advice to all family members whatever their age or sexuality. Services for gay, lesbian, heterosexual and bisexual parents, or couples hoping to start a family, include couples counselling, family therapy, and groups on lesbian, gay, bisexual and transgendered (LGBT) parenting, civil partnerships, and support groups for heterosexual parents of LGBT children.

Contact: Howard Delmonte at hdelmonte@pace.dircon.co.uk or Angie South at angelas@pace.dircon.co.uk
Tel: 020 7700 1323
Website: www.pacehealth.org.uk
Parents and/or Carers (includes Young Parents)

**Open Door, Parent Consultation Service (PCS), Crouch End, London**

During the past six years Open Door has developed a parallel specialist Parent Consultation Service (PCS) for parents and parent couples who are experiencing a family crisis linked to their teenage child (aged 12–21). Parents can self-refer to the PCS, which offers six one-to-one weekly appointments, followed by reviews, and further blocks of appointments where needed. The project is staffed by a team of child and adolescent psychotherapists for parents whose children (aged 12–21) will not engage in treatment but are experiencing a crisis or breakdown in key relationships that surround adolescent lives: educational institutions, peers, family, employers etc. By using a combination of data from evaluation measures, parents’ own accounts of experiences, and the clinicians experience and knowledge of adolescent development, an effective treatment model has been developed. Statistical outcome evaluations (some published) have shown that the PCS makes a significant difference to parental stress levels and their perception of their adolescent’s problems.

Contact: enquiries@opendooronline.org
Website: www.opendooronline.org

**Hackney Young Families Support Service**

This service is provided by the Family Welfare Association and its aims are to develop an innovative, integrated, holistic, whole family, community-based approach to supporting vulnerable pregnant women and vulnerable parents under 18, their children, partners and their families in Hackney.

The service provides intensive one-to-one work, group work and open access advice sessions.

Contact: Jennie Patterson
Tel: 020 7275 7733

**Young Parents Group (YPG)**

St Mary’s Hospital, Manchester, has a specialist service for pregnant teenagers under 19 years old. The service ensures earlier access to medical and midwifery care, choices in pregnancy options and models of care. It aims to facilitate an increased return to education, training and employment. Lifestyle choices, social support and parent education provision is vital and available to improve the knowledge and ability of the teenage mother to care for her new baby.

Contact: Marie Bartlett, Specialist Midwife for Teenage Pregnancy, at marie.bartlett@cmmc.nhs.uk

**Personality Disorder Services**

**Icebreak**

This is a regional pilot for the Department of Health and NIMHE. It is the only early intervention service in the country for young people aged 16–25 who are experiencing significant emotional and psychological difficulties and who, in time, may go on to receive a diagnosis of Personality Disorder. Icebreak offers holistic, non-stigmatising support through a youth agency. The multi-disciplinary team offers practical, emotional and psychological support in partnership with PCT seconded staff. A GP with a special interest is also part of the team. Young people can access services at The Zone and on an outreach basis. This includes one-to-one work and group work, including a self-harm group run with YES counselling staff and MIND self-harm practitioners.

Contact: Ruth Marriott at ruth.marriott@yesplymouth.co.uk
Self-harm Services

The Amber Project
This project was established in 2002 and works with young people aged 14–25 who have experience of self-harming. Based in Cardiff, Amber evolved in response to the lack of support and information that was available to young people who self-harm. Young people can access just one or all of the aspects of the project depending upon their circumstances.

The project has a number of different facets. These include:

– The ‘drop-in’ (for young people aged 16+) which takes place every Friday evening.
– Forum Theatre Workshops: they hold a regular series of ten theatre workshops in partnership with Theatr Fforwm Cymru.
– The Counselling Service, which can be accessed by young people from 14 years-old.
– Individual support and advocacy: this may involve simply meeting with a young person for an informal coffee and chat or accompanying them to A&E or to doctor’s appointments, providing an advocacy service when needed.

They are currently seeking funding which would allow them to offer an out of hours service to young people. Amber recently carried out some feedback research which demonstrated that different people valued different aspects of the service, illustrating the importance of offering a range of services.

Contact: amber.project@churcharmy.org.uk

The Basement Project
This service is based in Abergavenny and provides help and support for people who are survivors of abuse, and people who self-harm. The project provides group work, where women-only groups are run on a self-referral basis. Basement also sets up groups (which can be mixed) for other organisations. The groups run directly by Basement are open to people of all ages rather than restricted by age but some of the groups that they are contracted to set up for other agencies are for young people.

The project provides education and training for other organisations around self-harm and survivors of abuse. The project produces publications and actively encourages user involvement in the running of the organisation.

For more information see: freespace.virgin.net/basement.project/default.htm

Bristol Crisis Service for Women
This is a voluntary sector service, set up in 1986 to raise awareness of the needs of and support for women in emotional distress, and particularly to help women of all ages who self-injure. Their work is informed by a group of young women with experience of self-injury.

It develops services and raises awareness of self-injury and mental health issues through training and providing information.

The Crisis Service runs a helpline at the weekends, and takes calls from women of all ages, sometimes as young as 12 years old. The helpline, which is run by trained volunteers, provides a confidential listening service for up to an hour. In addition they train professionals who work with people who self-injure. The service also researchs and produces various publications and free information for individuals, friends and family of those who self-injure and professionals.

For more information see: www.users.zetnet.co.uk/bcsw/
User Participation

**Hear Our Voice Young People’s Mental Health Project**

This organisation works with 11–25 year-olds who are experiencing, or are at risk of experiencing, mental health difficulties. The service is based in Truro but operates county-wide. The need for the project was initially identified by both health and youth workers following the concern over an increasing number of young people who were opting out or were having difficulty in engaging in the statutory mental health services. This was particularly relevant for young people between 16 and 18 years who felt they did not fit into either service.

The multi-disciplinary/skilled team has developed a youth work approach to enable these young people to be heard and to access appropriate services. The workers will often act as advocates for young people, at their request, helping them to have more control over their lives and decisions concerning their mental health, and in accessing the services and support they require. Hear Our Voice has developed creative approaches to engaging young people, often using art, music, and, more recently, working with young people to produce literature in many different formats, including CD ROMs and DVDs. Information gained in this way is then fed back to the appropriate organisation, giving young people an opportunity to influence services.

Hear Our Voice has very close working relationships with many different organisations both statutory and voluntary. These partnerships have developed by raising awareness of how the organisation works with young people.

**Contact:** Lesley Hartgroves  
Tel: 01872 261 989  
Website: www.hov.org.uk  
For more information see: www.youngminds.org.uk/ppawards/PP_Awards_2005.pdf

**The Transition Experience of Young People and Their Families from Children and Young People’s Mental Health Services to Adult Mental Health Services**

This is an ongoing qualitative study which aims to identify what young people, families and professionals say are important features of service provision during the transition from specialist CAMHS to AMHS, and to suggest ways in which the current situation might be improved. A local audit has indicated that around 50 young people in each birth year in Gwent use specialist CAMHS prior to the age of 17, then go on to use AMHS after the age of 17. Some of these young people will require a service throughout the transitional period.

The study will focus on those young people for whom there has been either continuous care or for whom the referral to the adult service is within 12 months of their discharge from specialist CAMHS.

At present, young people are discharged from specialist CAMHS at 16, if not in full-time school or at 18, if still at school. If thought necessary, the specialist CAMHS professionals refer directly to the adult service. There are a number of problems in this process which largely result from the two services being very separate from each other and the fact that each has different referral criteria, different ways of working with young people and families, and differing expectations of their roles and of what conditions fall within their remit.

The project will comprise the following:
- Literature search to identify research related to the transitional period described and any existing practice models/protocols.
- Semi-structured interviews of a sample of young people and their families who have experienced the two services within a 12-month period. The findings will be used to identify key issues.
- Semi-structured interviews of a sample of professionals who worked with the young people and their families.

**Contact:** Mervyn Townley at mervyn.townley@btinternet.com
Young Offenders/At Risk of Offending

**Brandon Centre for Counselling and Psychotherapy for Young People**

The service provides counselling and psychotherapy for young people aged between 12 and 21 years who present with serious emotional and behavioural problems. Treatment is available for up to two years and young people can be referred or can self-refer.

The centre is conducting a trial of Multi-Systemic Therapy (MST), which is aimed at young people who have broken the law or who have got into trouble as a result of their anti-social behaviour. Referrals can only be made by professionals from one of two London youth offending teams. The MST lasts between three and five months, and involves the young person and their parents or carers.

Contact: reception@brandon-centre.org.uk  
Tel: 020 7267 4792  
Website: www.brandon-centre.org.uk/index.php

**The Portsmouth & South East Hants Unified Adolescent Team (UAT)**

The UAT works with a small number of socially excluded and disadvantaged young people aged from 12 years up to their 20th birthday. These are the people who fall through the net between services and often end up with a criminal record. The UAT is a small multi-agency team, bringing together mental health workers, social workers and an educational psychologist. This allows for the formation of a coherent team of lay and professional people around each case. The aim is for these teams to manage themselves actively and to work for the benefit of the adolescent concerned.

A central focus to the work of the UAT is on collaborating with families and with their professional networks. With roots firmly set in health, social services, education (and youth justice to a lesser degree), they can often step over the unhelpful boundaries between services. Differences in values between service-users are addressed on a case-by-case basis and significant or recurrent issues are taken higher to the multi-agency management group of the UAT. The service was built without new investment. Rather, it developed from the belief in a coherent idea and from the trust built between clinicians and managers, and between the different agencies. Great emphasis on personal relationship building with key players was centrally important to the degree of success achieved so far. A multi-agency management group was set up as part of the initial proposal, without requiring complex contractual negotiations.

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References

This paper has been produced as part of the YoungMinds Stressed Out and Struggling (SOS) Project which aims to highlight the mental health needs of 16-25 year-olds, and campaigns to improve access to and acceptability of mental health services for this age group.

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