



East London

**NHS Foundation Trust
Information Governance**

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13 August 2024

Our reference: FOI DA5473

I am responding to your request for information received 5 July 2024 and clarified on 10 July. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to behaviourally intensive support services for children and young people within your organisation/within the area that your organisation is responsible for.

Behaviourally intensive support services (BICS) can support CYP with high acuity needs presenting the most challenging behaviours to avoid hospitalisation, provide support to their families/carers and provide the individual with greater quality of life.

Clarification: 'Behaviourally intensive support services' - I refer to support services that occur in a community setting for children and young people (CYP), to include any individual up to the age of 25, who may have a learning disability or autism for example and whose behaviour is severely challenging which could place them at risk of family/placement breakdown or hospital admission. Positive Behaviour Support (PBS) services would be one example of a service that might be offered to these individuals.

Clarification: Admission avoidance services would be part of this scope of request as they are services that occur in the community and avoid individuals being admitted to hospital.

Clarification: I do not believe that emotional behaviour service would be in the scope of this request as this relates more to individuals with mental health problems, as opposed to challenging behaviours which I am interested in.

The details we require are:

Question 1: Are there behaviourally intensive support services for children and young people (CYP) (e.g. for learning disabilities, autism, etc.) available within your organisation/within the area that your organisation is responsible for? (this could be a standalone service or as part of a wider service)

If yes, please see Section A, if not, then please see Section B.

Answer: Yes.

Section A: If your organisation / area of responsibility does offer a behaviourally intensive support services for CYP (e.g. for learning disabilities, autism, etc.):

Question 2: Who delivers this service? (in-house teams, not-for-profit provider, independent / private provider)

Answer: The Behaviourally Intensive Community Support Service (BICS) for children and young people (CYP) in East London was procured by North East London Foundation Trust (NELFT) on behalf of ELFT and NELFT to the private provider Positive Support Group Ltd, for the boroughs of Tower Hamlets, City and Hackney, Newham, Redbridge, Barking and Dagenham, Waltham Forest and Havering.

Question 3: Is this service stand-alone or is it part of / a sub-team of another service?

Answer: BICS is a standalone service.



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Question 3a: If so, what other services are included?

Answer: Crisis Intervention Support Services: This service will support young people in North East London who have needs rated "Red" or "Amber" on the Dynamic Support Register who require support in a timely way with intensity. It offers the opportunity for families to stay together through placements and packages of care to remain in place and offers an alternative to a stay in an inpatient unit.

Functional Behaviour Assessments: Support may be requested to conduct or take part in functional behaviour assessments for individuals with needs rated "Amber" and "Green" on the Dynamic Support Register. This additional capacity will support services which may face constraints in conducting such assessments in-house due to capacity limitations.

Positive Behaviour Support (PBS) Training: Support may be requested to provide PBS training for staff, parents, and carers. The provider must be flexible in delivery of service either face to face, virtual or both depending on the circumstances and they must support our aim of establishing a range of comprehensive training programmes which embed the practice of PBS across organisations supporting families across North East London.

Supervision Support for PBS Practitioners: Support may also be required to provide supervision support for PBS practitioners, enabling them to receive supervision for a time to embed training and support good practice.

Question 3b: How long has this service been in place?

Answer: The service has been operating since March 2024.

Question 4: Is the service a temporary or short-term service/project with a fixed end date?

Answer: BICS is currently a 12 month project.

Question 5: How is the service funded and from which budgets? (if funded by the Local authority or NHS ICB – then what is the relevant budget category that funds this service?)

Answer: BICS is funded by the North Central and East London CAMHS Collaborative

Question 5a: Is the amount / source of funding expected to change in future?

Answer: The Trust has reviewed question 5a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 6: What has been the annual spend on the service year-on-year (for as many years as available)?



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Answer: The service has only been commissioned for 12 months with an estimated total spend of approximately £300k for the East London NHS Foundation Trust.

Question 7: Under this contract, how many children and young people are currently receiving these services?

Answer: Currently, there are five families directly receiving the Functional Behaviour Assessments support.

Question 8: What are the referral criteria for individuals to access this service?

Answer: The referral criteria for the BICS:

All individuals accessing this service should have or provide support to someone with Autism Spectrum Conditions (ASC) and/or Learning Disabilities (LD) residing within Barking and Dagenham, Havering, Redbridge, or Waltham Forest) with support from NELFT and those in Newham, City & Hackney, Tower Hamlets receiving support from ELFT and Homerton. This support could be as a family member, support worker, teacher, or another capacity.

Consideration may be given to those going through assessment or awaiting diagnosis for these conditions, but this shall be at the discretion of the CETR outcomes and clinical leads. (e.g., due to service waiting lists within each Trust). Inclusion criteria should also include individual where Autism Spectrum Disorder (ASD) or a learning disability is highly suspected but has not been diagnosed yet (in the case of young people and families who are waiting to receive support from CAMHS following a referral).

On occasion, training or support may be requested for someone who resides outside of the boroughs listed above in North East London but whom NELFT, ELFT and Homerton hold clinical responsibility for under the North East London ICB contract. The provider will be expected to accommodate these requests; virtual or distance support should be considered in these circumstances.

Service users can be initially identified from the Dynamic Support Register and via CAMHS clinical service leads.

The support provided to individual service users, or their carers should be tailored to their specific needs, as requested by the referring department or professional. The commissioned organisation will be responsible for delivering appropriate interventions based on evidence-based practices, aiming to manage the service users in a community setting whenever feasible. In cases where community support is not sufficient, the provider will also offer assistance in inpatient units. Furthermore, effective communication and collaboration with relevant professionals and carers will be essential to delivering PBS interventions.

If the service is being delivered by an external provider,

Question 8a: How was the contract commissioned? Please confirm if it was direct award or via a formal procurement process / tender

Answer: The contract was commissioned through a formal procurement process.

Question 8b: Who is the supplier of the current service, and please name any unsuccessful suppliers who bid to provide the service



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Answer: The Behaviourally Intensive Community Support Service (BICS) is supplied by private provider Positive Support Group Ltd.

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to them.

East London NHS Foundation Trust does not record information on other unsuccessful bids for the contract as requested. The Trust is therefore unable to provide a response.

Question 8c: Who are the key stakeholders within your organisation responsible for commissioning this service?

Answer: The key stakeholders are the:

- Associate Director of CAMHS Services
- Director of Specialist Services; and
- Medical Director for Children's Services.

Question 8d: What are the contractual performance KPIs for this service? Have they been achieved?

Answer: The contractual KPI's are as follows:

Type of intervention offered by borough

- Types of intervention delivered by borough.
- Number of service users people being supported who are DSRs, and numbers categorised as red, amber, green and blue, broken down by borough.
- Number of service users being supported who are not on the DSR broken down into borough.
- Number and percentage of service users referred or recommended to PBS intervention under each category.
- Number and percentage of service users undergoing PBS intervention under each category.
- Exception report of why a referral was not accepted or able to be provided broken down by each service user.
- Number and percentage of functional assessments completed or in progress.
- Number and percentage of service users undergoing crisis intervention support.
- Number and percentage of service users who successfully completed PBS intervention.
- Exception reporting for service users who did not complete intervention broken down by each service user.
- Number and percentage of service users who were admitted into an inpatient bed before and during the support provided.
- Number and percentage of service users whose risk is assessed as decreased following PBS intervention.
- Number and percentage of service users whose risk is assessed as the same following PBS intervention.



- Number and percentage of service users whose risk level is assessed as increased following PBS intervention.
- Measure of time per referral of referral received and referral accepted.
- Average length of time for PBS intervention.
- Experience survey or measure.

Training

- Number and type of training sessions offered for professionals.
- Number and type of training sessions delivered. NHS Terms and Conditions for the Provision of Services (Contract Version) (August 2022).
- Numbers of professionals supported with training broken down into training offer and organisation. Exception reporting for staff booked onto training who did not attend broken down into organisation and profession.
- Professionals Satisfaction Survey results of training.
- Number and type of training sessions offered for families and carers broken down into each borough or referring organisation.
- Number and type of training sessions delivered.
- Exception reporting for families and carers booked onto training who did not attend broken down into organisation who referred.
- Numbers of families and carers supported with PBS training per borough.
- Family and carer satisfaction survey results of PBS intervention training.

Financial

- Breakdown of financial expenditure in relation to the contract for audit purposes by staff costs, indirect and overheads by borough and type of support offered.
- Monthly report to show the cost breakdown of services delivered each month ie, FBA, Crisis interventions, training delivered – how much this has costed so that budget can be tracked.

Quality and Governance

- Details of any complaints, comments or compliments received by stakeholders.
- Details of any incidents, safeguarding or near misses (please note inclusion of these details in monthly monitoring returns does not exclude the provider from reporting such incidents immediately to the appropriate bodies). The monitoring report shall be submitted to the commissioner at the end of each month. The final report shall include the outcome assessments. But should also include following but not limited to:
 - Case studies for young people and carer
 - Equity of support available across of NEL (Evaluation of service across NEL).

If done via in-house teams:

Question 9: Do any of the staff in the service have any specialist training and qualifications (e.g. certifications such as University or other training provider awards/credits) in challenging behaviours beyond their professional training?

Answer: Not applicable.

Question 9a: What is the size of this in-house team?



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Answer: Not applicable.

Question 10: Do you intend to commission a behaviourally intensive community services in the next 12-24 months? If so, when will this be procured? (if you are not the commissioner of these services, do you have visibility on this?)

Answer: There is no intention to commission another service at this stage. Proof of the outcomes for service users and value for money will be determined as part of evaluating the current BICS service within the next 12 months before a decision is made to continue an offer.

Section B: If your organisation / area of responsibility does not offer a behaviourally intensive support services for CYP (e.g. for learning disabilities, autism, etc.):

- 1) Please give a description of the mental health and behavioural services available to children and young people (CYP) that your organisation commissions and / or provides.
- 2) How many children and young people (CYP) are currently receiving treatment from these CYP mental health services? (If a current figure cannot be given, please provide an annual volume figure or similar metric)
 - a. What has been the annual spend on these services year-on-year (for as many years available, split into each individual service)?
- 3) For each service, how is the service funded and from which budgets? (if funded by the Local authority or NHS ICB – then what is the relevant budget category that funds this service?)
 - a. Is the level of funding or funding source expected to change in future?
- 4) What services are available for CYP with learning disabilities and autism?
 - a. What has been the annual spend on these services for CYP with learning disabilities and autism year-on-year (for as many years available, split into each individual service)?
 - b. Who is responsible for providing each of these services? (CAMHS, private providers etc.)
- 5) For CYP with learning disabilities and autism who present challenging behaviours, what services are available?
 - a. How many individuals have been identified as presenting challenging behaviour, year on year (for as many years available)?
 - b. What has been the annual spend on these services year-on-year (for as many years available, split into each individual service)?
 - c. Who is responsible for providing these services? (CAMHS, private providers etc.)

Answer: Not applicable.



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