



Outstanding initiative (Clinical) award

This award is an opportunity to showcase best practice and innovation and will be presented to a clinical team or individual who has developed and successfully implemented a new or improved service or delivered a successful project.

The shortlisted candidates are:

The FOCUS initiative, Cross Lane Hospital, Scarborough

The service was set up to help people who present on multiple occasions to different services because they often feel their need aren't being met. Service users were involved in the design of the initiative, which puts them at the centre of care decisions. FOCUS meetings bring the service user and anyone involved in their situation together to support them in getting help from the best place. The service has had a significant impact with a 90% reduction in unwanted attendances to all services. It has also led to enhanced multi agency working and significantly improved the lives of service users. Patients say they no longer feel they need to contact numerous services because everyone is working together. The team is encouraging other partners to work with them to gain understanding of how to improve the mental health outcomes of the most vulnerable.

Teri Sanders, Safe Haven project, York

Teri has been nominated for her committed and passionate hard work in setting up the new Safe Haven service in York. When two service users had the idea of setting up a crisis café and went to Teri for help, she was committed from the start, listening to the ideas and working with different organisations to make the idea a reality. She was committed to getting the funding and resources the service users were asking for and showed dedication in ensuring the project was open to all and was exactly what the service users had envisaged. Over time, the crisis café became the Safe Haven where service users can go for support before they are in crisis. Attendance at the Haven is growing and feedback is overwhelmingly positive. Teri is a shining example of what can be achieved when professionals truly embrace working with service users.

Teesside All age liaison and diversion team, Middlehaven Police Station, Middlesbrough

In 2017, the NPCC published a report into suicide prevention for the perpetrators of child sexual exploitation. In response, this team set about improving their practices to support this group. The team has worked closely with the police to introduce ways to give intense support to people immediately after they are interviewed and as soon as they leave custody, as these were recognised as particularly vulnerable times. Risk assessments and processes were changed to reflect the unique situation these people face and they have also

developed ways to support carers, alerting them to a person's heightened suicide. This has all been done whilst promoting staff wellbeing and resilience. Anecdotally, the work has reduced suicide amongst this group. The team has won a national award and they have now applied to York University to pursue research in this area.

County Durham and Darlington children and young people's autism assessment team,
Holly Unit, West Park Hospital, Darlington

This creative and motivated team developed and piloted an innovative autism assessment process, reducing waiting times and assessment completion times. At the start of the pilot young people were waiting 119 weeks for an assessment to start, with some assessments taking up to 43 weeks to complete. In November 2017, commissioners agreed to support short term funding to address the issue. The team embraced the opportunity to use this funding to try something new and implemented new ways of working. The average wait for assessments to start has fallen to 26 weeks and the target is now to reduce this to 12 weeks. As service users do not have to wait unnecessarily for an assessment their needs are being met sooner, specifically around education, family and social difficulties. Service user feedback has been positive with 96% rating the overall assessment process as being good or excellent.