



My Ref: SBA/LP

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Dear Healthwatch colleagues,

Response to Healthwatch Report

We would like to thank Healthwatch who have collaborated with the Stockton-on-Tees Community Wellbeing Champions to produce this report reviewing our Public Health 0-19 (up to 25 with SEND) offer. Together they were able to collect responses from almost 100 residents, including harder to reach groups.

Since the service was last commissioned there have been a number of changes in the local and national landscape including the development of Mental Health Support Teams, school system reforms and the ongoing impact of the COVID-19 pandemic. Given these changes the Public Health team are using the recommissioning process as an opportunity to review our current offer and the needs of children, young people and families in the borough.

The report highlighted that the majority of families who have received help from the 0-5 service had a positive experience reporting that their needs were met and commenting on the supportive staff. Many of the respondents felt that the family hubs provided a useful source of information and offered an area of potential that could be built on. We have shared these positive comments and reflections with Children Services colleagues.

The report also highlighted that there is a lack of awareness of the current 5-19 Public Health nursing offer and that future service designs should consider alternative means of communication, where young people want to access support and how to support older children and teenagers. There was more awareness of the 0-5 service although it was emphasised that working relationships could be improved by consistency in the health visitor. Families of SEND children had positive feedback for existing services but there was a lack of clarity on clear pathways to diagnosis, support available and education plans.

The valuable insights and recommendations collated in the report will, along with other information collected during consultation, contribute to our service review and the ongoing development of a model of support and the commissioning process, working with communities, children and young people and their caregivers.

Yours sincerely

A handwritten signature in black ink, appearing to read "S. Bowman-Abouna".

Sarah Bowman-Abouna
Director of Public Health