



# Bloom Evaluation Report: Bloom Service Providers Strand

December 2021



## Contents

About the Authors .....	2
Acknowledgements.....	2
Executive Summary.....	3
Conclusions .....	5
Recommendations .....	5
Introduction .....	6
Methodology.....	7
Analysis .....	8
The Service Providers survey .....	8
Survey Question 1: identifying organisation / service .....	9
Survey Questions 2, 3 and 4: awareness of Bloom .....	9
Survey Questions 5, 6, 7, 8 and 9: Bloom and referrals.....	11
Survey Question 10: other comments .....	14
Next Steps .....	15
Glossary.....	16
Appendix 1: the Bloom model, process and development.....	17
Appendix 2: List of Service Providers contacted for the survey .....	21
Appendix 3: Service Providers survey.....	22

## About the Authors

This report, and the analysis it contains, has been produced by Deborah Clarke, Operational Lead for Bloom and HeadStart Locality Coordinator, and Derek Thompson, Bloom Project Officer and Data Analyst. Both Deborah and Derek have achieved PRINCE2 and other project management qualifications.

Deborah was previously a University Head of Quality Assurance and Enhancement with responsibility *inter alia* for the development, implementation and review of policies and procedures; course validations and modifications; collaborative provision; Assessment Boards; Committee administration; student complaints and discipline; and graduation ceremonies. She has been a member of leadership teams for new cross-governmental initiatives such as the Connexions Partnerships, and the Young Gifted and Talented national programme, working closely with the Departments of Education; Children, Schools and Families; Culture, Media and Sports; and the Education Development Trust. Other experience includes working as a freelance management consultant; roles with the Open University; serving with the British Council both overseas and in the UK, managing multi-million pound development programmes for China, Indonesia and elsewhere on behalf of the Foreign and Commonwealth Office and the Department for International Development; and in the theatre as actor and administrator.

Derek previously worked for Children and Young People Specialist Mental Health Services (CAMHS) as the Child Outcomes Research Consortium (CORC) Data Coordinator for Cornwall and developed the Bloom Senior Administrator role. Prior to this he held senior project management roles with BT plc. Derek is also a writer and published author.

## Acknowledgements

We would like to thank the young people of Cornwall and their parents / carers, who have put their trust in the Bloom model and process as a means of getting help. We are also grateful to those organisations and services that participated in this evaluation.

Sincere thanks also go to our colleagues in HeadStart Kernow and CAMHS who provide the foundations of Bloom, and to the professionals across the statutory, non-statutory and voluntary sectors – past and present – who have helped establish Bloom across Cornwall.

The support and guidance provided by the members of the Bloom Evaluation Working Group has been invaluable. Dan Robinson, the Senior Bloom Administrator, was instrumental in setting up the survey on the 'Let's Talk Cornwall' platform; his industry and good humour have been noteworthy throughout the evaluation.

We would like to thank The National Lottery Community Fund for their vision and financial support through HeadStart Kernow, enabling us all to make a real difference to children and young people in Cornwall who are experiencing emotional, social and mental health difficulties.

## Executive Summary

This report is one of a suite, each report noting the findings from one strand of the evaluation of the Bloom model and process. An Executive Report of the full evaluation is also available.

This report considers the findings of a survey conducted of Bloom 'service providers'. These are those organisations and services which are often signposted within Bloom Professionals Consultation (Bloom Profs) meetings as being the most appropriate to support the young person whose referral is being discussed (for further information about Bloom, please see Appendix 1).

This survey sought to discover whether those organisations and services identified from an analysis of Consultation Plans written as a result of Bloom Profs meeting discussions, and which included those from the voluntary and community sector (VCSE), were aware of Bloom; and whether the requests they received as a result of Bloom Profs meetings were appropriate and helpful to the young person about whom they were made.

As a partnership initiative with no clear organisational 'owner', and as a model and process rather than a service, it is difficult for Bloom to be recognised as having a clear position within the wider ecology within Cornwall of the organisations and services which focus on children and young people.

The majority of respondents were aware of Bloom, but the survey shows that this was not underpinned in most instances by attendance at Bloom Profs meetings, nor by being members of Bloom Steering Groups. Consideration of this broader 'service provider' constituency when revisiting the Bloom Communications Strategy and Plan would be beneficial, to help ensure that members of the 'service providers' organisations and services are able to gain a deeper understanding of the Bloom model and process.

Funding of interventions suggested in a Bloom Profs meeting to help support a young person remains a perennial issue – one respondent to this survey noted that *'It can be difficult where guidance or advice has been given however we are not able to take up the referral due to not being able to access funding.'*

Bloom does not have any funds or funding which can 'follow the child' from the Bloom Profs meetings to any subsequent implementation of an intervention suggested at that meeting. This is unlikely to change, and can lead to unmet expectations and disappointment. Consideration will need to be given to how this might be ameliorated through a review of the Bloom Communications Strategy and Plan which should identify engagement channels with service providers so that Bloom can obtain regular information on waiting lists and funding for use at Bloom Profs meetings.

This report, taken together with the other reports within this comprehensive evaluation of Bloom, will help to inform the future development of the model.

## Conclusions

The analysis of the results from the survey of Bloom 'service providers' allows the following conclusions to be drawn:

### **Information and communications about Bloom are important**

Bloom is a partnership initiative and not a service owned by one organisation. Rather, it is a model and process and as such, it is difficult for it to be recognised as having a clear position within the wider ecology within Cornwall of organisations and services which focus on children and young people.

This survey has shown that whilst many of those organisations and services taking part in this survey are aware of Bloom, many respondents do not appear to have experience of the Bloom Profs meetings, nor were they aware of the various Steering Groups. This suggests that there is a communication deficit, and that it would be beneficial for those working in those organisations and services to have a deeper understanding of the Bloom model and process. Revisiting the Bloom Communications Strategy and Plan could provide an opportunity to consider how best to inculcate this.

### **Use of the Bloom Consultation Plan to support onward referrals**

The use of the formulation within the Bloom Consultation Plan would help to support any onward referral, by enabling a greater understanding of why the young person might benefit from the suggested support noted in the Plan. Any use of information contained within the Bloom Consultation Plan should of course be subject to consent.

### **Funding of interventions suggested by Bloom**

As a model and process, Bloom does not have funding to enable any of the suggestions for interventions made at the Bloom Profs meetings. In addition, currently there is only anecdotal feedback within the meetings as to the length of waiting lists and any available means of funding the interventions suggested. It would be helpful as part of a review of the Bloom Communications Strategy and Plan to identify means of engaging with service providers to obtain regular information on waiting lists and funding for use at Bloom Profs meetings.

## Recommendations

**Recommendation 1:** that the Bloom Communications Strategy and Plan be revisited, to ensure wider and deeper understanding of the Bloom model amongst Bloom 'service providers'

**Recommendation 2:** promote the use, with consent, of the formulation within the Bloom Consultation Plan to support onward referrals

## Introduction

The Bloom Cornwall-wide Steering Group (CWSG) agreed in September 2020 that a comprehensive evaluation of the Bloom model and process should be undertaken. A sub-group of the CWSG, the Evaluation Working Group (EWG), was established and met regularly to provide advice, support, sense-check, and ensure that evaluation timescales remained on track.

Strands within the overarching Bloom evaluation included consideration of:

- An analysis of the original Bloom Penwith pilot business cases
- Cost Benefit Analysis of Bloom
- Senior Stakeholders
- Core Bloom Professionals Consultation meeting attendees
- Bloom Professionals Consultation meeting - other attendees
- Bloom 'service providers' (organisations suggested at a Bloom Professionals Consultation meeting which might provide appropriate support for the young person being discussed)
- Parents / Carers
- Children and Young People
- Bloom Leadership Group
- Bloom Steering Group members
- Bloom Data and Analysis Comparison Report 2019 and 2020

This report is therefore one of a suite, each report noting the findings from one strand of the evaluation of the Bloom model and process. An Executive Report of the full evaluation is also available.

This report considers the findings of an analysis of a survey of Bloom 'service providers'.

## Methodology

It was agreed by the Evaluation Working Group (EWG) that the views of those organisations and services (including from the VCSE) who had been identified from an analysis of Consultation Plans written as a result of Bloom Profs meeting discussions, should form part of the comprehensive evaluation of Bloom conducted during 2020/21. The focus of this strand of the Bloom evaluation was to determine to what extent such organisations were aware of Bloom, and whether the referrals they received following suggestions made within Bloom Profs meetings were appropriate and helpful to the young person about whom they were made.

The EWG agreed that the Bloom 'service providers' should be sent a survey to ascertain their views. Draft questions were formulated by the Bloom Evaluation Project Team (Deborah Clarke, the Bloom Operational Lead, and Derek Thompson, Bloom Project Officer and Data Analyst) and were agreed by the EWG. The EWG also determined that questions should not be mandatory, so that respondents were able to skip any that they did not wish to answer. The survey included a number of closed questions and others with freeform boxes to elicit broader comment. In addition, in order to use the survey platform, there was a corporate requirement to include two questions regarding customer satisfaction within the survey (questions 11 and 12). As a member of the EWG, Lee Atkins (Regional Improvement Support Officer for CORC) who is supporting the Learning strand of HeadStart Kernow, acted as a critical friend.

It had been anticipated that the survey platform would be Netigate. However, as the questions within the survey were being agreed by the EWG, Cornwall Council announced a compulsory move from using Netigate as a survey platform to 'Let's Talk Cornwall'. Training was undertaken on this new platform, and the survey was set up on it by the Bloom Senior Administrator. The survey link was sent to all those organisations identified as Bloom 'service providers' through an analysis of Consultation Plans written in 2020. The full list can be found at Appendix 2. The link was accompanied by an email explaining what the survey was about and why the recipient had been contacted.

The survey was open for a month, with respondents being prompted twice before the close of the survey, via further emails, to complete the survey if they had not yet done so. A copy of the survey is at Appendix 3.

As with all Bloom evaluation reports, this Bloom report has been circulated to all members of the EWG including Dr Lisa Gilmour (Bloom Clinical Lead) and Charlotte Hill (Head of Partnerships, Innovation & Wellbeing, Children's Health & Wellbeing, Cornwall Council; Chair CWSG), as well as to the HeadStart Kernow Learning Lead for final approval prior to publication.

## Analysis

The collaborative, multi-agency Bloom Profs meetings, which always include a Clinical Psychologist, Primary Mental Health Worker and a HeadStart Locality Coordinator as Chair, consider with the Nominated Professional carefully and as holistically as possible each young person's referral, their presentation and needs, and discuss how they might best be supported. Other attendees at Bloom Profs meetings might include professionals such as teachers, social workers, family workers, representatives from a variety of other organisations and agencies including the voluntary and community sector, and community workers.

The meeting will agree a psychological formulation for the child/young person, and a plan of suggested positive next steps and actions to help them thrive including, where appropriate and possible, agreed community-based support. This Consultation Plan, which is the only record of the meeting, will often include suggested support from a variety of services and organisations. It is these services and organisations who are the subject of this report.

### The Service Providers survey

The survey agreed by the EWG for the Service Providers can be found at Appendix 3.

A review of the Consultation Plans written in 2020, together with information given by HeadStart Community Facilitators who attend Bloom Profs meetings and often liaise thereafter with the Point of Contact<sup>1</sup> agreed at that meeting, led to a list of 44 services and organisations being identified as Bloom 'service providers' to whom the survey was sent.

The survey was sent either to a contact within an organisation or service known through professional links, or to a generic email address. This may explain why some organisations and services failed to respond; and why some respondents were unable to speak on behalf of the organisation, but rather replied to the survey from their own understanding and knowledge of Bloom.

The response rate to the survey was 34%. The number of respondents was 15 although there were 17 visitors to the survey page. Not every respondent answered every question.

It is apparent from the reports that a majority of those completing the survey on behalf of their service / organisation did not know enough about Bloom and its interaction with their service / organisation to be able to give a clear yes / no

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<sup>1</sup> A 'Point of Contact' is agreed at the Bloom Professionals Consultation meeting. They take responsibility for discussing the plan with the parent/carer and young person, taking forward any actions and suggestions for support that the parent / carer and young person wish to pursue.

responses. Where 'Don't know' was given as an option, many chose to use this. There were very few free form responses received where the survey invited them.

### **Survey Question 1: identifying organisation / service**

*[Q1 Please tell us which organisation or service you work for]*

There were 15 responses to Survey Question 1 which asked respondents to identify their organisation / service. Organisations / services responding were:

- Young People Cornwall (3 responses)
- Get together Cornwall CIC
- TR14ERS Community Dance Charity Limited
- The Launceston Youth Partnership Ltd (known as The Orchard Centre)
- Carefree
- Active Cornwall Council
- WCWAid
- Jigsaw
- The Wave Project
- CLEAR
- Cornwall Council
- Learning Partnership for Cornwall and IOS (LPCo)
- The Big Dance Company

### **Survey Questions 2, 3 and 4: awareness of Bloom**

*[Q2 Were you already aware of Bloom before you received a referral following a Bloom Professionals Consultation meeting?]*

*[Q3 Have you or a member of your organisation/service attended a Bloom Professionals Consultation meeting (including as an observer)?]*

*[Q4 Is your organisation/service a member of any Bloom Locality Steering Group or the Bloom Cornwall-wide Steering Group?]*

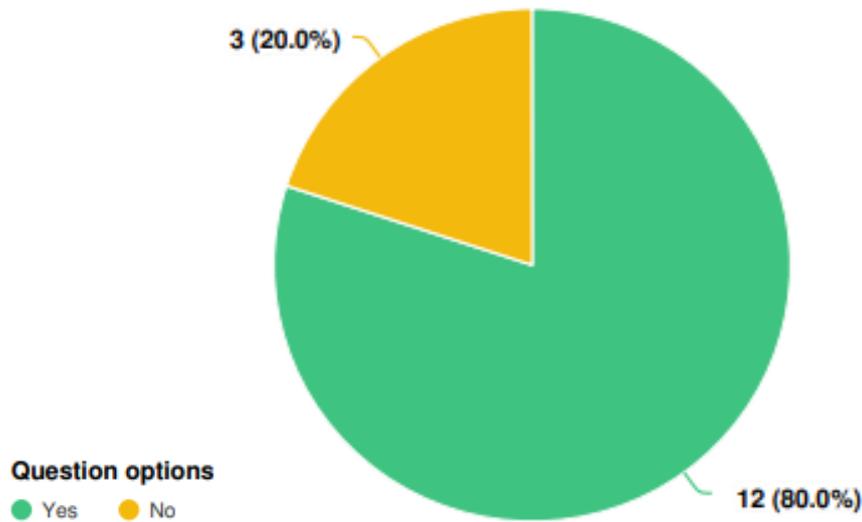
Questions 2, 3 and 4 of the survey sought to understand the level of awareness and interaction with Bloom that the 'service provider' organisations and services might have. The responses show that whilst most were aware of Bloom, this was not underpinned in most instances by attendance at Bloom Profs meetings, nor by being members of Bloom Steering Groups.

Question 2 of the survey asked whether the organisation or service was already aware of Bloom before they received a referral. The possible responses were 'Yes' or 'No'.

Of the 15 respondents, 12 (80%) had been aware of Bloom prior to receiving a referral following a Bloom Profs meeting, whilst 3 (20%) had not (Get together Cornwall CIC; TR14ERS Community Dance Charity Limited; The Big Dance Co).

Fig 1: Service Providers Survey Question 2

**Were you already aware of Bloom before you received a referral following a Bloom Professionals Consultation meeting?**

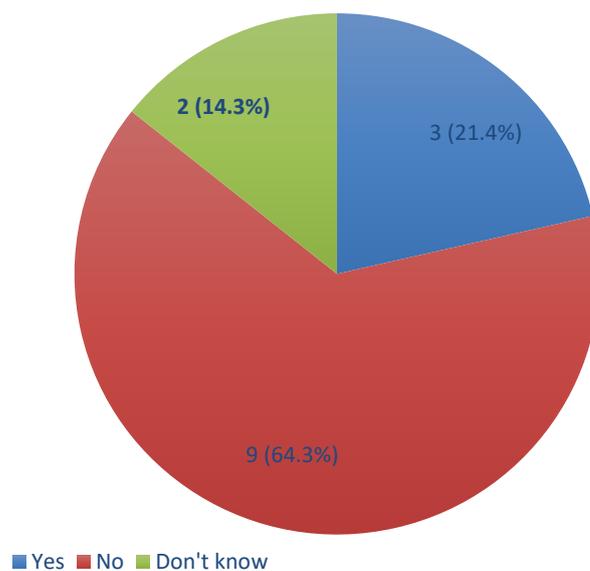


The possible responses to Question 3 of the survey (*Have you or a member of your organisation/service attended a Bloom Professionals Consultation meeting (including as an observer)?*) were 'Yes', 'No' or 'Don't know'.

Of the 14 respondents, the majority had not attended a Bloom Professionals Consultation meeting (9 / 64.3%), with other respondents unsure whether a member of their organisation or service had done so (2 / 14.3%). Only three had attended a Bloom Profs meeting (Young People Cornwall; The Wave Project; LPCo).

Fig 2: Service Providers Survey Question 3

**Have you or a member of your organisation/service attended a Bloom Professionals Consultation meeting (including as an observer)?**

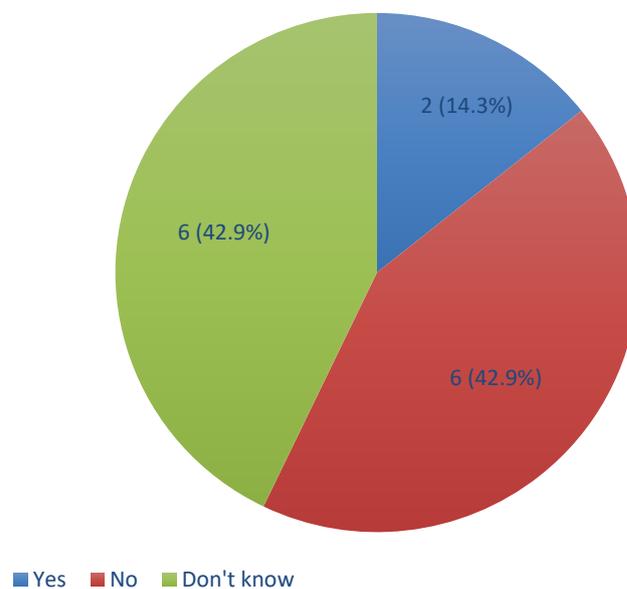


The possible responses to Question 4 of the survey (*Is your organisation/service a member of any Bloom Locality Steering Group or the Bloom Cornwall-wide Steering Group?*) were 'Yes', 'No' or 'Don't know'.

Of the 14 respondents, the majority were either not members of any Bloom Steering Group (6 / 42.9%) or were not sure whether a member of their organisation or service was (6 / 42.9%). Only two replied that they were members of a Bloom Steering Group (LPCo; WCWAid).

Fig 3: Service Providers Survey Question 4

**Is your organisation/service a member of any Bloom Locality Steering Group or the Bloom Cornwall-wide Steering Group?**



**Recommendation 1: that the Bloom Communications Strategy and Plan be revisited, to ensure wider and deeper understanding of the Bloom model amongst Bloom 'service providers'**

### **Survey Questions 5, 6, 7, 8 and 9: Bloom and referrals**

*[Q5 When a referral to your organisation/service is made following a Bloom Professionals Consultation meeting, are you aware that the referral has been made because of Bloom?]*

*[Q6 Are referrals to your organisation/service following a Bloom Professionals Consultation meeting completed correctly?]*

*[Q7 Did you feel that the referral to your organisation/service was appropriate?]*

*[Q8 If the referral was not appropriate, could you share the primary reason why this was so?]*

*[Q9 Was the Bloom consultation plan or information from that plan included as part of the referral to your organisation/service?]*

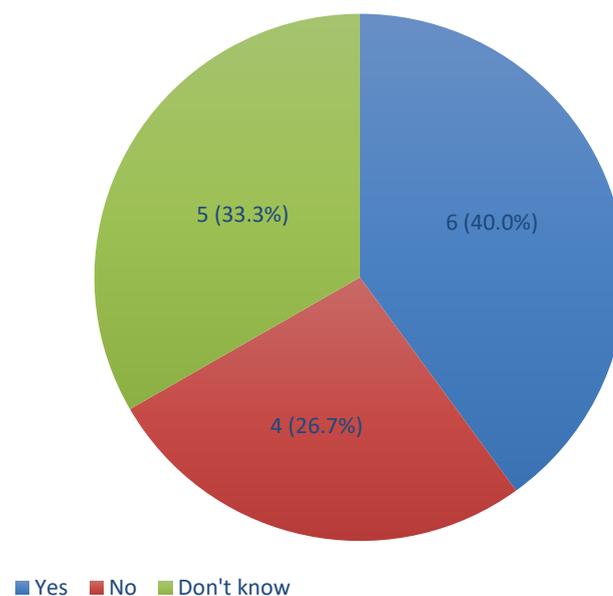
The penultimate suite of questions (5 – 9 inclusive) of the survey concentrated on the referrals made to 'service providers' following a Bloom Profs meeting. These questions sought to understand whether onward referrals that referenced Bloom, made by Points of Contact or others, were completed correctly and were appropriate.

The possible responses to Question 5 of the survey (*When a referral to your organisation/service is made following a Bloom Professionals Consultation meeting, are you aware that the referral has been made because of Bloom?*) were 'Yes', 'No' or 'Don't know'.

Of the 15 respondents, six (40%) noted that they were aware that referrals had been made because of Bloom (Young People Cornwall (x 2); The Orchard Centre; The Wave Project; CLEAR; LPCo). A further five respondents (33.3%) were not sure, whilst four (26.7%) noted that they were unaware.

Fig 4: Service Providers Survey Question 5

**When a referral to your organisation/service is made following a Bloom Professionals Consultation meeting, are you aware that the referral has been made because of Bloom?**

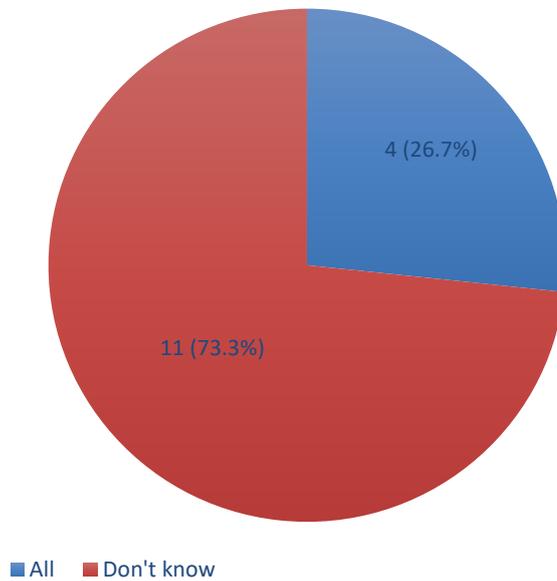


The possible responses to Question 6 of the survey (*Are referrals to your organisation/service following a Bloom Professionals Consultation meeting completed correctly?*) were 'Some', 'None', 'All' or 'Don't know'.

Of the 15 responses, only four (26.7%) noted that all referrals they received were completed correctly. These were the LPCo; CLEAR; The Wave Project; and Young People Cornwall. All other respondents did not know whether the referrals they received were correctly completed.

Fig 5: Service Providers Survey Question 6

**Are referrals to your organisation/service following a Bloom Professionals Consultation meeting completed correctly?**

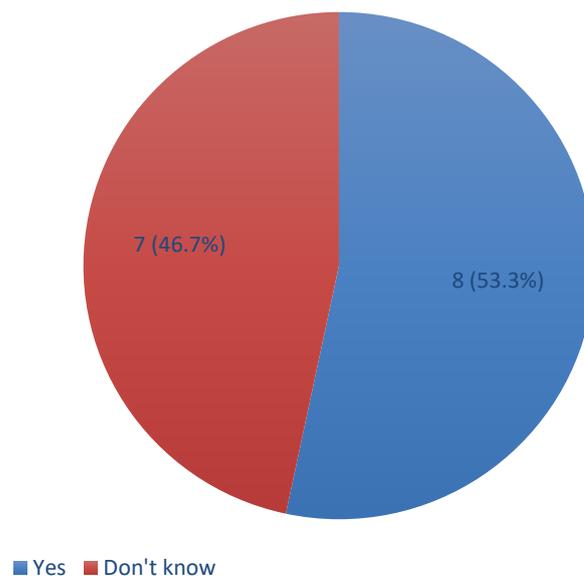


The possible responses to Question 7 of the survey (*Did you feel that the referral to your organisation/service was appropriate?*) were 'Yes', 'No', or 'Don't know'.

Of the 15 responses, eight (53.3%) responded that the referrals they received were appropriate, whilst the remaining seven (26.7%) did not know.

Fig 6: Service Providers Survey Question 7

**Did you feel that the referral to your organisation/service was appropriate?**

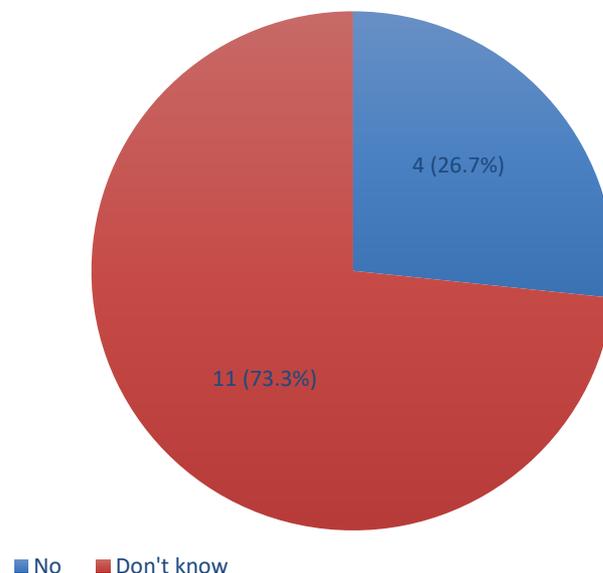


Question 8 of the survey (*If the referral was not appropriate, could you share the primary reason why this was so?*) sought to elicit through a free-form response, why respondents had replied as they had to Question 7. Since all respondents either felt that the referrals they received were appropriate, or did not know whether they were, this question proved to be somewhat redundant.

The responses to Q9 (*Was the Bloom consultation plan or information from that plan included as part of the referral to your organisation/service?*) showed that the majority of respondents (11 / 73.3%) did not know whether it had been included as part of the referral, or that it had not (4 / 26.7%).

Fig 7: Service Providers Survey Question 9

**Was the Bloom consultation plan or information from that plan included as part of the referral to your organisation/service?**



The use of the formulation within the Bloom Consultation Plan would help to support any onward referral, and therefore more understanding of why the young person might benefit from the suggested support noted in the Plan. This should be promoted within the Bloom Profs meetings by the Chair. Any use of information contained within the Bloom Consultation Plan should of course be subject to consent.

**Recommendation 2: promote the use, with consent, of the formulation within the Bloom Consultation Plan to support onward referrals**

#### **Survey Question 10: other comments**

*[Q10 Please use this space to tell us anything else about your experience of Bloom that you would like to share.]*

Comments included those giving their insights of the respondents' personal experience of Bloom: *'Great collaborative meetings with a real focus on what might best support the child and family. Can be quite time consuming when cases are complex'* (The Wave Project); and these comments from two different respondents from YPC: *'I have referred into Bloom and this response has been received well by parents and young people'* and *'I have referred a young person into BLOOM and I know that her needs were met as a result'*.

Other reflections included this from the LPCo who noted that *'The Community Facilitators are the vital link between HeadStart Youth Facilitator intervention, they ensure that information is shared appropriately and although there have not been many referrals to date, we've had no issues'*; and this from Carefree: *'Not aware that we've had a direct referral, though we support the Bloom initiative and would want to work more closely with you.'*

CLEAR wrote *'We are typically receiving referrals from the professionals who have attended the Bloom consultation [meeting] and been guided/advised to make a referral to CLEAR; this means a discussion and consultation before the professional completes a CLEAR referral form - within the CLEAR referral form we will sometimes have the Bloom consultation information which is very helpful. One issue which arises is in the area of funding as we will work with referrers to access funding for the therapy support of CYP. Our funds as a charity can be restricted and not able to be applied in all cases of referrals where a Bloom consultation process undertaken. It can be difficult where guidance or advice has been given however we are not able to take up the referral due to not being able to access funding.'*

As a model and process, Bloom does not have funding to enable any of the suggestions for interventions made at the Bloom Profs meetings. Anecdotal feedback and discussion about the length of waiting lists and any available means of funding the interventions suggested occur regularly at these meetings. It would be helpful as part of the review of the Bloom Communications Strategy and Plan (see Recommendation 1) to identify how best to engage with service providers so that this information on waiting lists and funding could be systematically collected and provided for use at Bloom Profs meetings.

## Next Steps

This is one of a suite of reports, reviewing all aspects of the Bloom model and process, operability, efficacy and resilience. Taken together, they will inform decision-making about the sustainability of Bloom post-HeadStart and any future development and enhancement of the model.

## Glossary

Bloom	Bloom is an innovative partnership approach with CAMHS and Cornwall Council, HeadStart Kernow and other services and organisations, and is an early intervention consultation model for professionals working with young people experiencing difficulties with their emotional, social or mental wellbeing
Bloom Professionals Consultation meeting (Bloom Profs)	A Bloom Professionals Consultation meeting can be requested for any child/young person struggling with emotional, social or mental wellbeing difficulties, as long as they are aged 0-18 years and they live or are educated in Cornwall. Referrals are made via the Early Help Hub on a CAMHS referral form and are screened and allocated to Bloom by the CAMHS Access Team
CAMHS	Children and Young People Specialist Mental Health Services sits within Cornwall Partnership NHS Foundation Trust and provides assessment, advice and treatment for children and young people with severe and complex mental health problems. CAMHS also provides support and advice to their families or carers
CORC	Child Outcomes Research Consortium
CWSG	Bloom Cornwall-wide Steering Group
Early Help Hub (EHH)	Professional triage and processing hub for all service requests for Children's Early Help Services led by Cornwall Council and the Cornwall NHS Partnership Foundation Trust (CFT)
EWG	Evaluation Working Group – a sub-group of the Bloom CWSG established to advise, support, sense-check, and ensure progress on the evaluation suite
HeadStart Kernow	HeadStart is a six-year, £67.4 million National Lottery funded programme set up by The National Lottery Community Fund, the largest funder of community activity in the UK. HeadStart aims to explore and test new ways to improve the mental health and wellbeing of young people aged 10 to 16 and prevent serious mental health issues from developing. HeadStart Kernow is led by Cornwall Council
HeadStart Kernow Community Facilitator Contract	The HeadStart Community Facilitator contract delivers services to support young people aged between 10 -16 years old, supporting them with their emotional health and wellbeing and preventing the onset of mental ill health, through the delivery of one-to-one and group support for young people, low level support for parents and families, and support for community groups. Interventions are delivered by six locality-based Youth Facilitators (who mainly deliver one-to-one and group work), and three Community Facilitators (who broadly deliver work with parents, families and community-based groups). The contract is managed by the Learning Partnership
LPCo	The Learning Partnership for Cornwall and the Isles of Scilly
Nominated Professional	Once a referral is allocated to Bloom, parents / carers are asked to nominate a professional - who knows the child / young person referred in a professional capacity - to attend the Bloom Profs meeting to bring their voice and that of the family to the discussion
Point of Contact	A 'Point of Contact' is agreed at the Bloom Professionals Consultation meeting. They take responsibility for discussing the Consultation Plan with the parent / carer and young person, taking forward any actions and suggestions for support that the parent / carer and young person wish to pursue
VCSE	Voluntary, Community and Social Enterprise
YPC	Young People Cornwall

## Appendix 1: the Bloom model, process and development

### Bloom Overview

An innovative partnership approach between Cornwall Partnership NHS Foundation Trust, Cornwall Council, HeadStart Kernow and other services and organisations, Bloom is an early intervention consultation model for professionals offering an holistic approach, across services, to support children's emotional, social and mental wellbeing. Bloom is designed as a rapid and responsive model for children and young people from 0 -18, working within the Tavistock i-THRIVE model. Its core purpose is to support young people to thrive.



### Bloom Pilot

A pilot of the Bloom approach supported by CAMHS, GPs, and Cornwall Council ran from November 2014 in the Penwith locality. It was set up to:

- help fill a gap in provision for children and young people with emotional, behavioural and mental health problems who did not meet the threshold for specialist CAMHS
- address the 40% of all GP referrals to CAMHS that were rejected
- build stronger links between professionals in different services
- look at the needs of the whole family as well as the child
- reduce the pressure on specialist CAMHS

With additional resource provided by HeadStart Kernow, the Bloom model was rolled out across Cornwall from 2018, and, pre-Covid19, Bloom was established in each locality in Cornwall.

## **Bloom Governance**

Bloom is overseen by a Cornwall-wide Steering Group (CWSG) as a county-wide multi-organisational initiative, and by six Locality Steering Groups that oversee and support each locality Bloom model. Each Locality Steering Group determines the frequency, time and location of the Bloom Profs meetings held within each locality.

Bloom encourages a test-and-learn approach so that the Bloom model and process remain agile, always subject to the Bloom Underpinning Principles which have been agreed by the Bloom CWSG. In brief, these Underpinning Principles are:

- The needs of the child/young person and family comes first
- Working together to meet the needs of the child/young person ie referrals received by Bloom will be treated as a call for a Bloom Professionals Consultation meeting to consider that particular case. They will not be 'bounced back'
- Timely, clear and concise communications written in plain English
- A 'point of contact' for every child
- Bloom is multi-organisational and every voice is valued

## **Bloom Referral Route and preliminary processes**

Any individual or organisation (eg GP, school / college, family worker, school nursing team, parent / carer, or the young person themselves) can refer a young person aged 0-18 years to Bloom by sending a CAMHS referral form to the Early Help Hub. The young person may be in any of the four i-THRIVE quadrants; the CAMHS Access Team co-located within the Early Help Hub determine which referrals are allocated to Bloom.

Since the Bloom model is one of professional consultation, no family member nor the young person referred attends Bloom Profs meetings. Therefore, once allocated to Bloom, parents / carers are asked to nominate a professional, who knows the child / young person referred in a professional capacity, to attend the meeting. This Nominated Professional is given a number of meeting dates from which they will agree one to attend. Meeting invitations are then sent out to the core Bloom Professional Consultation (Bloom Profs) meeting attendees. These are a CAMHS Clinical Psychologist, a Primary Mental Health Worker, the HeadStart Locality Coordinator (who chairs the meeting), a HeadStart Community Facilitator and the Early Help Locality team. The Nominated Professional and others, including from the VCSE and other agencies, organisations, and services, are also sent the meeting invitation.

## **Bloom Professionals Consultation meetings**

The collaborative, multi-agency Bloom Profs meetings, which always include a Clinical Psychologist, Primary Mental Health Worker and a HeadStart Locality

Coordinator as Chair, consider as carefully and holistically as possible each young person's referral, their presentation and needs, and discuss how they might best be supported. Other attendees at Bloom Profs meetings might include professionals such as teachers, Social Workers, Family Workers, representatives from a variety of other organisations and agencies including the voluntary and community sector, and community workers.

The meeting will agree a psychological formulation for the child / young person, and a plan of suggested positive next steps and actions to help them thrive including, where appropriate and possible, agreed community-based support. Pre-Covid (that is, prior to March 2020) each locality (bar Penwith<sup>2</sup>) had an established Locality Steering Group and the frequency, timings and locations of Bloom Profs meetings within each locality had been agreed as follows:

Locality	Penwith	Kerrier	Carrick	Restormel	North Cornwall	Caradon
Frequency	Weekly during term time/ as necessary through summer school holiday	Weekly during term time/ as necessary through summer school holiday	Weekly during term time/ as necessary through summer school holiday	Weekly during term time/ as necessary through summer school holiday	Weekly during term time/ as necessary through summer school holiday	Weekly during term time/ as necessary through summer school holiday
Timings	Thursday 1400-1600	Wednesday 1400-1600	Thursday 1000-1200	Wednesday 1400-1600	Tuesday 1000-1200	Thursday 1400-1600
Location	Penzance	Camborne	Truro	Rotation: Newquay; St Austell; the Clays	Rotation: Bodmin; Launceston	Liskeard

Each Bloom Profs meeting could discuss up to four referrals allowing up to 24 to be discussed weekly.

### **Bloom and Covid-19**

With the advent of the pandemic, it was necessary to amend the Bloom model due to the inability to hold face-to-face meetings and the necessary focussing of CAMHS upon children and young people most at risk, adversely impacting on their ability to support the existing model. It remained an imperative that existing referrals to Bloom should be considered in a timely manner; it was also

<sup>2</sup> As Penwith had been the location for the Bloom pilot, the Bloom model was well-established with Bloom Profs meetings taking place on a weekly basis. The inaugural Penwith Bloom Locality Steering Group was held in December 2020.

critical that a switch be made to hold Bloom Profs meetings online via Microsoft Teams. During 2020 there were four different 'cohorts' as noted below:

1. January – 23 March 2020: Bloom Profs held as usual in each locality
2. 23 March – 27 April 2020: Referrals allocated to Bloom but with no Bloom Profs meeting arranged were triaged by a central team: Dr Lisa Gilmour (CAMHS Clinical Psychologist; Bloom Clinical Lead); Henry Lewis (core Bloom Primary Mental Health worker); Deborah Clarke (HeadStart Locality Coordinator; Bloom Operational Lead)
3. April – November 2020: Centralised Covid-19 (C-19) model: online Bloom Profs meetings held with the central team (Bloom Clinical Lead; core Bloom Primary Mental Health Worker; Bloom Operational Lead), the Nominated Professional and other professionals
4. November 2020 onwards: Decentralised C-19 East Mid West (C-19EMW) model: online Bloom Profs meetings held with area-specific core attendees (CAMHS Clinical Psychologist; Primary Mental Health Worker; HeadStart Locality Coordinator), the Nominated Professional and other professionals

Learning from the core team's management of cohorts 2 and 3, in the decentralised C-19EMW model (which is area-specific ie East, Mid and West Cornwall), each referral is discussed in an hour-long meeting with breaks scheduled between them. The weekly timetable is noted below:

Area	East	Mid	West
Day	Thursday afternoon	Thursday morning	Wednesday afternoon
Meeting slot	13.00 – 14.00	09.15 – 10.15	13.00 – 14.00
Meeting slot	14.30 – 15.30	10.30 – 11.30	14.30 – 15.30
Meeting slot	16.00 – 17.00	11.45 – 12.45	16.00 – 17.00

It will be noted that the C-19EMW model limits the number of referrals which are able to be discussed weekly to nine, necessitating close management of the Bloom referral caseload to ensure all referrals are discussed within a Bloom Profs meeting in a timely manner.

### **Management information and data analysis**

Various reports are prepared for each Locality Steering Group and the Cornwall-wide Steering Group, including a detailed annual data report.

## Appendix 2: List of Service Providers contacted for the survey

Active Cornwall	Livewire Youth Music
Barnados	Mental Health Support Team
BFadventure.org	Nature Connects
CAAP	NCS
Carefree Cornwall	Orchard Centre Launceston
Chaos Café	Penhaligon's Friends
Clear	Pentreath
Coast FM PCDT	Plymouth Music Zone
Coastal Crusaders	Remembering our roots
Cornwall Music Service Trust	Sea Sanctuary
Cymaz Music	Susie Project
Dreadnought Centre	Swamp Circus
Duke of Edinburgh	The Big Dance Project Penzance
First Light	The Wave Project
Footsteps of discovery	TR14S Dance group
Get Together Cornwall	Trelya
Hayle Youth Project	VIG
Headstart Wellbeing Service	West Cornwall Women's Aid
Hugs Foundation	White Gold
Jigsaw	Wild and Wisdom
KBSK Performing Arts Bodmin	Women's Centre
Kernow Young Carers	Young People Cornwall

## Appendix 3: Service Providers survey

### Bloom - Service Organisations Evaluation Survey

We are asking you to take part in an evaluation of Bloom because your organisation has been considered as part of a support plan when a young person is discussed in a Bloom Professionals Consultation meeting.

Bloom brings professionals together to look at ways to support children / young people who are experiencing difficulties with their emotional, social or mental wellbeing. The professionals – people like teachers, psychologists, family workers and community workers – meet to carefully discuss children’s / young people’s presentations and needs, and consider how they can be supported.

Your feedback will help us understand how organisations and services experience Bloom, and how we can improve that experience. All feedback is held in accordance with Cornwall Council and NHS GDPR rules, and no personal information will be stored with your responses.

Please look back on your experience of Bloom and answer the questions on the following pages. This survey should take only a few minutes and you can skip any questions you do not want to answer.

Thank you for helping us.

Bloom Project Team

1. Please tell us which organisation or service you work for:

2. Were you already aware of Bloom before you received a referral following a Bloom Professionals Consultation meeting?

- Yes  
 No

3. Have you or a member of your organisation/service attended a Bloom Professionals Consultation meeting (including as an observer)?

- Yes  
 No  
 Don't know

4. Is your organisation/service a member of any Bloom Locality Steering Group or the Bloom Cornwall-wide Steering Group?

- Yes
- No
- Don't know

5. When a referral to your organisation/service is made following a Bloom Professionals Consultation meeting, are you aware that the referral has been made because of Bloom?

- Yes
- No
- Don't know

6. Are referrals to your organisation/service following a Bloom Professionals Consultation meeting completed correctly?

- Some
- None
- All
- Don't know

7. Did you feel that the referral to your organisation/service was appropriate?

- Yes
- No
- Don't know

8. If the referral was not appropriate, could you share the primary reason why this was so?

9. Was the Bloom consultation plan or information from that plan included as part of the referral to your organisation/service?

- Yes
- No
- Don't know

10. Please use this space to tell us anything else about your experience of Bloom that you would like to share.

11. How easy did you find it to use our service?

	1	2	3	4	5	6	7	8	9	10
Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy.	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 1	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 2	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 3	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 4	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 5	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 6	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 7	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 8	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 9	Use a scale of 1 – 10, where 1 = extremely difficult and 10 = extremely easy. 10
	<input type="radio"/>									

12. How likely are you to recommend our services to somebody else?

	1	2	3	4	5	6	7	8	9	10
Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely.	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 1	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 2	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 3	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 4	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 5	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 6	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 7	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 8	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 9	Use a scale of 1 – 10, where 1 = not at all likely and 10 = extremely likely. 10
	<input type="radio"/>									