

# York Community Mental Health Hubs



# York Mental Health Partnership

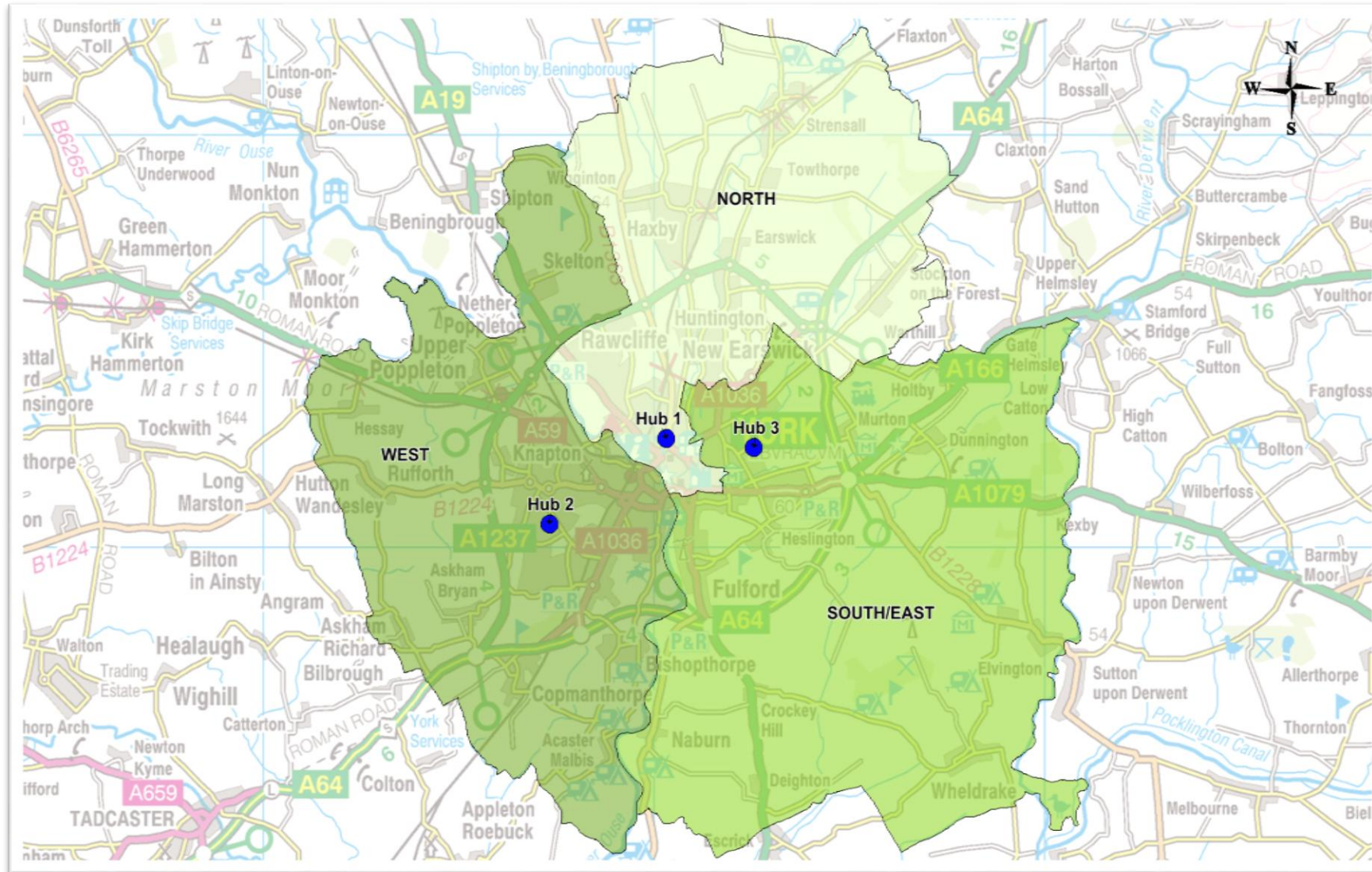
Our Vision for York is a City where:

- We all feel valued by our community, connected to it, and can help shape it.
- We are enabled to help ourselves and others, build on our strengths, and can access support with confidence.
- We are proud to have a Mental Health Service that is built around our lives, listens to us, is flexible and responds to all our needs.





# York's 3 Hubs



**The 24/7 Hub is part of a wider vision to develop 3 Mental Health Hubs across the city of York.**

## Hub 1 – 30 Clarence Street

The first Hub is in the early stages of development at 30 Clarence Street, covering the North of the City. This is a daytime offer only. A codesign process was undertaken to develop the core principles, values and practice which underpin 30 Clarence St.

## Hub 2 – 24/7 Centre

The second Hub will be located in Acomb, Westfield and Holgate. This Hub will be 24/7 as additional funding has been secured as part of the national pilot.

## Hub 3 – Future Hub

The third hub will be in the South/East of the City and will be a daytime offer only. Development of this Hub has not started.



# The Codesigned Vision

Every person in York should get the mental health support they need, to lead the lives they deserve

That's why our approach brings together three important elements:

### Community

The Hub is deeply connected to and supportive of the local community. This ensures that when someone needs help, there will be someone there for them no matter where they turn. The Hub is a conduit to local places, spaces, resources, offers and opportunities that enable people to be connected, find solutions, build new skills, meet new people, learn and grow.

### Team

A team of people with a range of skills and experience, including lived experience members and volunteers, who work together to provide mental health and wellbeing support that champions empowerment, inclusion and participation and addresses the range of challenges people face.

### Place

The Hub has a physical home within a community, that is accessible to those who need it. It's safe and welcoming, somewhere where people remember your name, and people want to spend time, however they are feeling. The Hub is a community space, one that is owned by those it serves and enriched by their participation.



# Co-designed Hub Principles

1

### A warm welcome

The hub feels warm, welcoming and is embedded as part of the community

2

### There in the good times and bad times

People are asked what they need when they're well in preparation for when they're not

3

### Flexible

The hub is flexible, working around people's needs and commitments to prevent further disruption to their lives

4

### Focus on strengths

A focus on what people and communities *can* do, not what they *can't*

5

### Relationships matter

Relationships are based on respect, trust and reciprocation

6

### Believing in better

Advocating to improve the conditions of people with unmet mental health needs, and influencing others in the city to do the same

10

### Accessible

Making sure that everyone can access the hub's services and community in a way that works for them

9

### Dignity and Respect

Recognising people as experts in their own lives, and treating them with dignity and respect

8

### Inclusive

Accepting others without biases based on differences of any kind, and making sure everyone feels valued and accepted

7

### Understanding people

Understanding each other as individuals within our contexts rather than a set of symptoms to diagnose





# Setting up a permanent Hub @ 30 Clarence Street

Specialist Secondary  
Care Offer

A&E  
Liaison

Crisis Resolution  
Home  
Treatment



A new skilled MDT to provide more care and support and hold more people and ensure they access the specialist care they need.



Social Work

Peer Support

Carer Support

Social Prescribing

MH Practitioners

Recovery Workers



Integrated Primary &  
Secondary Care

General Practice

Talking Therapies

Housing

Local Area  
Coordinators

VCSE offers

Welfare and  
debt advice

Education

Employment

Social Care  
First Contact

First Contact  
Workers

Pharmacy

Universal & Primary Care Offer





# York Mental Health Hub

## Support Offer

The Hub @ 30 Clarence Street is a team made up of social prescribers, peer support workers, mental health practitioners, carer support workers, social care worker, recovery workers and volunteers. The team provide mental health and wellbeing support to address the range of challenges people face, in a flexible manner to connect people with their local communities. It meets individuals in the Hub space or within their local communities to support them to achieve the goals they identify to improve their mental health.

## How is the Hub different to current mental health provision in York?

- By offering a range of support in a flexible manner the team is able to be more responsive and enable early intervention to prevent a decline in mental health.
- If we compare this to current services where there are limited alternatives to clinical input, the Hub is able to support a person to develop a network of community assets to support them to thrive in their local communities. It is a multi-faceted approach rather than a linear approach.
- The Hub has been able to see people who would normally be waiting on the Access Team waiting list for 5-6 months within a much quicker time-period with an aim to move towards open access
- The opportunities offered by partnership working mean that an individuals' social care needs can be met at the same time as a piece of anxiety management and then they can seamlessly move onto practising these skills whilst having support to access wider community activities.

## The Core Hub Team



### Hub Manager

Full time position

Oversight of the team, the support, and the learning.



### Lived Experience Leadership

Shared leadership is an important integral part of the model. Embedded in the hub developments and governance structure.



### Senior Peer Supporter Peer Supporters

Leadership from a Senior peer supporter and a bank of peer supporters offering one to one support as well as group work. Using their lived experience to support people.

### Carer Support

Part time position

Providing support for carers on a one to one and group basis.



### Social Prescribing Team Leader Social Prescriber

Part time position

Full time position



### Support & Recovery Workers

1 full time senior recovery worker

2 full time recovery workers



### Core mental health professionals

2 Full time position

Band 6 clinicians

### MH Social care worker

Full time position

## Types of support

Phase 1 June 2024-February 2025

Individuals who were offered support from the Hub team had a variety of needs. The Hub team were able to respond to these needs through the varying skills present within the team



137 people have been **booked in for a welcoming conversation**



69 people have had **support to develop skills and an understanding of their mental health to improve their well-being**



82 people **have accessed peer support**  
38 **accessed 1:1 support**  
34 **have engaged with group peer support**



24 people **have been able to identify and work towards existing goals with support from the recovery workers**




18 people have had **social care input**



13 people **had social prescribing support to link them up with the wider community**



49 people **have been supported by the hub Carer Peer Support Worker**  
3 **have become volunteers with the Carers Centre**  
1 **was part of the co-production for the 24/7 Hub**

 =6 people





# Co-Production

# The Co-Production Champion Role

**Facilitate:** Co-production across mental health services, ensuring lived experience is central to decision-making.

**Bridge:** Act as a connector between communities, organisations, and services to create inclusive, user-led solutions.

**Empower:** Support individuals and groups to actively participate in shaping the services they use.

## How we engage

**With Services:** Collaborate with primary care, VCSE sector, and grassroots organisations to embed co-production in service design and delivery.

**With Communities:** Build meaningful connections with diverse groups, including underrepresented voices, to ensure inclusivity.

**With Individuals:** Empower individuals with lived experience to actively participate in shaping mental health services.



## Facilitating Conversation Cafes

- **Organise:** Host regular Conversation Cafés to create safe spaces for open dialogue between service users, communities, and organisations.
- **Encourage:** Ensure diverse participation to ensure a wide range of lived experiences are heard and valued.
- **Utilise:** Use insights gathered to inform service design and decision-making.



## Promoting Co-Production Benefits

- **Champion:** Actively spread awareness about the value and impact of co-production across health services and community organisations.
- **Showcase:** Share success stories and case studies to demonstrate how co-production leads to more inclusive and effective services.
- **Deliver:** Provide training and resources to help organisations embed co-production principles into their practices.



## The Co-Production Principles

- **Equality:** Everyone's voice is valued equally.
- **Diversity:** Actively seek out and include underrepresented voices.
- **Transparency:** Open and honest communication throughout the process.
- **Mutual Benefit:** All partners benefit from the collaboration.





# 24/7 Community Mental Health Neighbourhood Centre



## **A 24/7 MH Centre for York**

- The 24/7 centre team will offer time, compassion, and a trauma-informed approach
- It will be based within the Acomb/Holgate/Westfield wards based on the principles, codesign and prototyping from the current hub.
- It will be an open access 24/7 neighbourhood mental health centre
- In addition to the multidisciplinary and multiagency team operating during core hours (8am-8pm), we will provide personalised support on an overnight basis, including for those in significant distress.
- Will include calm, comfortable spaces where people can be appropriately supported at all times of the day or night.
- The 24/7 centre followed a codesigned process and will be codeveloped in collaboration with people with lived experience, local residents and those with community connections.



## Key Principle **Inclusion**

The Hub staff and building are equipped to meet people's accessibility needs, this includes a variety of refreshments to meet dietary requirements, accessible toilets, a quiet room for people with hearing impairments, translation services and access to support through a variety of communication channels.

People's personal characteristics have no negative impact on how staff support them, and staff are accommodating and attentive to people's preferences.



## Key Principle **Choice**

Support is flexible and led by people's choices. For example, choice of room/environment, support staff, and communication channel.

People are given information on the support available at the Hub, as well as through other services and can choose when and how to involve others (e.g. loved ones, community and statutory services).

The Hub is open 24/7 and activities such as groups run into the evenings and on weekends to accommodate those working or unable to access the Hub in the day.



## Key Principle **Understanding**

Staff are non-judgemental and do not make assumptions about people, they ask open questions and invite conversations around what a person needs and wants from the Hub. For example, they do not assume that somebody struggling with their mental health is an unsuitable parent and instead work to support that person to access the support they and their family want and need.

Staff are skilled, considerate and attentive, ensuring people feel their needs are met in a way which is responsive, calm and timely.





## Key Principle **Equality**

Staff treat individuals as whole people not patients, understanding people's needs and choices beyond a diagnosis or label.

There are a range of groups available at the Hub (including hearing voices, parents' group, LGBT+ group and bereavement group) so that everyone can find a space to be themselves and find community.

Everyone who uses or visits the Hub must uphold the Hub's values to ensure the Hub is a safe and fair space that promotes the wellbeing of all.



## Key Principle **Strength**

All staff work in a person-centred, strengths-based way. This means staff are able to support people to reflect on what has worked for them in the past and co-create plans for support that build on their skills and lived experience.

Staff work alongside people and are able to remind them of how far they've come and celebrate their gifts.

There is a strong culture of co-production to ensure the Hub best meets the needs of people. People are supported to volunteer and share their skills at the Hub in a way that works for them.



## Key Principle **Community**

The Hub has strong relationships with the community and other services. The Hub plays host to other services e.g. by acting as a space for Hub users to meet their external support workers or hosting sample sessions for other services.

Hub staff also work outside of the Hub building to support people out in the community. Staff work to strengthen user's networks of support, helping them to find community both in and outside the Hub. Support and psychoeducation is available for Hub user's carers.

# WORKING TOWARDS THREE MENTAL HEALTH HUBS IN YORK



**CODESIGN... WORKSHOP 5**

**24 HR HUB**

ways of working

shared vision

**CO-DESIGN KICK OFF**

Introduce personas

WHAT IS 24 HR HUB?

Understand stories

feeling safe

HOW DOES THE HUB FEEL?

boundaries

facilities

HOW DOES THE HUB WORK?

WHO WILL ATTEND?

Recruiting to open in 2025!



## VARIOUS TOUCHPOINTS



digital access

make contact then someone looking out for you



**EVENING PROVISION**  
An accessible offer that meets the needs and lives of diverse York people.



WE HAVE A UNIQUE OPPORTUNITY HERE... WITH SEED FUNDING TO GET STARTED & GET IT RIGHT!



**VOLUNTEERS**  
with lived experience



HOW DO PEOPLE GET HOME?

**GREAT LOCATION**

CONSIDERATION HOW TO GET OVER THE THRESHOLD

Practical things to work out:

Friendly 'Hello' ☺

**WHAT'S THE CAPACITY / STAFF RATIO?**

how are volunteers supported?

**MEDICAL DISPENSE**  
core offer or pop up?

different rooms

**PURPOSE BUILT**

wifi

relationships developed over time

Support people through good times and bad times

**ALL MEANS ALL**

Child friendly

safeguarding

scenario planning

staff ratio

designated safe space

**CORE VALUES**

INCLUSIVE

CHOICE

DE-ESCALATION

CHILD & FAMILY FRIENDLY

ALL WELCOME (ALL MEANS ALL)

RECRUIT BASED ON VALUES

COMMUNITY CENTRED

STRENGTH BASED

NON JUDGEMENTAL & ALL EMBRACED

BUILDING ON EXISTING RESOURCES & RESILIENCE

SPACE FOR ALL

WANT TO BUILD SHARED CULTURE & TOLERANCE  
IS THE SYSTEM COMMITTED TO BE DIFFERENT?  
COMMUNICATE A CLEAR HUB OFFER

**THANK YOU TO EVERYONE INVOLVED**



# Yorks 24/7 CMH Neighbourhood Centre Story So Far...

1

Yorks Mental Health Partnership submitted a bid to establish a 24/7 Community Mental Health Neighbourhood Centre in the West of the City...

Jul - Aug

*"It's great being a part of the co-design process. I feel like I can make a positive contribution to my community"*  
Codesign team

## Key themes

Whole system  
redesign in place

Participation in  
work, community  
and social life

Service  
accountability to  
the community

'Mentally different'  
not 'mentally ill'

Exclusion of coercion, seclusion and closed doors

Embracing  
individual stories,  
freedoms and  
strengths

## York Secure Funding



[Home](#)
[UK](#)
[World](#)
[Business](#)
[Politics](#)

## Funding secured for new 24/7 mental health hub



York's Mental Health Partnership has secured funding for a new support hub

3

## Building a strong design team

A team with a mixture of expertise and experience was brought together to go on a journey to design what a Trieste inspired Hub would look like in York

2

Establishing multiagency groups to mobilise the developments of the centre

# Project Management

24/7  
Implementation  
Group

Sep

## No Lanyards

## Strengths First

## Relationships

## Welcome to the Co-Design Team

Co-designing a community mental health hub in York

## The Co-design Mindset

**Living Beyond Expenditure** – Currently there are significant power imbalances in who gets to make decisions about what public services are provided. A key role of the design thinking process is to ensure that we do not make sure that people who have lived experience feel less able to contribute their meaningful insights and experiences. This means listening to people's experiences and not being judgemental.

**Being in the grey** – It's natural to want to make things that are complex and messy go grey and solutions. However, it takes a lot more time and analysis. So, we will have to find ways to keep things fuzzy and complex in this process too. But we will have that extra time to reach them, so being a willingness to be in the grey for the purpose of time to reach more complex places and experiences is being

**Valuing many perspectives** “This is one of our strengths but can be more difficult than you might think. We must be able to disagree about more things, and often in the same meeting. We have to be able to disagree at the deepest level; people you might not agree with. It’s very easy to stand in *Mind* and think people whose opinions are broken, but we can’t just internalize our view. We have to be able to see things from both sides and make our own decisions in the end.”

**Friction is healthy** “Consensus is a good standard to all of us. However it is difficult to practice. Consensus is not a goal, it is a process. Consensus and agreement were not intended. We did not want all contributors to agree, or agree where everyone was not. Consensus was not intended. Consensus was intended about bringing more interest to each other and our work at hand. This is about taking sharing down, listening, adding before questioning. It is not about your opinion and what other people’s opinions are. It is not to know less of... “You’re about, I wonder if... Help me...”

**Disruption** “The creation of relationships and trust is really important. We build and create an atmosphere in the workplaces where you feel comfortable, where you can be vulnerable and share your ideas.”

**Being away with things and being included** “The only place I have seen *being away* and there will be no such small to discuss them as we can practice it. We will have to be patient that this is part of being there, and we are just going through it.”

\_\_\_\_\_

Oct - Dec



**Innovation Unit**  
Creating impact  
Reducing inequalities  
Transforming systems

24/7 Hub  
Workforce  
model  
agreed

The codesign team presented the codesign output to the wider system

lets explore  
**What if?**

Explored the challenge to consider what better looks like

let's be  
**radical**





4

Alongside the codesign workshops, recruitment into the project role and Hub manger role will start to take place...

Oct - Dec

- 1. Multiagency panels
- 2. Aligned Job Descriptions
- 3. Expression of Interest Applications

Venue developments taking place to reflect the codesign output

Devising a plan for sustainable long term VCSE commissioning arrangements

Recording System

The team will be recording on Patients Know Best and Cito (NHS recording system)

Members of the codesign team visited the venue to further contribute to the plans

Person Level outcomes - Understand effectiveness at helping people improve lives and mental health	Staff Level outcomes - Understand how staff are experiencing delivering new practice and working together and with people	System Level outcomes - Understand any contribution to changes for the local healthcare system
People have choice and control over their own mental health	Staff are well supported in their roles and empowered to work differently	The Hub utilises and integrates with the expertise and resources of existing mental health services
People have opportunities to learn, work, volunteer and take part in leisure activities	Individuals, staff and the hub growing and strengthening their network	Mental health support is recognised as part of 'day to day' health and wellbeing <i>Proxy measure - Access from a variety of people</i> <i>People feel no apprehension in approaching the Hub - people approaching before crisis</i>
People feel connected, have positive relationships and have grown their network	Staff work together collaboratively and as a team	Integrating the expertise and resources of existing mental health services <i>Proxy measure - joint working</i> <i>Colocation of people in the Hub</i> <i>Connections made</i>
Individuals strengthening their network	Staff feel like they have agency and are able to use their own judgement	People with lived experience influence and shape service delivery
People feel supported and not judged	People value their work and feel they are making a meaningful contribution	Community assets are mapped and a wide variety of supports are available
People receive high quality support	Staff enjoy their jobs	

24/7 Hub Team Orientation

- Orientation for all new Hub team members on the Hub vision, principles and ways of working. Ensuring fidelity to co-design phase and overall vision.
- Hub Team have built relationships and shared culture.



March

Operating procedures from Hub 1 (daytime offer) to be adapted for 24/7 offer

Workshop to support connections with the wider system and future VCSE commissioning arrangements

Jan

Start recruiting roles from across multiple sectors including clinicians, carer supporters, social prescribers, peer supporters, recovery workers, admin etc.

June

Hub Opening

A 24/7 Community Mental Health Neighbourhood Hub will be established on a phased plan, integrated within a community building alongside Primary Care and Acomb CMHT



# Community-based VCSE Investment



**CHOCOLATE & CO**



# VCSE Grant Recipients:

## A community-based ecosystem of mental health support

**High quality, innovative and person-centred provision that is locally trusted and co-produced in the heart of the community**

*From equine, arts and eco therapies; programmes of 1:1/group-based wellbeing support for women, Gypsy Traveller communities and adults with substance dependency; to trauma-informed counselling for survivors of rape and sexual abuse*

**Offering safe and supportive environments where barriers to access are low, available and adaptable at different stages of need**

*To prevent crisis, support recovery and empower people to connect, build healthy networks and to develop confidence - empowering people to gain independence, to self care and stay well*

**£250K**

invested in  
**7** projects led  
by **11** VCSEs  
across York

**403** people  
supported,

**2,007**

1:1 & group  
sessions  
delivered in **Yr1**

Watch  
the work  
in action  
[here](#)

**71%** reported  
they were better  
able to manage  
their mental  
health &  
wellbeing

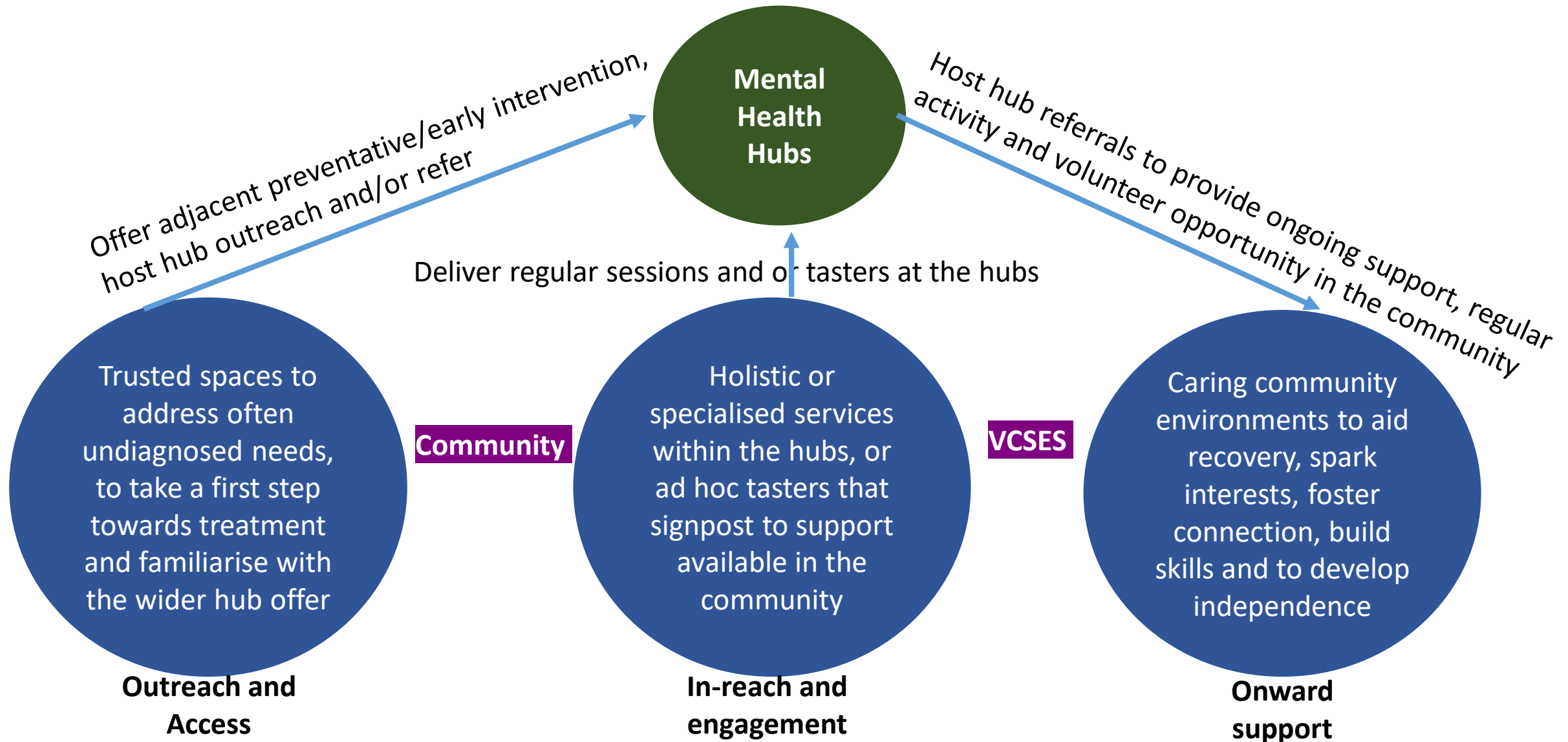
**67%** reported  
they had stopped  
or reduced their  
use of statutory  
services

**'I've said more to you in 2 weeks than I have ever  
said in 7 years.'**

Community participant

# The Hub and community-based VCSES:

## Building towards a collaborative pathway of MH support






## Funding

Partnership and codesigned vision came before funding




Being hosted within a Local Authority has allowed us to be flexible and agile with available funding

Across 5 years 50% of the total funding will have been invested into the voluntary sector



Demonstrable outcomes as well as a commitment to codesign and to genuine partnership has enabled us to secure additional funding

Funding is made up of the following:

- NHS Community mental health transformation funding (recurring)
  - 2 year NHSE pilot funding for 24/7 centre
  - Service Development Funding (NHS recurring)
- 





## Our Learning

- Partnership ownership and a coproduced vision has helped to create a jointly owned offer and to navigate challenges
- Codesign has been at the heart of ALL parts of the project - equal partnership
- This has led to an offer that meets the variety of people's needs and has supported us to navigate challenges and obstacles
- Mental health hubs represent an integrated neighbourhood team focussed on mental health support – a multi-disciplinary team working together to provide holistic, co-ordinated mental health support for adults
- Opportunities to build connections and joint MDTs alongside the Integrated Community Hub