

Compass

Tower Hamlets

Children & Young People's Health & Wellbeing Service (CYPHWS)

*Information Booklet for Schools &
Partners*

**Tower Hamlets
School Health Service**



Delivered in partnership...



BARNARD'S

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1. INTRODUCTION TO THE SERVICE

Tower Hamlets Children and Young People's Health and Wellbeing Service (CYPHWS) is provided by [Compass](#) a national health and wellbeing charity who are leading providers of Children, Young People and Families (CYPF) prevention and early intervention services.

CYPHWS is an integrated universal and targeted service for all school-aged children aged 5 to 19 (or up to 25 for young people with Special Educational Needs/Disabilities) and their parents/carers in Tower Hamlets. The service delivers across three key functions:

- ✓ Healthy Child Programme (Public Health Nursing)
- ✓ Sexual health promotion and treatment
- ✓ Substance misuse (including smoking/vape) prevention and treatment

The service can support CYPF with a range of health and wellbeing topics including:

Healthy Diet

Oral Health

Friendships & Relationships

Body Image

Bullying

Sleep Hygiene

Mental Health

Long-term health conditions

Behaviour / Parenting

Continence

Substance Misuse

Sexual Health

The service offer is based on four levels of individual and family need (community, universal, targeted and specialist) across all three functions. A full list of the available interventions across is detailed in the service overview section of this document.

The service is delivered by four locality skill-mix teams (North East, South East, North West, South West). Each team is made-up of a School Nurse/s, Staff Nurses, Health and Wellbeing Practitioners, Healthy Child Programme Practitioners and Health and Wellbeing Support Worker.

2. ONE FRONT DOOR

The service operates a 'One Front Door' for CYPF, schools and partners to access the service (one phone number, one email, one website, one Request for Support Form).

All Requests for Support (RfS) for children and young people should be made (with consent) by submitting an RfS form to ensure appropriate and timely co-ordination and allocation.

'One Front Door' hours of operation are **Monday to Friday, 8am to 5pm.**



020 3954 0091



compass.towerhamletsyphws@nhs.net



<https://compass-uk.org/services/children-and-young-peoples-health-and-wellbeing-service/>



Request for Support Form (RfS)

3. DUTY SYSTEM

Our 'One Front Door' is managed via a duty system to provide timely:

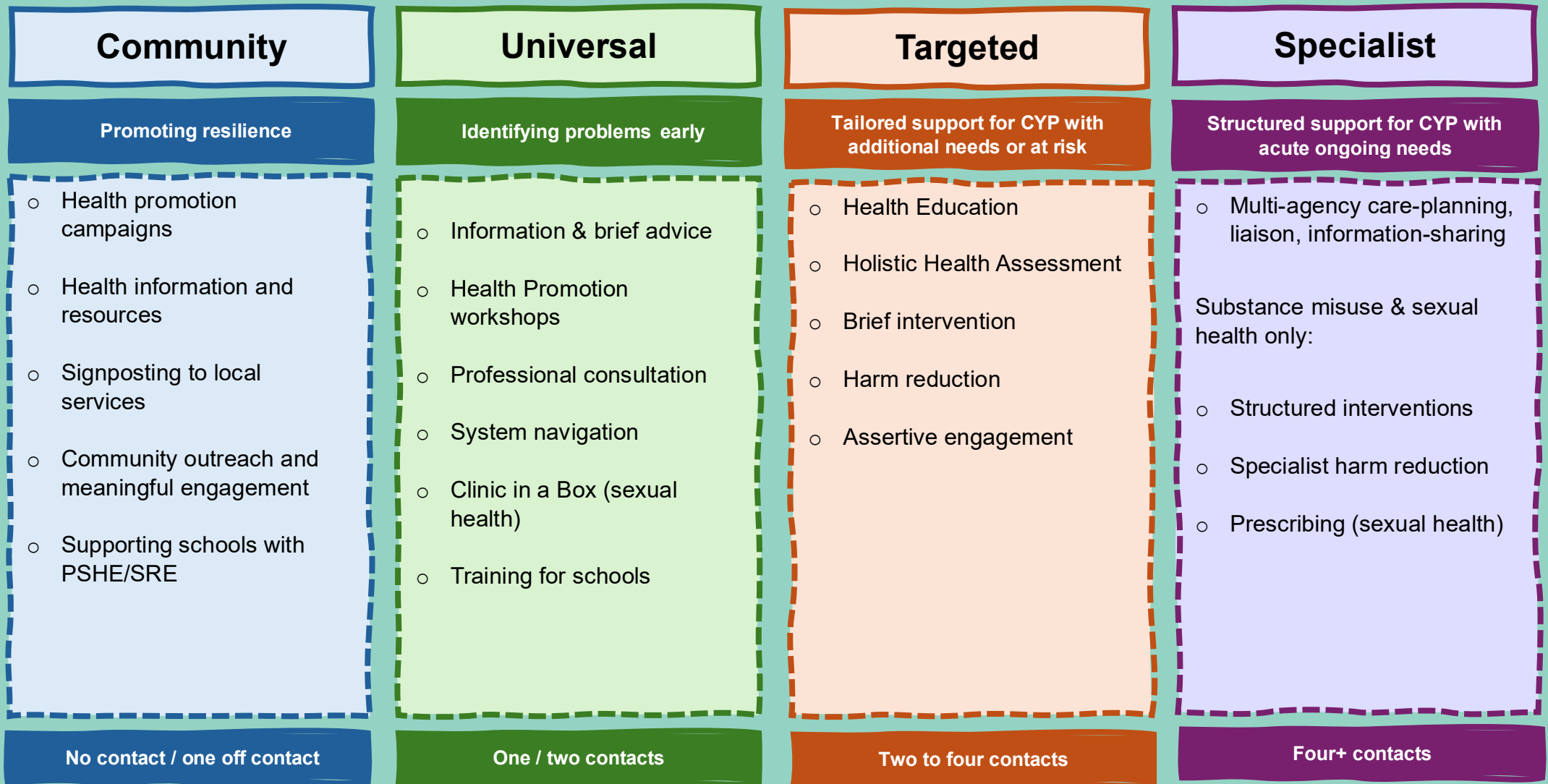
- Information and advice
- Signposting
- Self-help resources
- Professional consultation

The duty service reviews all Requests for Support (RfS), this may include a follow-up call with the referrer, and/or CYPF to identify the holistic health needs of the child/young person.

We aim to respond to all queries and/or RfS within **3 working days** and when indicated we will aim to contact the child/young person or carer **within 7 working days.**

4. SERVICE OFFER OVERVIEW

The diagram below illustrates the different **levels** of service offer, their **focus**, the range of **interventions** and lastly the **intensity** of the interventions on offer:



5

Safeguarding

5. COMMUNITY OFFER

Focus: Our focus is on building resilience with children, young people and families (CYPFs) and communities by providing health information and linking them with the assets available to them so they can continue to thrive at school and beyond.

Intensity: Typically the community offer is delivered online (no-contact) via our [website](#) however delivery may also be a 'one off' contact for example attendance at school and community events.

Interventions

Health Promotion Campaigns

Support with local and national health promotion campaigns (e.g. 10-minute shake-up, 5 ways to wellbeing) to encourage healthy lifestyle behaviours.

Health information, resources, media

Access to a wide range of topical health information, e-resources and self-help tools which help CYPFs to manage their own health and wellbeing.

Signposting to local services

Directing CYPF, schools and partners to relevant local and national services and/or resources to meet their needs.

Community outreach and meaningful engagement

Providing health action by helping CYPF to engage in physical, social, leisure activities by connecting them with community assets.

Supporting schools with Personal Social Health Economic (PSHE) and Relationships and Sex Education (RSE)

The team can support schools with their PSHE/RSE offer by providing staff awareness training (e.g. drugs, alcohol, sexual health) and by providing up-to-date information and guidance which can be included within the curriculum.

Access routes

You can find more about our health promotion campaigns, health information, resources and signposting by visiting our [service website](#).

If you would like the service to support a school / community event or PHSE/RSE, schools can speak to their Named School Nurse or alternatively contact the service on 020 3954 0091 or compass.towerhamletsyphws@nhs.net

6. UNIVERSAL OFFER

Focus: To identify health and wellbeing needs early and respond to the identified needs at the earliest opportunity before problems escalate.

Intensity: Typically the universal offer is delivered via one or two contacts with the CYPF to identify need, motivate change and provide low-level support for health improvement.

Interventions

Information & brief advice

Information and advice to CYPF on a range of health topics, this can be provided in person (school/community), over the phone or on MS Teams.

Health promotion workshops

The service provides health promotion workshops in school/community settings to CYP and parent/carers to promote healthy lifestyle behaviours.

Professional consultation

Health information, support and guidance and professional liaison for parents/carers, school staff and partners (including in specific circumstances for [Individual Health Care Plans](#)).

System Navigation

Signposting and supporting CYPF to access the appropriate service(s) to meet their needs.

Medical Conditions Training

A [tiered training programme](#) for School Staff on a range of medical conditions.

Clinic in a Box

Drop-ins clinics and/or outreach in community settings (youth centres), including C-Card, contraception, pregnancy/STI testing and healthy relationship advice.

Access routes

Named School Nurse will plan the universal offer (e.g. workshops, training) with schools during LINK sessions.

Requests for Support (RfS) for IHCPs can be made via our [RfS form](#), please ensure you read our offer and conditions of support before making a request.

You can also access support via our 'one front door' on 020 3954 0091 or compass.towerhamletsyphws@nhs.net

7. TARGETED OFFER

Focus: Tailored support for CYP with additional needs or from higher risk groups who need more intensive support to thrive.

Intensity: Typically our targetted offer is delivered over one to four contacts depending on the individual needs of the CYP and/or family.

Interventions

Health education

Topical workshops for CYP and parents/carers with similar presenting needs to help them to better understand their health needs and the impact of their own behaviours to guide self-help.

Holistic Health Assessment (HHA)

To identify individual health needs considering personal, family, environmental, socio-, economic, cultural, risk/vulnerability factors and action plan if required.

Brief / extended brief intervention

Working individually to inform and motivate changed behaviours which are detrimental to their health, including smoking cessation ([see service inclusion criteria for more information](#)).

Harm reduction

Information and advice to support YP engaged in risky behaviours (drugs, alcohol, unprotected sex).

Assertive engagement

Proactive engagement with vulnerable/at risk CYP (Young carers, Home Education, Children Looked After Youth Justice), providing support in accessible settings e.g., Youth Clubs, user-groups, partner services).

Access routes

Schools can request Health Education Workshops with their named school nurse during routine LINK sessions or contact the service directly.

Requests for Support (RfS) for individual CYP can be made via our [RfS form](#), in line with our [service criteria](#).

Support can also be accessed via our 'one front door' on 020 3954 0091 or compass.towerhamletsyphws@nhs.net

8. SPECIALIST OFFER

Focus: Personalised support for CYPF who require co-ordinated, multi-disciplinary support to meet their needs and/or require structured support with substance misuse or sexual health.

Intensity: Typically four+ contacts.

Interventions

Public Health Nursing

Multi-agency care-planning, liaison, information-sharing

Engagement with safeguarding meetings, joint case reviews and sharing information to meet the whole needs of the CYP and manage risk responsively.

Substance Misuse & Sexual Health Only

Structured interventions

Structured support and intervention (CBT-informed, motivational interviewing, Brief Solution Focused Therapy) to reduce substance misuse and risk taking behaviours.

Specialist harm reduction

Safety-planning, Blood Borne Virus testing, naloxone administration and C-Card for YP involved in high-risk behaviours.

Prescribing

Prescribing contraception and emergency contraception, pharmacological support for STI's or drug/alcohol dependency.

9. UNIVERSAL HEALTH SCREENING

The service delivers a range of universal health screening programmes as part of an annual cycle:

National Child Measurement Programme (NCMP)

Height & Weight Measurements for Reception & Year 6 Pupils

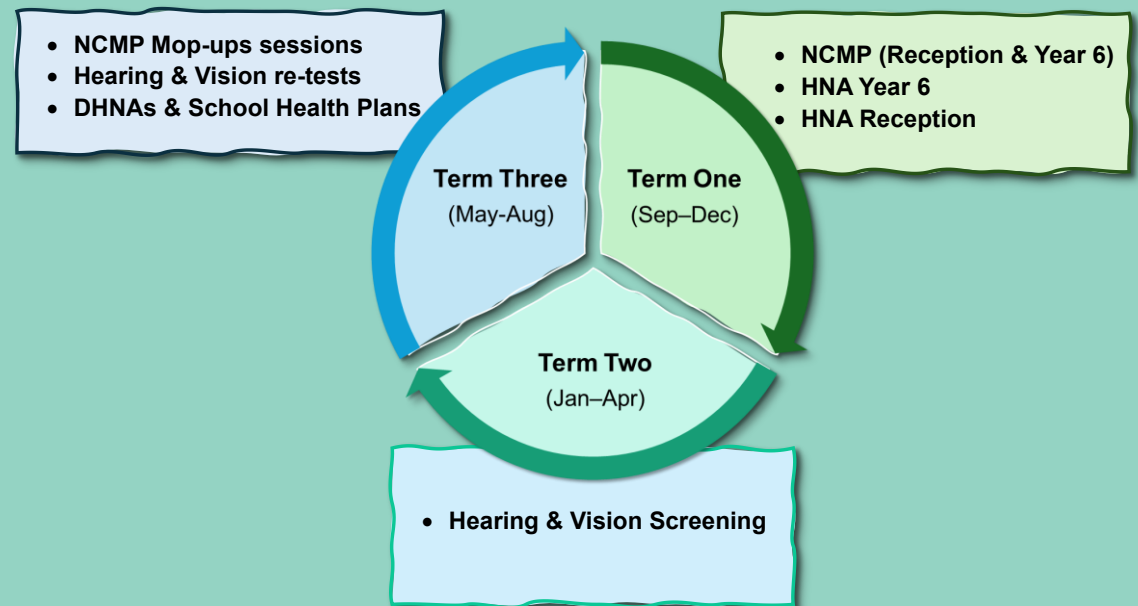
Hearing & Vision Screening:

including re-tests for Reception aged pupils and referral to ophthalmology and audiology where required

Health Needs Assessment (HNA)

Health questionnaires at a population level:

- ✓ Reception with parents/carers
- ✓ Year 6 with children in the class setting (anonymised)
- ✓ Year 9 with young people (starting 2026/27)



NCMP Health & Wellbeing Day

Health & Wellbeing Days will be the main vehicle to deliver NCMP (Rec/Yr6) and HNA for year 6 during term one. This approach will enable the service to deliver health promotion activities (Awesome You Workshop for Yr6 / Healthy Lifestyle Stall (Rec)) at the same time and reduce disruption to schools (one screening day, instead of three separate screening days).

Access routes

Schools are contacted directly by one of our Healthy Child Programme Practitioners to book screening sessions with schools.

If you have any queries schools can also contact the school via our 'one front door' on 020 3954 0091 or orcompass.towerhamletsyphws@nhs.net

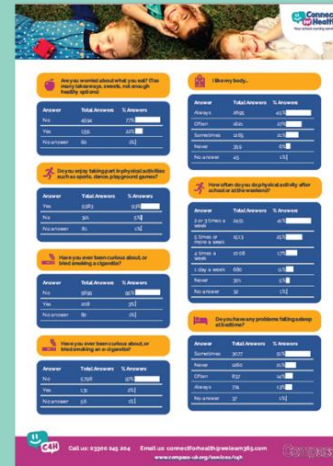
10. DIGITAL HEALTH NEEDS ASSESSMENT (DHNA) & PUBLIC HEALTH PLAN

Digital Health Needs Assessment (DHNAs)

Once health screening has been completed we will use the aggregated data (school-level), to develop an annual DHNA for each school.

The DHNA will help the service and schools to identify the presenting needs and concerns of children and their parents/carers.

The service support schools to identify their top three priorities using the DHNA, local area profiling and school staff insights/intelligence.



DHNA

Public Health Action Plan

Using the evidenced need the named School Nurse will co-produce with each school a bespoke Public Health action plan, which will include:

- ✓ Health promotion activities
- ✓ PSHE/RSE support
- ✓ Workforce training

The plan will be SMART and include actions, by who and by when (including other agencies if applicable).

PH Action Plan

Access routes

The named School Nurse for each school will meet with the school (via LINK sessions) to review the DHNA and identify population health-need priorities.

11. SCHOOL ENGAGEMENT

The team offers a 'place-based' service, nurses/practitioners are embedded in places where CYPF live their lives, so that school staff/partners know the 'names/faces' of the service and feel able to ask for support). In addition to aid engagement with schools our offer includes; a named school nurse for each school, a School Partnership Agreement (SPA) and routine LINK sessions.

11.1 Named School Nurse / Named Public Health Lead

Each school will have a named School Nurse (SCPHN) who is supported by a skill-mix team, who collectively deliver the full service offer.

Role of the Named School Nurse:

- Be the key link and a point of contact for the service
- Maintain positive relationships with the school's Named Lead for Public Health
- Agree the School Partnership Agreement
- Coordinate and delegate support/interventions to the skill-mix team
- Provide routine LINK sessions (minimum half-termly)
- Arrange and book training sessions for school staff
- Support schools to identify public health priorities (DHNA) and agree an action plan
- Organise health promotion and education session based on evidenced need

Schools are also encouraged to identify a Named Public Health Lead to support partnership working, act as the link between CYPHWS and the school and embed the service offer.

Role of the Public Lead in School:

- Be the key link and a point of contact for the school
- Agree the School Partnership Agreement
- Help coordinate support/interventions in the setting (screening, workshops, 1:1's)
- Attend routine LINK sessions (minimum half-termly)
- Support arrangement and booking of training
- With the School Nurse Identify public health priorities (DHNA) and agree an action plan

11.2 School partnership agreement

The named School Nurse will work with their schools to co-develop and agree a School Partnership Agreement (SPA). The purpose of the agreement is to provide a framework of understanding between the service and school, enabling successful, sustainable partnerships based on confidence and effective two-way communication. This agreement outlines expectations from both parties in relation to the services that schools, parents/carers, children and young people can expect from CYPHWS.

11.3 LINK Sessions

The named School Nurse will deliver 1:1 LINK sessions (minimum termly) with the school's Public Health Lead encouraging other education staff to attend sessions where appropriate (e.g. SENCOs, pastoral staff).

The aims of the Link Sessions are to work with the Public Health Lead within each school to:

- ➔ Establish a School Partnership Agreement (SPA)
- ➔ Build and maintain positive working relationships
- ➔ Share service and school updates
- ➔ Identify individual and school-level health needs
- ➔ Plan public health interventions
- ➔ Facilitate pathways to the most appropriate care/services
- ➔ Support schools to embed a Whole School Approach (WSA) to health and wellbeing

Key activities completed during LINK sessions include:

- ✓ **SPA** – co-developed and reviewed annually
- ✓ **Digital Health Needs Assessment (DHNA)** – analyse data annually and identify priorities
- ✓ **Public Health Action Plan** – co-produced annually based on DHNA and reviewed termly
- ✓ **Health promotion** - develop a timetable for activities (workshops)
- ✓ **Training** – review training needs and book medical conditions training
- ✓ **Information & Advice** - on a range of health and wellbeing topics
- ✓ **Professional Consultation** – to identify CYP who may need additional support
- ✓ **Signposting** – supported referrals to other services

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