

Circle
One Year On

**The Circle – HFEH Mind
Youth Services**

 *mind*
Hammersmith,
Fulham, Ealing
and Hounslow



**The Journey to
The Circle**

1. How we Started

Funding

Coproduction and
Steering Group

2. Model of Care

How we Work

3. Achievements and Impact

Overview of our First Year

The Beginning

- Launched in December 2022, The Children and Young People Safe Space Hub, known as "The Circle," has swiftly become a **national example of a vital resource** in the mental health landscape.
- Functioning as a beacon of support, The Circle has played a pivotal role in offering essential immediate assistance to children and young people grappling with emotional and mental distress, **averting potential crises in their early stages.**



Funding

- In August 2021, HFEH Mind proposed a Crisis Prevention Café for children and young people to NWL Provider collaborative commissioners and secured **funding for an 18-month test & learn pilot project.**
- Combined resources (HFEH Mind funds with NWL provider collaborative funding) covered the expenses associated with design and refurbishment work, ensuring that the facility would effectively serve as an early intervention and crisis prevention community hub.



HVH
Heartwill Interiors

Coproduction and Steering Group

- To ensure genuine co-production in creating the space, **a committee consisting of children, young people, and parents was established.** This involved Young Ealing Foundation Champions and HFEH Mind Young Advisors.
- A sub-youth panel was also established by the local CAMHS Neurodevelopmental team which comprised of **young people with neurodiverse needs**, ensuring that the final outcome was truly inclusive.



Model of Care

- The Circle offers a non-clinical, inviting environment for children and young people aged 5–18 who require **immediate support and de-escalation for emotional and mental distress** before reaching the need for emergency crisis intervention.
- Operating **365 days a year**, the service provides dynamic interventive assessments, risk assessments, safety plans, practical support to address immediate needs, and effective signposting.

Opening Hours:

Monday to Friday: 3pm – 11pm

Weekends and Bank Holidays: 12pm – 8pm

Drop-In Hours (No Referral Needed):

Monday to Friday: 3.30pm– 6.30pm

Weekends and Bank Holidays: 12.30pm–3.30pm

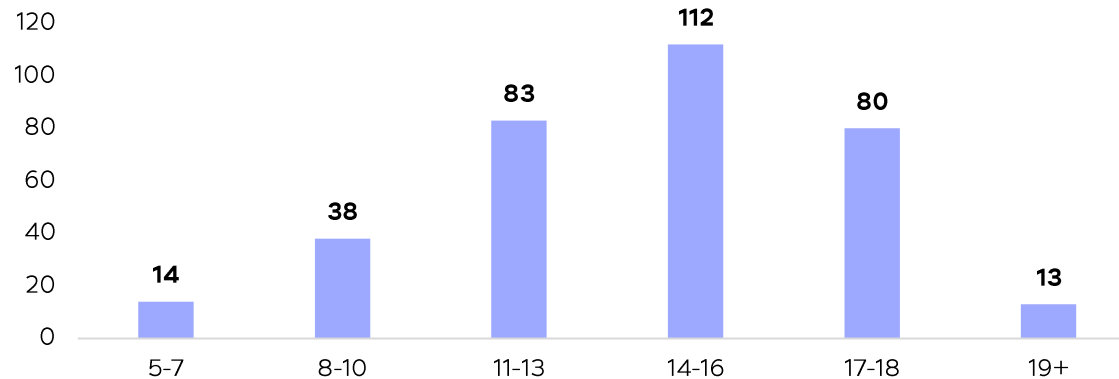


Achievements & Impact

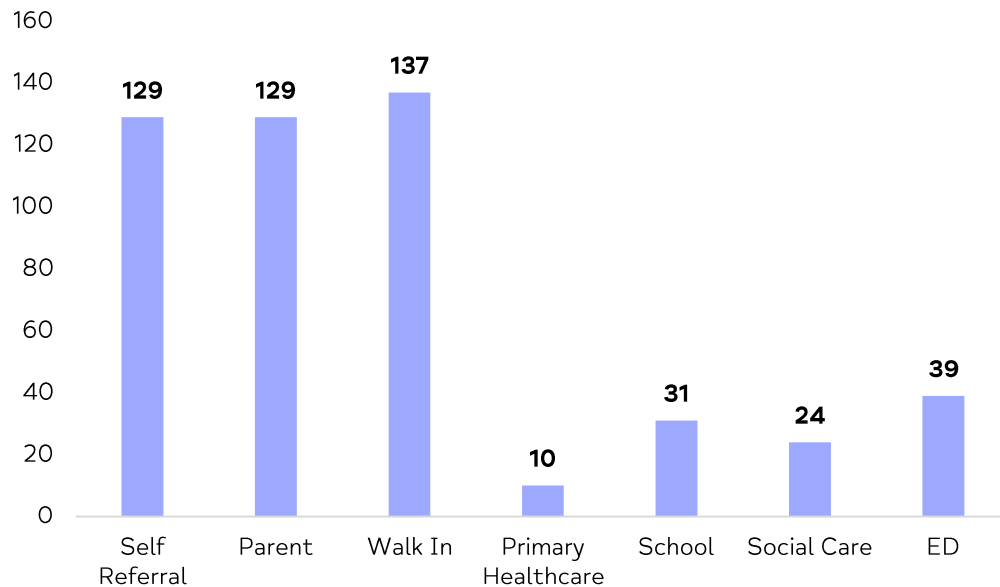
Over 500 Referrals and Drop-Ins Received

340 Young People Accessed Direct Interventions

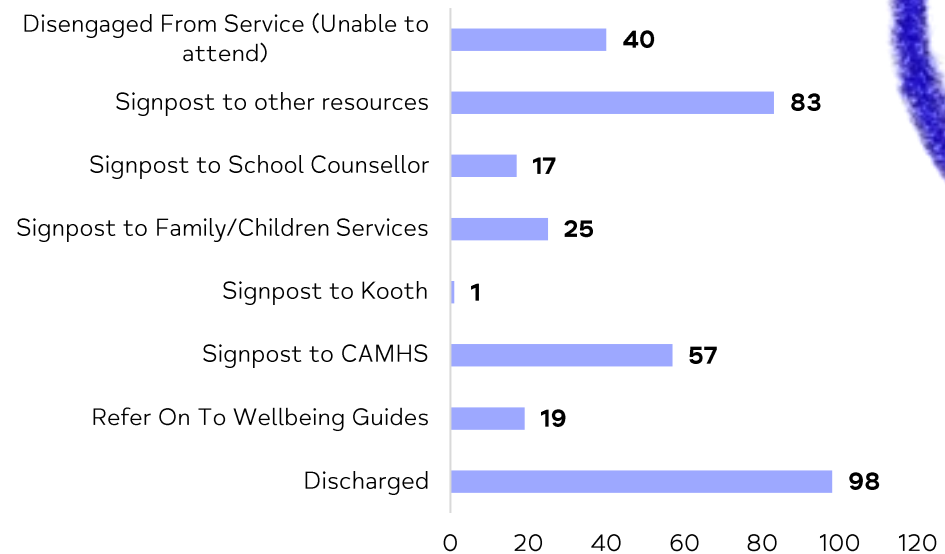
Age Range



Referral Sources

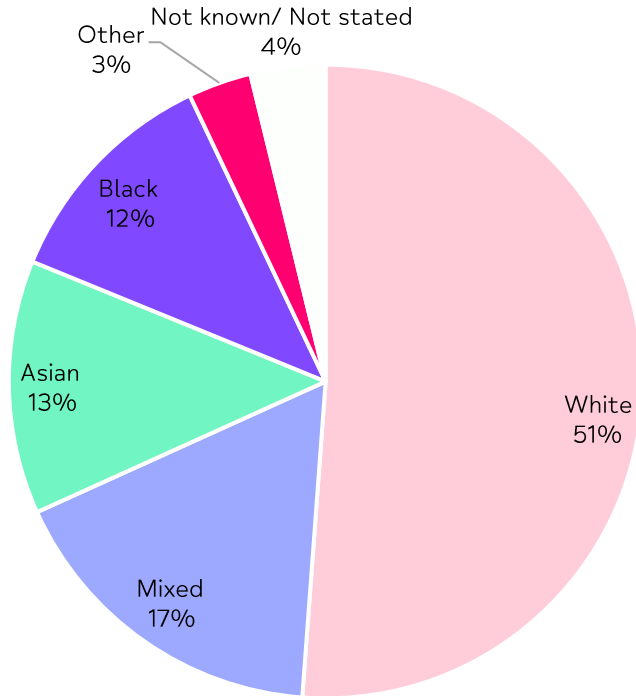


Referral Outcomes

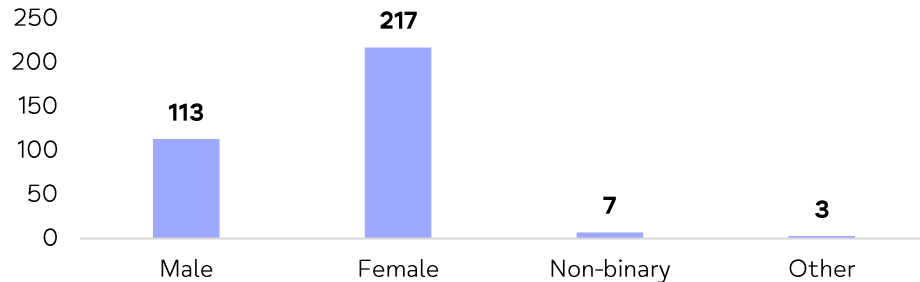


Achievements & Impact

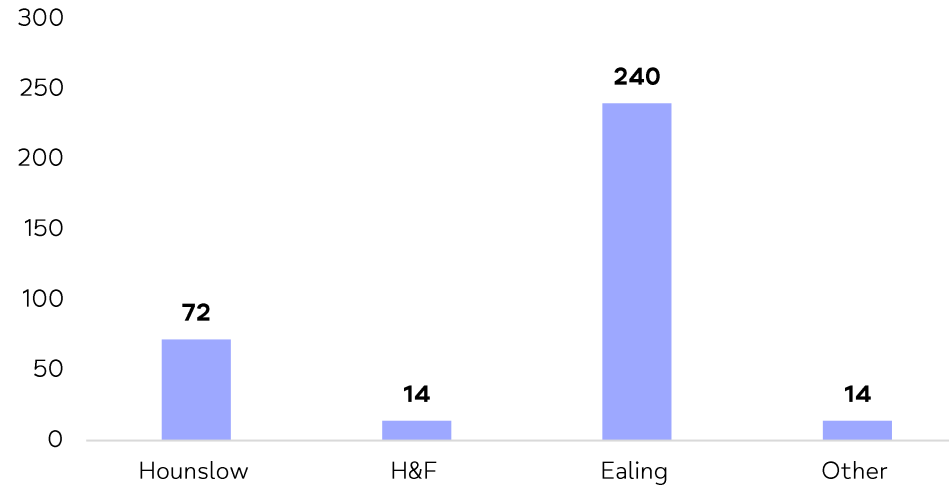
Ethnicities



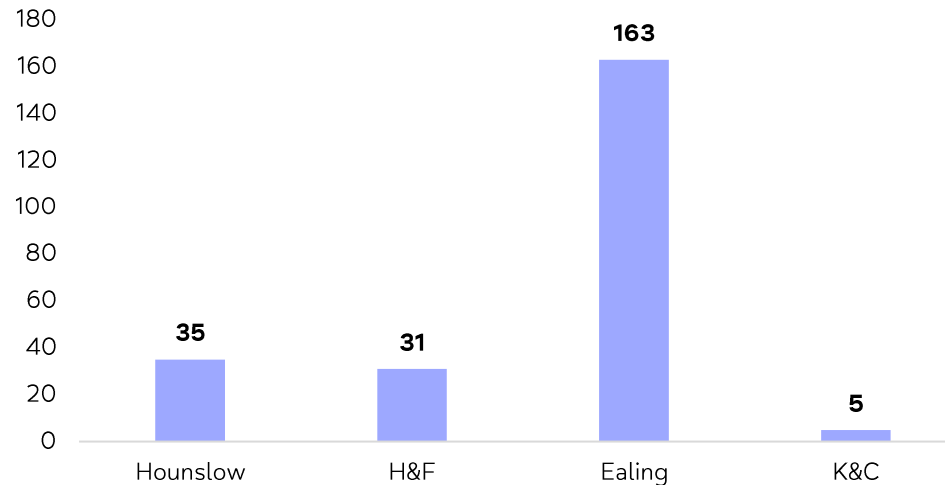
Gender



Home Borough



School Borough



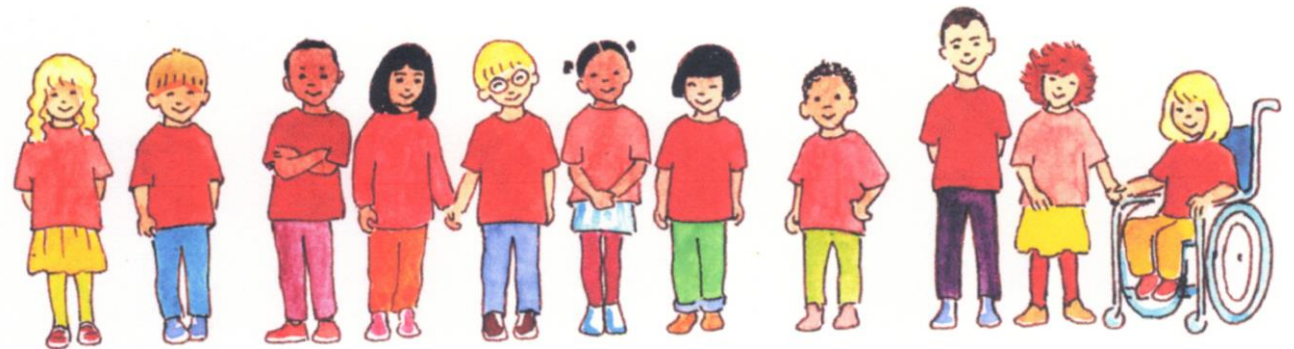
Key Emerging Themes

Children and Young People

- Emotionally-Based School Avoidance
- Fears and Nightmares
- Navigating Care Systems
- Substance Use
- Panic Attacks
- Self – Harming behaviours
- Suicidal Ideation
- Emotional Dysregulation
- Loss of appetite
- Poor Sleep Hygiene
- Low mood and Worthlessness
- Restrictive Eating
- Impact of Physical Health Conditions on Mental Health
- Gender Dysphoria
- Conflict and Communication Difficulties
- Bullying
- Secondary School Transitions
- Impact of Parental Separation and Divorce
- Utilising the Circle as part Safety Plans with other Agencies (e.g., CAMHS, Social Care)

Parents/Carers

- Conflict and communication difficulties between parents/carers and child
- Feeling culturally misunderstood and experiencing cultural differences in how mental health is discussed in school in comparison to how it is discussed/not discussed in their own culture
- Feeling overwhelmed with where/who to seek support from
- Supporting CYP with Emotionally-Based School Avoidance



Achievements & Impact

- Beyond its immediate impact, The Circle has played a pivotal role in **enhancing awareness and knowledge** of mental health issues among young people, parents, and professionals.
- Its influence extends beyond crisis intervention, contributing to a **broader cultural shift** in mental health discourse and understanding, as well as becoming an **integral part of the community's** mental health ecosystem.



Feedback from CYP/Parents/Carers

The appointment offered was extremely fast and responded very well to our concerns were listened to. A lot of great advice and comfortable to talk to.

The person I talked to was really kind and understanding and helped me to make a safety plan that was really unique and that felt like I could actually use it.

X really enjoyed his talk with you and I could see a weight had lifted from his shoulders. I think The Circle is a great place and so glad we found it. And thank you for the toys etc to keep X (younger son) busy! You do a great job.

Relaxed, comfortable environment. Staff were friendly and very helpful. Above all understanding and respected all my child's wishes

Everything I said I felt as if it was being taken in and I was being listened to very well and it made me feel a sense of comfort.

I felt I was taken seriously and I was listened to. I was shown around and it was easy to talk openly without feeling pressure or scared and is overall a lovely safe environment



 mind