



Service specification for Mindler Children and Young People and <Customer name>

Service name: {Service name}

Commissioner/ Provider Lead: {XXXXXXXXX}

Contract dates: {XX/XX/XXXX}

1. Outcomes

Local defined outcomes

2. Scope

Our digital offering is structured around the THRIVE model, operating within a stepped care framework to ensure that all elements of our services are accessible to individuals across all age groups and cohorts, based on their specific needs.

Referrals are processed through our secure online portal, which facilitates:

- **Efficient and secure referral submissions** with encrypted data protection.
- **Automated appointment confirmations and reminders** via email and SMS, enhancing engagement and supporting self-referrals.
- **Access to a comprehensive self-help resource library**, providing users with valuable tools for independent support.
- **Integration with local service directories**, enabling professional referrals and signposting additional support options where appropriate.

This approach ensures a streamlined, secure, and accessible pathway to support, in alignment with best practices in digital mental health care.

Thrive Model

The Sand box is an **Early Help Digital Advice and Guidance Service** and will therefore focus on the 'Getting Advice' and 'Getting Help' elements of the THRIVE model, ensuring a whole system approach for 'Thriving':

Getting Advice (The Sandbox Website)

We offer open 24/7 anonymous access to The Sandbox Website to young people, parents/carers and their support networks.

This website includes a number of key features:

- **Resource Zone** – free downloadable resources, updated monthly around themes submitted by CYP. Resources are available in different mediums and will include subjects such as Adjustment and transition, positive relationship building and low self-esteem and self-confidence.
- **Information Zone** – Signposting function includes links to local and national services and information on how to find the right service. This will include a parents/carer zone to facilitate peer to peer support.
- **Workshops/Webinars** – develop workshops based on the population needs, these will be developed following engagement with services, CYP, parent/carers and experts by experience. The workshops will be offered to both CYP, parents/carers and professionals and will cover subjects such as coping strategies, supporting CYP to thrive and addressing attachment and relationship difficulties. These will be offered for both bookable and drop-in sessions.

Our website includes an accessibility plug-in, which allows users to adjust the pages to their individual needs. This includes features such as ADHD focus mode and seizure safe profile. We have adapted all our text formatting to ensure it is friendly for those with autism and dyslexia.

Getting Help (The Sandbox Academy iCBT):

Triaged access via a self-referral sign up process to The Sandbox Academy, our online self-guided modules. CYP are guided via text by Kai, our Mental Health Champion and are prompted to set outcome goals. They have access to our library of therapist-created modules based on Third Wave CBT techniques specifically designed for children and young people.

All answers given by CYP are monitored, with care co-ordinators following up via text on any concerns. CYP complete YP Core assessments throughout their treatment.

Getting More Help

For this service we would deliver a number of sessions of 1:1 video-based therapy with one of our UK qualified therapists via secure video link.

- **Intelligent Matching** – CYP are matched to a therapist based on need, preference and availability to ensure they get the best fit.
- **Flexible Model** – We offer video, phone, and text-based therapy, allowing CYP to choose a therapeutic structure that best suits their preferences or accommodates specific needs, such as hearing or visual impairments. Whilst all our therapists are CBT trained, they are also able to cover off a range of different models, including trauma informed therapy and DBT. This allows us to adapt our therapeutic provision to meet the needs of the young person.
- **Convenience** – We offer sessions throughout the day, with the majority of slots in the evenings and weekends.
- **Easy Booking** – CYP can easily book sessions via their personalised patient portal.

Therapy That Works For Them, Not Therapy They Have to Work For

We know that the step of asking for help can be a difficult one for many young people. We will do our best to support a young person regardless of their needs.

Getting More Help – CAMHS waitlist support

Our **CAMHS Waitlist Support** service is designed for children and young people who are **awaiting CAMHS assessment or treatment**, providing timely support so that they are not left without help during the waiting period.

This service is not intended to replace CAMHS, but it can:

- **Provide emotional stabilisation**, helping young people manage distress, anxiety, and risk while waiting
- **Address needs early**, in some cases reducing the intensity of

difficulties and **remove the need for a CAMHS referral**

- Support CYP in **developing coping skills**, resilience, and readiness for future intervention if needed
- Ensure CYP **feel heard, supported, and safe** during potentially long waiting periods

Support includes:

- **A course of 1:1 sessions** (depending on need) delivered via **secure video therapy**
- Therapists trained in **CBT, trauma-informed approaches, and DBT**, adapting to complexity and individual needs
- Flexible scheduling including **evenings and weekends**
- Easy session booking via a **personalised patient portal**

Where appropriate, our therapists can act in a **holding, stabilising, and early-intervention role**, supporting CYP to manage difficulties in ways that may reduce or even remove the need for formal CAMHS intervention.

Key Difference From Core “Getting Help”

Getting Help focuses on early support for mild to moderate difficulties.

CAMHS Waitlist Support focuses on stabilising CYP **while they wait** and, where possible, **preventing escalation and reducing the need for CAMHS involvement**

Risk Support

We are aware that we may, through the assessment process, or during intervention, identify a CYP for whom the intervention is not appropriate for various different reasons. As the Service will support the CYP and their parents/family/Carer to access a suitable service for them to help manage risk until the CYP is available to access further therapeutic support.

2.1 Aims and Objectives:

The key aims of the Service are:

- To provide a seamless partnership approach that reduces duplication
- Demonstrate a joint commitment to the vision and outcomes and a shared plan for how this will be achieved.
- Make sure information is shared appropriately and timely with professionals to ensure the right support is delivered.
- Pathways and protocols with relevant partner organisations and agencies are clearly set out and established to ensure effective recovery outcomes. Including access to wrap-around support for people with multiple and complex needs.

Population covered

**** ICS/Place(s) ****

2.2 Service description/Care Pathway

- Deliver evidence-based, NICE recommended (or equivalent evidenced) digital advice and guidance for the effective assessment of needs, formulation, support and management of CYP with emotional wellbeing and/or mental health difficulties.
- Ensure digital advice and guidance can demonstrate increased stability and prevent deterioration in the CYP's emotional wellbeing and/or mental health.
- Assess risk and work with the CYP to develop the appropriate plans to manage any identified risk. This may include the onward referral to specialist services.
- Offer care and support that is age-appropriate, accessible to all genders and culturally appropriate.
- Will actively be seeking views and feedback from CYP and parents/families/Carers and evidencing how this feedback is used to shape future service delivery.

- Ensure that CYP are treated with compassion, respect and dignity, without stigma or judgment.

2.3 Any acceptance and exclusion criteria and thresholds

Acceptance criteria

- Children and Young People who are experiencing emotional wellbeing and/or mental health difficulties aged between Five (5) to twenty-five (25).
- Under 12's need parental involvement.
- Ensure that all CYP with emotional wellbeing and/or mental health difficulties (as appropriate) have equal access to support (including through self-referral) for their emotional wellbeing and/or mental health difficulties regardless of:
 - Age (if between 10–25 years)
 - Gender or gender identity (including people who are transgender)
 - Sexual orientation
 - Socioeconomic status
 - Religion, belief, culture, family origin or ethnicity
 - Any physical or other mental health problems or disabilities

Exclusion Criteria:

- Active suicidal intent, plans, or recent attempt (past 3 months)
- Self-harm needing medical care or A&E attendance (past month)
- Eating disorders requiring physical monitoring or involving purging
- Psychosis or significant concerns about mental state
- Risk to self, others, or from others unmanageable online
- Psychological assessments for legal or court proceedings
- CYP already receiving therapy with another service
- Cases requiring, psychiatric or inpatient support

2.4 Interdependence with other services/providers

The Commissioner acknowledges that Mindler is dependent upon the performance of the Commissioner and/or the Service User in order for Mindler to deliver the Service (or parts thereof). The Commissioner agrees that Mindler may not be able to fully perform the Services where the Commissioner and/or the Service User have not performed their respective actions, as set out below. Furthermore, where such dependencies have not been met by the Commissioner or the Service User the calculation of waiting times under the Quality Standards may be paused until all relevant dependencies have been complied with.

The Commissioner shall:

- (where applicable), provide training to Mindler on the updating of the Service's patient management system (PMS) and provide the access required by Mindler to update the PMS as set out in the agreed process document.
- provide the information, and take the steps required of the Service as set out in the clinical pathway in the Mindler process document.
- ensure its clinical referring team take part in Mindler's training program (prior to the commencement of referrals and thereafter).
- report any concerns about a Mindler clinician to their dedicated Mindler Customer Success Manager in the first instance. The Commissioner shall not contact the clinician directly to discuss a case or their performance.

3.0 Applicable Service Standards

3.1 Applicable national standards (e.g. NICE)

The treatment provided follows NICE guidelines with clinically validated outcome measures where required and recovery metrics monitored to ensure compliance.

4.0 Location of Provider Premises

4.1 The Provider's Premises are located at:

Treatment will be delivered exclusively online via Mindler's proprietary software platform at a time and location that is both convenient and comfortable for the patient. Administration is provided by the Care Coordinator Team (CCT).

The patient needs to:

- provide their own device and an internet connection or mobile data in order to access the Service. User's device must be of a type and have an operating system that is currently supported by Mindler (full details are available on request from Mindler).
- co-operate in the setting and keeping of appointments; and
- comply with Mindler's terms and conditions for the Service.

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