**Newcastle and Gateshead Crisis Café: 13+**

**Alternative to Crisis Pathway**

Connected Voice, with funding from NENC ICB, are currently looking to mobilise a Crisis Cafe to serve young people 13+ across Newcastle and Gateshead for a 2-year pilot as part of The Long-Term Plan Community Mental Health Transformation Alternative to Crisis agenda.

The Crisis Cafe will require staff that have the appropriate skills and experience of working with individuals that present in mental health crisis but who do not require clinical intervention from statutory services such as the Crisis Team as well as extensive experience of working with Young People.

We are therefore looking for applications from local VCSE's who would be in a position to be part of this pilot over the 2-year period with a view to the Crisis Café going live during 2025.

Funding for the Crisis Café would be up to £470,800 for the 2-year period via grant award

Key requirements would be:

* The ability to work 365 days per year and contingencies for sickness absence/annual leave
* A comprehensive offer of staff supervision/support and training
* Ability to work with young people that may present as distressed or at increased risk to self/others
* A service that has a trauma informed approach embedded
* Awareness of Crisis and Alternative to Crisis Pathways across Newcastle and Gateshead
* Good knowledge of younger persons mental health support services for onwards referrals
* A commitment to flow data into MHSDS

This offer must have the ability to meet young people face to face but should also be accessible digitally and by phone. The Crisis Cafe can be delivered by a single provider or a partnership.

Connected Voice have agreed to oversee the grant which will be reviewed with key stakeholders.

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| Provider Name: |
| Contact Details for Communications (name and email address): |
| Please provide an overview of your current organisation and services, particularly around mental health support for young people and crisis/alternative to crisis:  (*Maximum 1000 words*) |
| Please provide the staffing model with costings for the Crisis Café. This should also include non-pay costs  *(Maximum 1000 words – diagrams can be added and will be excluded from the word count)* |
| Please give an overview of how you envisage the Crisis Café would deliver on a day-to-day basis. This could include the referral process, what the support offer will be, opening times, whether you expect the Café to be delivered from one or more venues and how you will be accessible to young people who cannot or do not want to meet face to face.  *(Maximum 1000 words – diagrams can be added and will be excluded from the word count)* |
| Whilst the Crisis Café is aimed at wider mental health there will be young people with co-existing additional needs such as autism or adhd. Can you please give an overview of how you would meet these needs?  *(Maximum 300 words)* |
| Please provide an overview of how you would propose supporting parents and/or carers for CYP being referred to the Crisis Café ?  *(Maximum 400 words)* |
| Please give an overview of how your staff would be supported including supervision and training:  *(Maximum 400 words)* |
| Please provide details of how staff absence or leave would be managed to ensure the service remains operational all year round:  (Maximum 300 words) |
| Please provide details of accommodation that would be used for the Crisis Café. Accessibility is a priority and assurances would be needed that this accommodation is available and would be available for the duration of the pilot  (*Maximum 500 words – pictures can be used)* |
| Would your service have the ability to flow data into MHSDS? Yes/No  (*I’d suggest instead of this question we move it as a requirement – suggestion added on page 1. If the successful provider isn’t already able, would benefit from the work/grant for MHSDS*  (*Maximum 300 words)* |
| Robust reporting will be required to evaluate the pilot. Do you have the ability to produce detailed reports as part of this including capturing relevant outcome measures? Yes/No  (*Maximum 300 words*) |
| Can you give a timeframe of how long it would take to mobilise the Crisis Café from notification of being successful to go live date/Safe Day 1?  (*Maximum 200 words - this will not be included in the overall scoring process*) |
| Optional: Please add in any further information that you would like to be considered  (*Maximum 350 words – this will not be included in the overall scoring process)* |

The closing date for applications is Monday 21 July 2025

Applications should be emailed to [julia.perry@connectedvoice.org.uk](mailto:julia.perry@connectedvoice.org.uk) with ‘CYP Crisis Cafe’ as the Subject title.

Shortlisted organisations will be invited to give a presentation and answer questions about their model. Interviews will take place on 13 August 2025