

Engagement Findings

We spoke to over 100 children and young people about their experiences of school, mental health services and generally what it is like to be young.

What's good...

Independence and not much responsibility
Friends & family, playing with pets, feeling safe
Excited for the future, having a goal in sight
My voice is heard and I don't care about standing out
Meeting new people, experiencing new things and not scared of change
Digital social media – entertaining, keeps me connected and helps me be myself
Smiling and laughing
Being outdoors and exploring, travelling to new places
Hugs, kindness and compliments

Children and Young People

What's not so good...

Complexity – isolation, overload, pressure, self-harm, suicide ideation

School – non-attendance, academically overwhelming, stressful, MH issues not acknowledged, conflict between teachers and parents/carers

Covid legacy – mental health, domestic abuse, missing out, social isolation, disruption to education, poor management of transitions

Communication – unaware of what support is available

Service accessibility – transport issues, waiting lists, lack of follow-up, 'square peg & round hole'

Aspirations – anxious about future, National / International crisis

Trust – takes time, don't want to burden

Bullying & social media – no escape, lack of support, hide behind screen, judgement, FOMO, unrealistic body image

Open

Fair

Green

OFFICIAL

Engagement Findings

CYP mental health and services available are like what?

Complex – stretched, crisis, younger children, too much resource in safeguarding so no EI&P

Self-Harm & suicide ideation – numbers increasing, grey area for risk management

School avoidance – increasing, no outreach support

School – performance over wellbeing, resource stretched, emergency service, inconsistency, ‘what next?’

Collaboration – isolation, silos, duplication, firefighting, no communication

Navigation – Onerous referral processes, overwhelming, no outreach, geographical inequality, not inclusive

Service capacity – waiting lists, red tape, eligibility restrictions

Fear – stigma, let down in the past, ‘threat’

Stakeholders

We spoke to over 250 key stakeholders, including parents/carers and professionals about their experience of CYP mental health and emotional wellbeing, including the services available to support them

Parenting – trauma, lack of support, anxiety, dismissed, not listened to, poor family environment

Aspirations – anxiety (cost of living, war, covid), low parental aspirations, lack of resilience

Resource – knowledge gaps, high staff turnover, recruitment issues

Media – creates anxiety, no safety planning, bullying, catastrophising

SEND – undiagnosed conditions, lack of specialist support, increase in assessments

Open

Fair

Green

OFFICIAL

Themes presented at Design Event on 26th January

1. **Complex** – stretched, crisis, younger children, overload, pressure
2. **Social Isolation** – covid legacy, anxiety
3. **Early Intervention & Prevention** – not enough resource up stream
4. **Self-Harm & suicide ideation** – numbers increasing, grey area for risk management
5. **School** – non-attendance, performance over wellbeing, stressful, inconsistency, MH issues undetected
6. **Collaboration** – silos, duplication, firefighting
7. **Navigation** – Referrals onerous, no outreach, geographical inequality, not inclusive
8. **Communication** – services, amongst professionals
9. **Service accessibility** – transport, waiting lists, 'square peg & round hole'
10. **Service capacity** – waiting lists, red tape, eligibility restriction
11. **Fear** – stigma, let down in the past, 'threat'
12. **Parenting** – lack of support, anxiety, dismissed
13. **Aspirations** – anxiety (cost of living, war, covid), low parental aspirations, lack of resilience
14. **Resource** – knowledge gaps, high staff turnover, recruitment issues
15. **Media** – creates anxiety, catastrophising
16. **SEND** – undiagnosed conditions, lack of specialist support
17. **Trust** – takes time, don't want to burden
18. **Bullying & social media** – no escape, lack of support, judgement, FOMO, negativity, unrealistic

Open

Fair

Green

OFFICIAL

Coproduced Service Priorities (what are we hoping to solve?)

Parenting support

- How do we create an **accessible, well communicated menu** of parenting support options?
- How do we ensure that parents feel safe, supported and are equipped with the ability to **embed strategies** to improve **family resilience**?
- How do we empower parents to work as **equal partners** within the wider system in decision making forums about their children?
- How do we support parents to identify and access the support they need to address **their own MH issues**?

Collaboration

- How do we create **system change** to enable collaborative service delivery?
- How do we encourage professionals to **work together** in early intervention to prevent crisis?
- How do we ensure that children & young people only have to **tell their story once**?

Bullying and social media

- How do we educate parents/carers about **online safety**?
- How do we create a sense of **shared responsibility** in schools for addressing bullying and abuse online?
- How do we educate CYP in their **rights and legal protection** in the way they are treated by peers?
- How do we increase **protective factors** to mitigate long term effects of bullying and abuse online?

Service access and navigation

- How can we **work as a system** to identify gaps in service and position resource where needed?
- How do we ensure that support is available in the **right place at the right time**?
- How do we help CYP and their families to **understand the journey** they will be taken on?
- How do we **simplify** service accessibility / eligibility?
- How do we **empower** CYP and their families to become more resilient (rather than chasing a diagnosis)?

Self-harm & suicide ideation

- How do we equip EVERYONE with the ability to **react appropriately** to concerns around self-harm and suicide ideation?
- How do we work as a system to create **supportive environments** that are accessible to all CYP?
- How do we ensure that CYP can access a **'trusted adult'** who is confident in having challenging conversations?

School

- How do we create a **shared understanding** of what 'good' (support/intervention) looks like?
- How do we ensure there is a **trusted adult** and **safe space** available to CYP in every setting?
- How do we ensure every member of staff in school is **equipped to respond** and support CYP?
- How do we provide equality in support for those CYP **not attending** school?

Open

Fair

Green

OFFICIAL

Proposed Model (subject to consultation and further coproduction)

- 0 – 19 (25) offer
- Early intervention & health promotion
- Focus on developing resilience
- Whole-family approach
- Delivery-led model
- MECC
- Consortium / alliance
- Proportionate universalism
- Equality of offer – geographically & school non-attenders
- Data flow to NHS England
- Trusted adult / safe space
- Asset-based
- Targeted social value



The detail

