

healthwatch Torbay

Torbay Young People's Emotional Health & Wellbeing Report

July 2013



**Tell us your story ...
Your voice counts**

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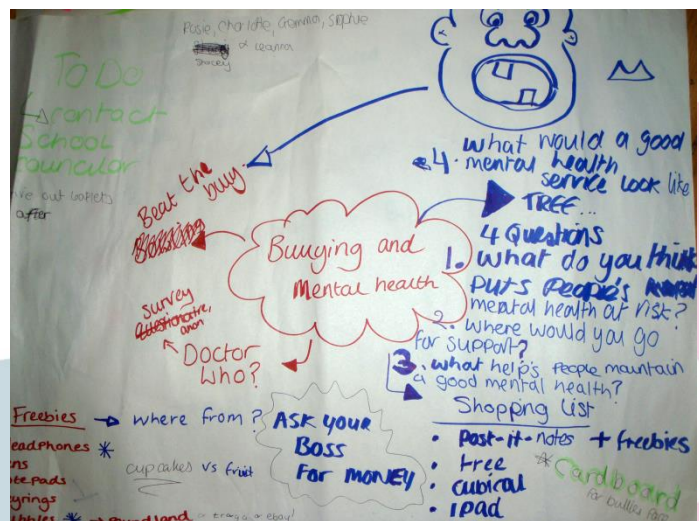
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Executive Summary

This report covers young people's views, experiences and ideas for development on services to support their emotional wellbeing and mental health. Over 250 young people from Torbay gave their feedback, via a variety of methods of engagement, from one-to-one work, group and peer consultations, and online surveys.

The focus of this work developed from baseline assessment consultation with a variety of groups of young people delivered by Healthwatch Torbay Youth Coordinator Bekki Redshaw. These consultation activities covered all aspects of health to identify young people's priority areas and issues. It soon became apparent that emotional wellbeing received the strongest and most in-depth responses. Due to this high response more focussed work was devised and delivered with young people to gain a better understanding of their experiences, how they felt about services, and their recommendations for any improvements.

At the same time, various different pieces of work - delivered by Healthwatch Torbay - gathered feedback from parents, carers, and professionals working with young people. These raised independent adult-identified issues and concerns about the support for young people struggling with their mental health.



Specific consultation activities were then developed on emotional wellbeing and mental health to gather more focussed information, particularly feedback on existing services. Young people's thoughts on what their ideal services would look like and their suggested solutions to issues were also gathered.

NB. Any young people quotes included in this report have been copied and pasted precisely as was written to maintain authenticity.

The work was delivered to:

General groups of young people

- Torbay Youth Power (TYP) - Healthwatch Torbay's young people's forum
- Torbay Youth Power Facebook membership
- Students South Devon College - Level 1 & 2 Health & Social Care students, plus students from other courses who attended the TYP Launch.
- National Citizen Service (NCS)
- NCS Peer Consultation on Paignton Streets/Parkfield Young People's Centre
- Torquay Boys Grammar School

Targeted groups of young people

- Torbay Young Carers
- Torbay Adult Carers
- Torbay Pride Lesbian, Gay, Bisexual, Trans, Intersex youth project.

A wide range of experiences were gathered including from those who had accessed services and those who had not.

Those who had not accessed services were asked about their knowledge of services, how well services promoted themselves and what they did, and what young people would want if they felt they needed emotional support.

Many young people disclosed personal experiences of accessing support services, giving in-depth experiential feedback. Young people were not asked to disclose which service they used specifically, as this research was to give an overview of services, not to evaluate specific services.

Young people talked about services such as Counselling, School Counselling, and Drug & Alcohol Services. No young person said they had received a service directly from the Child and Adolescent Health Service.

National Picture

1 in 10 children and young people aged 5 - 16 suffer from a diagnosable mental health disorder - that is around three children in every class.

- Nearly 80,000 children and young people suffer from severe depression; and over 8,000 of these are aged under 10 years old.
- Between 1 in every 12 and 1 in 15 children and young people deliberately self-harm.
- There has been a big increase in the number of young people being admitted to hospital because of self-harm. Over the last ten years this figure has increased by 68%.
- More than half of all adults with mental health problems were diagnosed in childhood. Less than half were treated appropriately at the time.
- The number of young people aged 15-16 with depression nearly doubled between the 1980s and the year 2000.
- Almost a third of children have considered or attempted suicide by the time they turn 16.
- 29% had self-harmed because they felt "down".
- Almost half of those suffering from depression failed to get the support they needed.



MindFull YouGov (poll of over 2,000 young people)

Mentally healthy children should have the ability to:

- Develop emotionally, creatively and intellectually
- Develop and maintain good relationships with other people
- Play and learn
- Understand 'right' from 'wrong'
- Face problems, setbacks and learn from them.

(The Mental Health Foundation 1999)



Torbay Picture



The direct standardised rate for emergency hospital admissions for self-harm and hospital admissions caused by intentional and deliberate injuries in under 18s in Torbay is higher than the national average across England, and also higher than the rest of the South West (The Network of Public Health Observatory, 2013; 32-34).

However, direct standardised rate for hospital admissions for mental health, 2009/10 to 2011/12, were not significantly different to England; and direct standardised rate for hospital admissions for unipolar depressive disorders, 2009/10 to 2011/12, were better than England (The Network of Public Health Observatory, 2013; 20-21).

The rate of improving access to psychological therapies was not significantly different to England (Public Health Observatory, 2013; 35).

Terminology used when working with young people

“Mental Health”

Mental health describes our ability to cope with life’s problems and make the most of life’s opportunities; it is about feeling good and functioning well, as individuals and collectively, or when socialising with friends.

“Mental Illness”

Mental illness is a term used by some people to describe serious, long term mental health problems such as bipolar disorder, schizophrenia or severe depression. People experiencing these problems often require treatment from specialist mental health services.

Support Services: Young people's recommendations

"Making it easier to access in a private and personal way."
Groupwork

"Ask us what support we want."
Groupwork

"Give us choices."
Groupwork

"Treat us like people."
one-to-one

- Provide young people friendly services.

- There is a need to continue to support early intervention projects, especially issue-based support groups such as Young Carers, Torbay Pride LGBTQI youth project, etc.

- Also valued were projects that offered social opportunities i.e. NCS which focussed on bringing groups of young people together who would not necessarily mix -breaking down isolation and challenging prejudices.

- There is confusion to what services are available to whom.

NCS Survey Monkey:
In your local area, it is easy to gain

access to help regarding mental health issues/support, for young people?

Disagree 20% Strongly disagree 50%

- There is not enough information on mental health, what it means and how to keep yourself mentally healthy.

NCS Survey Monkey: Young people are made aware enough of potential Mental Health/Emotional Wellbeing problems.

Disagree 30% Strongly disagree 50%

"Young Carers helps me have a break from caring and to have fun with friends."
Young Carers

"It's helped me to make more friends and to help my anger."
Young Carers

"You don't expect it to be happening, what you've got coming - Young Carers helps me."

"Helped with bullying and hard times."
Young Carers

"Young Carers let us open up and make new friends and have fun."
Young Carers

"To solve our worries and problems."

"It's safe here."
Torbay Pride LGBTQI youth group

"I wouldn't have mixed with half of them here cos they are weird. I've got to know people I wouldn't never have spoken to before."

"Have support at youth clubs discussing how they are feeling."

"Doing an engaging fun activity that involves people whilst providing awareness."

Information

- There is a lack of information on where to get help and what services are available.

NCS Survey Monkey: There is enough support given to young people suffering from Mental Health/Emotional Wellbeing problems.

Disagree 30% Strongly disagree 50%

Information: Young people's recommendations

- Inform young people, parents/carers and young people's service providers of what services and help is available, from early intervention to CAHMS, through a variety of mediums.
- Create an accessible, easy-to-read website with local information, saying what services are available, having sections that introduce workers with who they are and what they do (see young people's Endorsed sites).
- Ensure all information given to young people is young people friendly/accessible, including easy-to-read information for young people with a learning disability.
- Ensure young people are informed about how a service runs i.e. confidentiality policy, their rights, access to files, complaint systems etc.
- Clearer information for young people and carers about all services, including clear criteria for all services (including Children & Adolescent Mental Health Service - CAMHS).
- Clearer information to frontline staff from all services, including clear criteria for all services (including CAMHS).

Confidentiality

- Lack of clarity of confidentiality protocols of services impact on young people's trust and wish to engage with services.
- Negative experiences of services insisting on telling families hinder young people's engagement with services.

"... saying that they have to tell my gran, but it just won't help and they won't listen."

"Lack of choice around type of intervention offered (for example being offered family therapy but not wanting parents present or involved); only being able to access service with parents' consent which young people felt infringed their confidentiality."

Worker

Confidentiality: Young people's recommendations

- Be clear about your confidentiality.
- Let us know who you can/will tell.
- Listen to us when we say we don't want information shared.
- Let us know as soon as we start working with you or have it on a website before we start working with you.

Stigma

- There is huge stigma attached to having poor mental health.
- Stigma stopped young people talking about struggling with poor mental health/accessing services.
- Young people have to develop trust before they want to engage with services/workers.

Stigma: Young people's recommendations

- Mental health needs to be talked about in schools educating/informing/addressing stigma - PSHE.
- There is a need for training for teachers, youth workers, social workers and other young people's workers to understand mental health of young people including the experiences of Torbay young people.

Counselling/support services

"They just said we are referring you to someone else - but don't know who."
Facebook

"you just get told to go there or there or there - no one asks you."
Groupwork

"Counsellor made me bring up stuff that I didn't want to."

"...not getting referred to everyone a having to go over everything constantly, ...everything has been brought up."
One-to-one

Counsellor/worker.

- Lack of choice of what services are on offer.
 - Lack of choice of what services young people want to engage in.
 - Young people were not asked if they actually wanted to engage with services or given a choice of which service to access.
 - Counselling services not meeting young people's needs.
 - Referral processes can be intrusive, repetitive, stressful and confusing.
 - Young people do not feel listened too and therefore are not engaged in process impacting on success of work.
 - Not offered choice of
- Young people were not asked if counselling was having an impact.
 - Quality of services was questionable.
 - Young people were not asked if they were happy to end counselling.
 - Young people felt that adults made the decision this is what they need and that they have no choice.

"One young person stated that she found the counselling 'too intense' and another stated that she found it difficult to build a relationship with her counsellor, although she said that she continues to access the sessions on an on-going basis."
worker

"They put an empty chair in front of her and told her to talk to it. She said she felt stupid and thought they were mad."
worker

- LGBTQI are not confident services will not be homophobic - this prevents them from accessing them.

“After about 45mins of answering questions I was tired, let alone by the end of it! It was very tiring and intense and felt stupid half time... didn't really tell me what they did, they did the first assessment they have to do, and next time they have to do another assessment.” *one-to-one*

“So I've spoken to 6 different people today, and had 5 meetings - and 1 tomorrow.” *Facebook*

“I just had another meeting for hour and half - I'm talked out!! It's confused the bleep out me!!!” *Facebook*

“They just don't listen so it's stressing me out.” *Facebook*

“I had an assessment the first time like 2 weeks ago, then Thursday I had another assessment from the community mental health person, but kind just said like answers these questions they were firing at me but didn't really tell me what was going happen.” *Facebook*

“Some of the questions were hard to answer, and I laugh sometimes cause it's how I get through and they were like you shouldn't laugh its serious.” *Facebook*

“I know I need help but had so many meetings and talking to so many people. It's done my head in and I don't know if I'm coming or going.” *One-to-one*

“They just don't seem to be listening to me. I just wish I never said anything to them in the first place.. Cause now I'm just talking to person after person and going back over it all :(” *Facebook*

“...She was not given a choice in regards to the gender of the worker, which led her to not speaking in sessions.” *worker*

“No one asked if it was doing any good.” *groupwork*

“Made me feel 1 step forward 2 steps back.” *groupwork*

“So many questions I felt like I was on Mastermind. Went on & on.” *groupwork*

“Once I had left the room I was left on my own.” *groupwork*

“... She met with various workers who she stated often spoke 'at' her rather than 'with' her.” *Worker*

“Counsellor ended it as they said “my progress getting better.” They didn't ask me how I felt.” *groupwork*

Counselling/Support Services: Young people's recommendations

- Involve young people in decisions about attending counselling: where; by whom; choice of male or female; at what time; what method of counselling, etc.
- Inform young people of their rights.
- Offer young people different counsellors.
- Ensure all counsellors are trained in Additional Needs/ASD/Learning Disabilities.

Schools

Schools need to get involved more to help people that are mental or emotional wellbeing."

"More lessons about mental health issues at school PSME."

- Schools were cited as the main place for addressing lack in services & accessing support.
- Improve what is delivered in schools already.

NCS Survey Monkey: Schools provide enough & good information regarding Mental Health/Emotional Wellbeing.

Disagree 30% Strongly disagree 70%

Schools provide enough & good information regarding Mental Health/Emotional Wellbeing.

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
female	2	7	1	0	0
male	2	4	1	1	0
Trans/not say	0	2	0	0	0
total	4	13	2	1	0

Schools: Young people's recommendations

- Mental Health awareness needs to be delivered in all schools, to include "What is mental health", indicators of mental ill-health, things to do to support good mental health and promotion of services available.
- Train teachers to deal with bullying, including homophobic bullying. Stop teachers being bullies.

School Counselling Services

- Most young people found accessing Counselling in schools challenging.
- Part of this is fear of breach of confidentiality.

- Confidentiality is compromised due to publicly known counselling rooms and their positioning in “general” areas of school.
- Confidentiality of using the service is often breached by taking young people out of classes to attend counselling sessions and processes of doing so, e.g. pink card, teachers telling young people, being collected.
- Rooms in schools were unwelcoming, bare and functionally inept, which made young people feel uncomfortable. At worst they doubled up as store rooms.

“Pulled out of lesson - highlighted I was different.”

“Everyone knew where I was going because I had a pink slip.”

School Counselling Services: Young people’s recommendations

- Counselling services based in schools need to address confidentiality issues and build trust with young people.
- Check young people want to access a service in their school.
- Give clear information including confidentiality policy.
- Do not take young people out of classes.
- Private confidential and nice space.
- Do not use room for other purposes.
- Ensure young people are offered choice of counsellors as in adult counselling services model.

“Bigger space - make it feel it’s not a prison.”

Torbay Hospital

There was one example of an experience of young person accessing Torbay Hospital, given by a worker.

The worker was extremely concerned about the service received saying that although the young person was already distressed and agitated they had to wait in the general A&E waiting area for a considerable amount of time. When eventually seen in the treatment area it also took a long time to be seen by psychiatric services.

“Very difficult when you’re a very chaotic, damaged young girl. On a level day she would agree to an appointment, on a bad day she would not and so fell away from mental health services.”

The young person was then taken to the Children’s Ward even though she was at times still distressed and agitated. This concerned the worker on behalf of the young person and other children and young people on the ward.

At one point the young person went to leave ward to have a cigarette and the nurse called security, although the young person was calm at the time. This only agitated the situation further.

She was discharged with no medication on the condition she engaged with mental health services.

Bullying

"I was upset, felt like I was worth nothing and suffered from depression. I didn't want to live anymore, the constant bullying each day at school was horrible, it made me not want to go to school. I just wanted to be alone."

TYP: Beat Bullying survey: What are the effects of being bullied on you?

- There is a strong connection to bullying having a negative impact on young people's Emotional wellbeing/mental health.
- Responses to Beat Bullying/Beat Bullying Witness TYP online survey showed a wide range of negative impact on emotional wellbeing. (Appendix 2)

Eating disorders - Self harm - Depression - Anxiety - not being able to have a relationship: Beat Bullying survey "What are the effects of being bullied on you?"

They became detached from society, rebelled against everyone and were sometimes suicidal: Beat Bullying Witness survey "What were the effects of being bullied on them?"

"When I was younger at primary school it affected me more than it did when I started secondary school because different people just kept repeating the same old usual rubbish and it got predictable and boring. Luckily I grew up with no issues about my skin colour ...but there was still pathetic children who would try and bring me down because of it."

- Fear of being bullied also impacted on young people being open about having poor mental health. 40% (Beat Bullying Witness Survey) said they did not intervene when witnessing bullying, as they feared the bully turning on them. (Appendix 3)
 - Schools do not deal with bullying well.
 - LGBTQI young people are regularly bullied but do not access support as they see homophobic bullying as accepted in schools and have even received homophobia from teachers.
 - Although no specific BME group engaged with Survey

"We deal with it ourselves - Teachers don't care about us."

"Teachers ignore homophobic bullying ...push to one side ... make their lives easier."

"They don't know how to deal with it."

"Teachers are homophobic- RE teacher kept me behind after class to tell me "It's a disease." & "Gays will never get married."

Monkey reported any incident/occurrence of racial abuse.

Bullying: Young people's recommendations

- No tolerance policy everywhere.
- Deliver diversity-friendly kite-marking system to support young people from minority groups of confidence in the services i.e. LGBTQ, BME, Disability etc.
- Train teachers on how to deal with bullying.

"Tackle bullying - make sure everyone knows it's not right and not acceptable."

"Deal with teachers who bully - they are role models - they show students what's OK and what's not."

Direct work with parents

“When we eventually got a Counsellor they told me that they did not have any experience working with Autism it ‘was not their field’.” *Parent*

“It’s (Young Carers) done a lot for her; she’s come out of herself. She never used to speak. She can make friends. Where she lives she has a couple but not many.”

- Parents do not know enough about services.
- Frustrated at long referral processes.
- Feel they have to battle to get a service.
- Wide spread issues re getting support for children with LD Autism.
- Parents also value the support from early intervention services and the support and social interaction they provide.

Direct work with professionals

- Not enough information on what services are available, how to refer and criteria.
- Long waiting times for referral processes.
- Frustration at bouncing back and forth of referrals.

“The workers stated that they were unsure of the thresholds for the statutory mental health services as they constantly changed and that there was a long waiting list for intervention.”

“Workers also noted that when referring to counselling at a voluntary service, there was a long waiting list and that it often took months for a worker to be allocated to a young person.”

Further work/research required

- Work with young people, including those who access services, to identify their “ideal service.” This will develop greater understanding to providers and commissioners about the type of service young people require to meet their needs.

- More in-depth evaluation of Counselling Services involving young people who have used the services, which include CAMHS, schools and Checkpoint. This should be an on-going process and preferably external to the delivery organisation.
- Collate feedback from other young people's targeted services who refer into support services i.e. Young Carers, LGBTQI, BME, Disability Council of the value and impact of early intervention on young people's emotional wellbeing.
- Engage with CLA & BME young people.
- Wider evaluation/consultations to include A&E, Young People's hospital wards, Young People's mental health units.

Online services young people endorsed

Surry CAMHS

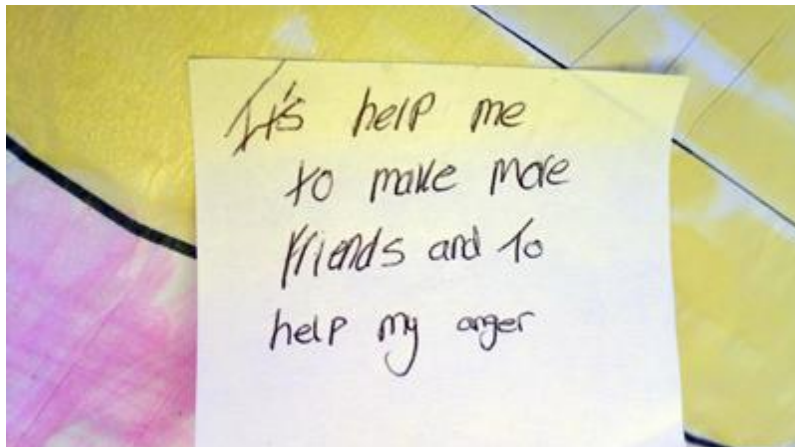
<http://www.surrey-camhs.org.uk/en/content/cms/cya/>

My Health London

<https://www.myhealth.london.nhs.uk/health-communities/young-people/blog/time-to-be-kind-big-white-wall>

Young Minds

http://www.youngminds.org.uk/for_children_young_people/better_mental_health



What is Healthwatch



What is Healthwatch?

Healthwatch is the new consumer champion for both health and social care. It exists in two distinct forms - local Healthwatch, at local level, and Healthwatch England, at national level.

Local Healthwatch builds on the work that Local Involvement Networks (LINKs) undertook to promote and support the involvement of people in the commissioning, provision and scrutiny of local health and care services, giving people the opportunity to comment on the quality and standard of services and whether they could or should be improved.

Local HealthWatch has retained all the LINK functions and powers and also provides or signposts people to advocacy services if they need help to complain about NHS services. It also provides or signposts people to information about services and how to access them, promoting choice.

HealthWatch England provides support and guidance to local HealthWatch and is able to use local evidence to influence national policy.

Healthwatch England is the new, independent consumer champion for health and social care in England. Our job is to argue for the consumer interest of all those who use health and social care service

Healthwatch England's role, working with the Department of Health and the Local Government Association, will be to support local authorities to set up effective local Healthwatch. We will publish key tools and resources for local authorities and Healthwatch here when they become available.

<http://www.healthwatch.co.uk/>

What is Healthwatch Torbay?

Healthwatch Torbay is the local consumer watchdog for health and social care, influencing, responding, improving and monitoring services in Torbay. It provides local people, community and voluntary groups with a voice to influence the planning, purchasing and provision of these services. This independent, local consumer watchdog supports the public to promote better results in health and social care for all adults”.

Healthwatch Torbay was launched in April 2013 and is based at:

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HWTorbay



Healthwatch Torbay



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How is Healthwatch Torbay engaging with young people?

Healthwatch Torbay is committed to reaching the most marginalised and seldom-heard groups within the community, including young people. To ensure this happens, Healthwatch Torbay has:

- A Youth Coordinator - Bekki Redshaw
- Torbay Youth Power (TYP): young people's group
- Run community engagement events
- Visits to young people's groups and schools
- <http://www.healthwatchtorbay.org.uk/index.php?page=young-people>



-  Torbay Youth Power - Healthwatch
-  HWTyouth
- Survey Monkey online questionnaires

These different formats ensure young people can feedback their experiences, views and wishes to Healthwatch Torbay and distributed to the relevant services.



Methodology

Young people

314 young people aged 14 - 19 were involved in a 6 month project.

The focus on this work developed from baseline assessment consultation with a variety of groups of young people delivered by Bekki Redshaw Youth Coordinator.

- | | |
|---|-----------------|
| • Torbay Youth Power Core Group | 36 young people |
| • Level 2 Health & Social Care students | 28 young people |
| • Level 3 Health & Social Care students | 23 young people |
| • Torquay Boys Grammar School | 6 young people |
| • Torbay National Citizen Service | 12 young people |

Consultation activities covered all aspects of health. It soon became apparent that emotional wellbeing received the strongest and most in-depth responses. Due to the high response to these questions, more focussed work was devised and delivered to young people.

Through various different pieces of group and individual engagement work delivered by Healthwatch Torbay it became apparent issues around emotional wellbeing were a concern for parents and carers, and professionals who work with young people. This information has been added to this report to give an understanding of services for young people from all perspectives.

Focussed/targeted work

The work was then developed to deliver specific consultations on emotional wellbeing and mental health to gather more focussed information, and identify young people's solutions.

Young people were not asked to disclose which service they used specifically, as this research was to give an overview of services, not to evaluate specific services. Young people talked about services such as: Counselling, School Counselling, Drug & Alcohol Services.

Within conversations, many young people disclosed personal experiences of accessing support services, giving in-depth experiential feedback.



Direct work with Torbay Youth Power

36 young people

- Identifying bullying as a major impact on emotional wellbeing.
- Devising Survey Monkey Bullying Questionnaire which looked at impact of bullying on young people's emotional wellbeing.



South Devon College

128 young people

- Level 2 Health & Social Care students. 28 young people
 - Baseline assessment of issues that concern students identified bullying as a top issue for young people.
- Level 3 Health & Social Care students. 23 young people
 - Design & deliver of creative consultation activities at Healthwatch Torbay Young People's Launch (Appendix 1). 80 young people
 - Survey Monkey.

Torquay Boys Grammar School

6 young people

- Baseline assessment of issues that concern students identified bullying as a top issue for young people.
- Survey Monkey.
- Planning peer support project - on-going.



Torbay Young Adult Carers

6 young people

- Informal conversation.
- Question in YAC Evaluation interviews.

11 young people



Torbay Young Carers

30 young people

- Informal conversation at Young Carers Event.
- Evaluation responses.



National Citizen Service

37 young people

- Consultation of NCS membership. 12 young people
- NCS Peer Creative Consultation delivered to other young people. 25 young people

- Generic consultation asking “How can we (adults) support young LGBTQIA people, where all conversation focussed on homophobic bullying.

Survey Monkey

78 young people

- 3 X 10 question online surveys.
- Beat Bullying.
- Beat Bullying Witness.
- Emotional Wellbeing.

38 young people
30 young people
10 young people



Facebook

4 young people

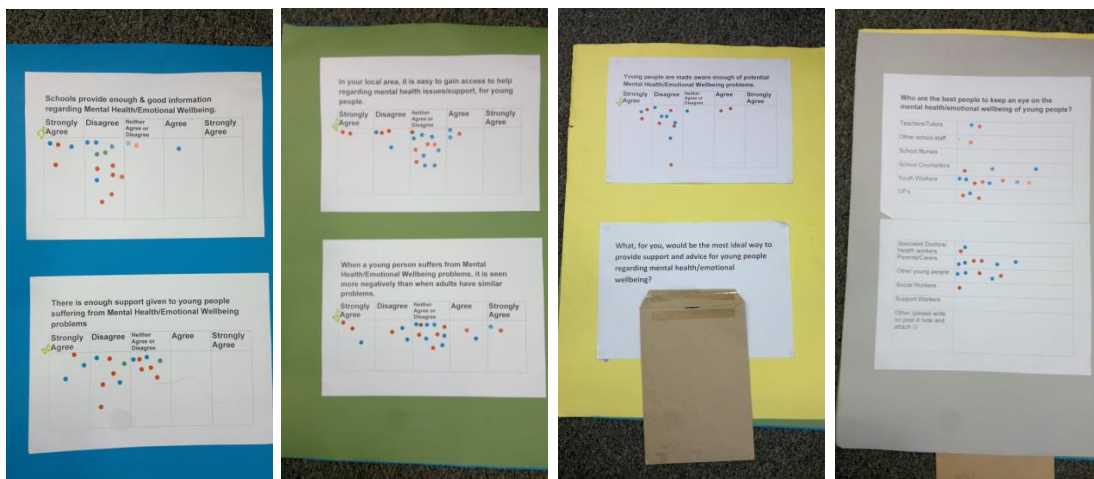
- Promotion of Survey Monkey and updates of bullying work prompted young people to contact Youth Coordinator with their personal experiences.

Research of online services

Some groups research online support and advice services to evaluate and find out other ways to support young people.

- Torbay Youth Power.
- Level 3 Health & Social Care students.
- Torbay National Citizen Service.

12 young people
25 young people
9 young people



Adults

Direct work with parents

- PPF consultation.
- Parent's feedback at Healthwatch Torbay events/consultations.

Direct work with professionals

- One to one conversations with staff from different organisations that had referred young people to services. Most of these conversations were initiated by professionals; highlighting issues were being identified by all parties involved, which informed the focus on this work.
- Evaluation delivered by worker on behalf of Report Author.

Gaps in Research

Children Looked After (CLA)

Nearly half of looked after children have a mental health disorder and two thirds have at least one physical health complaint. *DofE Outcomes for children looked after as at 31 March 2012.*

Three of the young people involved informed that they were CLA, however there was no research with CLA as a targeted group, therefore we were unable to explore with them the experiences and impact of being Looked After.

Black and Ethnic Minorities (BME)

Due to timescales no engagement was developed with All Different/All Equal or TIFFY (Torbay Inter Faith 4 Youth)

Conclusion

This work was delivered to general groups of young people, two targeted groups, and on Facebook via a Survey Monkey questionnaire. It therefore reached a broad range of young people, some who had used services and some who had not. However, all were experienced in knowing how well services promote themselves and inform young people of what they do.

The results show that the majority of these young people, parents and workers do not feel that there are sufficient effective young people friendly support services for young people.

Young people say

- They do not have enough information about services
- There is a need to develop early intervention services to ensure young people do not go into crisis
- They find it hard to access services
- Referral processes are too long, too intrusive and too complicated
- Young people are not actively involved in the processes of identifying need, identifying which service, engaging and ending of services
- When services are accessed they do not meet young people's needs
- Early intervention is important to ensure good wellbeing by providing social engagement and access to youth workers who can give support before crisis sets in
- Schools need to provide good quality, young people friendly and appropriate information on how to keep well, indicators of ill health, how to support yourself and your friends, and what services are available
- Bullying is a huge unchallenged issue, with some teachers even seen as bullies themselves

There is a need for more in-depth research to support young people, parent/carers/professionals and commissioners, to ensure that the appropriate effective services are provided.

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South Devon College

Sally Freeman Health & Social Care Lecturer

Kelly Passmore Health & Social Care Lecturer

Anna Heath Head of Health & Social Care

Torbay Boys Grammar School

Mr Adam Last Teacher

Sharon Walker Pastoral Support Liaison Officer

Torbay Young Adult Carers

Cheryl McKinnon Young Adult Carer Development Worker

Lisa, Rob, Natalie and Lucy

Torbay Young Carers

Teresa Mikalauskas Senior Project Leader
Young Carers

National Citizen Service Community Action SW

Lucy Wood NCS Coordinator Torbay

Molly Williams NCS Worker

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Young People

Torbay Pride

Emily Wilebore Sexual Health Outreach Young People's Worker

Karen Parker Senior Youth Worker

Young People from the group

Healthwatch Torbay

Sarah Bickley

Pat Harris CEO

Appendixes

Appendix 1

South Devon College Creative consultation



What helps people have good mental health?

- Friends X 8
- Good family X 5
- Things to do

1. Where do we go for support?

- Friends X 14
- Family
- PI

2. What puts people mental health at risk?

- Bullying
- Abuse
- Bad experiences

3. Where we would like to go if we needed extra help/what an ideal Mental Health Service look like??

Appendix 2

Survey Monkey: Beat Bullying

38 young people

- I felt left out and lacking in enthusiasm.
- Feel like shit.
- It made me angry and felt like I didn't belong in the school. I was bullied by a teacher and asked everyone how they felt because I was 'keeping them behind' because I was talking. It made me feel small and that I was the hated one.
- Made me upset.
- Normally didn't bother me. Silly people.
- I felt that I couldn't be myself.
- When I was younger as in at primary school it affected me more than it did when I started secondary school because different people just kept repeating the same old usual rubbish and it got predictable and boring. Luckily I grew up with no issues about my skin colour and the way I was brought up without a Dad but there was still pathetic children who would try and bring me down because of it.
- made me feel bad about myself. Made me paranoid of the way I looked and I couldn't be myself around people.
- Eating disorders - Self harm - Depression - Anxiety - not being able to have a relationship.
- The bully often acts the VICTIM so TEACHERS believe them... Teachers need to OPEN their minds more.
- made me less confident and made me isolate myself.
- I just get annoyed why some people treat us unfairly.
- It made me feel alone and I didn't want to go out, I didn't tell anyone as I was embarrassed, it got to the point where I wanted to move to another country, but after a while it stopped and although I haven't forgot what it feels like I have moved on.
- Low self-esteem Feeling that you don't fit in Not feeling normal Feeling sad and destroyed emotionally Not knowing who to tell or who can help.
- I didn't want to who I was and faked being someone for years, I changed myself as a person and what I was like.
- I became very upset, self-conscious about my looks.

- I was upset, felt like I was worth nothing and suffered from depression. I didn't want to live anymore, the constant bullying each day at school was horrible, it made me not want to go to school. I just wanted to be alone.
- Made me depressed and I didn't feel like wanting to do anything.
- Seriously knocked my confidence.
- Made me feel less confident and have low self-esteem. Caused me to feel shy when meeting new people and I was more reluctant to speak up in class.

Appendix 3

Survey Monkey: Beat Bullying Witness

30 young people

- Looking sad or not really talking in lessons by staying away from people.
- Was on public transport , on the top deck bus only about 10 people on the bus she a person was shouting at her and calling her names she tried to defend herself but this person was overpowering her with words. In the end my friend and I told the person that was bullying the other person to stop it. The person that was getting bullied got off the bus.
- they wouldn't come into school, wouldn't talk to anyone, lost all confidence.
- Feel like shit :(
- harming themselves.
- They became detached from society, rebelled against everyone and were sometimes suicidal.
- They became very shy and did not like to go out anywhere.
- Low self-esteem.
- feel horrible about themselves.
- They become upset and scared.
- They were very quiet and not confident, they did not open up to other people or want to make new friends in case of more bullying. They wouldn't talk to anyone about the problem as they thought it would make things worse.
- they looked sad as if they have had enough.
- Low self-esteem, Low self-confidence, Staying away from public places, Suicidal thoughts.
- Made them depressed and upset.

Appendix 4

NCS young people consultation

General feedback:

- Girls get more recognition for health/mental health issues.
- Bigger force on boys.
- Both sexes have huge pressures re image.
- Boy's role models are either David Beckham or Shrek.

Specific feedback from YP who have accessed counselling:

○ Experiences:

One young person experienced counselling at primary school, all others at senior school. None had experiences outside of school.

- Primary school - "Going to have special time" Played with animals. Felt judged.
- Mum wanted me to speak to some so she contacted the school.
- Pulled out of lesson -highlighted I was different. Everyone knew where I was going. Pink slips.
- Counsellor made me bring up stuff that I didn't want to.
- What is she going to do about it - makes no difference.
- I felt pre-judged - they watch you constantly.
- Everything I said wrote down - never shared what they wrote.
- So many questions I felt like I was on Mastermind. Went on & on.
- I didn't feel I connected with my counsellor.
- Sticking their nose in.
- Don't help you find.
- No one asked if it was doing any good.
- Made me feel 1 step forward 2 steps back.
- Once I had left the room I was left on my own.
- Counsellor ended it "my progress getting better." Didn't ask me how I felt
- (after questioning by facilitator) don't get told if we don't get on with counsellor we should be able to choose another - as in adult services.
- I didn't like them so I didn't go.
- Room was bare - desk chair & chair.

○ Recommendations:

- Should be asked do we want to do counselling.
- Should be told what it's about.
- (after questioning by facilitator) should be told we can have different counsellor if we don't connect with first.
- Should chose time when meeting - don't pull us out of class.
- Should be able to choose where want to meet.
- Bigger space - make it feel it's not a prison.

Direct work with professionals

NCS Community Consultation July 13

When a young person suffers from Mental Health/Emotional Wellbeing problems, it is seen more negatively than when adults have similar problems.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
Female	2	1	6	1	1
Male	1	2	6	1	1
Total	3	3	12	2	2

Young people are made aware enough of potential Mental Health/Emotional Wellbeing problems.

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
Female	3	4	0	2	0
Male	1	5	1	0	0
Total	4	9	1	2	0

There is enough support given to young people suffering from Mental Health/Emotional Wellbeing problems.

	Strongly Agree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
female	1	4	5	0	0
male	2	2	2	0	0
	0	1	1	0	0
total	3	7	8	0	0

Schools provide enough & good information regarding Mental Health/Emotional Wellbeing.

	Strongly disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
female	2	7	1	0	0
male	2	4	1	1	0
Trans/not say	0	2	0	0	0
total	4	13	2	1	0

In your local area, it is easy to gain access to help regarding mental health issues/support, for young people.

	Strongly Agree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
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Female	2	2	5	1	1
Male	0	2	7	2	0
Total	2	4	12	3	1

Who are the best people to keep an eye on the mental health/emotional wellbeing of young people?

	Females	Male	Total
Teachers/Tutors	2	1	3
Other school staff	2	0	2
School Nurses	1	0	1
School Counsellors	0	0	0
Youth Workers	5	4	9
GP's	4	1	5
Specialist Doctors/ Health workers	1	1	2
Parents/Carers	3	4	7
Other young people	3	3	6
Social Workers	1	0	0
Support Workers	1	0	1
Other (please write on post-it note and attach 😊)	Family School pastors		

What, for you, would be the most ideal way to provide support and advice for young people regarding mental health/emotional wellbeing?

- Have support at youth clubs discussing how they are feeling.
- Be there do something fun.
- Doing an engaging fun activity that involves people whilst providing awareness.
- Provide meetings as youth clubs.
- Through school counsellors etc.
- More friend in school.
- So be talkative & help other with their problems.
- Schools to get involved more to help people that are mental or emotional wellbeing.
- SE lessons.
- Have lessons at school.
- More lessons about mental health issues at school PSME.
- Unicorns and quadrophonic rhinos.
- Making it easier to access in a private and personal way.
- To approach people about any problems (16).

Appendix 6

Survey Monkey: Emotional wellbeing

10 young people

Q2 Which area are you from?

Answer Choices	Responses
Torquay	20% 2
Paignton	40% 4
Brixham	10% 1
Newton Abbot	10% 1
Teignmouth	0% 0
Dawlish	10% 1
Other (please specify) Responses	10% 1
Total	10

Q3 What is your gender?

Answer Choices	Responses
Male	40% 4
Female	60% 6
Trans	0% 0
Intersex	0% 0
Prefer not to say	0% 0
Total	10

Q4 When a young person suffers from Mental Health/Emotional Wellbeing problems, it is seen more negatively than when adults have similar problems.

Answer Choices	Responses
1 - Strongly Agree	30% 3
2	30% 3
3	20% 2
4	10% 1
5 - Strongly Disagree	10% 1
Total	10

Q5 Young people are made aware enough of potential Mental Health/Emotional Wellbeing problems.

Answer Choices	Responses
1 - Strongly Agree	10% 1
2	0% 0
3	10% 1
4	30% 3
5 - Strongly Disagree	50% 5
Total	10

Q6 There is enough support given to young people suffering from Mental Health/Emotional Wellbeing problems.

Answer Choices	Responses
1 - Strongly Agree	0% 0
2	0% 0
3	20% 2
4	30% 3
5 - Strongly Disagree	50% 5
Total	10

Q7 Schools provide enough & good information regarding Mental Health/Emotional Wellbeing.

Answer Choices	Responses
1 - Strongly Agree	0% 0
2	0% 0
3	0% 0
4	30% 3
5 - Strongly Disagree	70% 7
Total	10

In your local area, it is easy to gain access to help regarding mental health issues/support, for young people.

Answer Choices	Responses
1 - Strongly Agree	0% 0
2	10% 1
3	20% 2
4	20% 2
5 - Strongly Disagree	50% 5
Total	10

Who are the best people to keep an eye on the mental health/emotional wellbeing of young people?

Answer Choices	Responses
Parents/Carers	70% 7
Teachers/Tutors	70% 7
Other school staff	30% 3
School Nurses	50% 5
GP's	30% 3
Specialist Doctors/Health workers	40% 4
Other young people	60% 6
Youth Workers	80% 8
Counsellors	20% 2
Support Workers	40% 4
Social Workers	40% 4
Total Respondents: 10	
Comments(0)	

Q10 What, for you, would be the most ideal way to provide support and advice for young people regarding mental health/emotional wellbeing?

Youth workers as one has helped me with everything

Get the word out about mental health

Anonymous text line

Leaflets

chats at school in PSHE

Being told in early teens that its normal to have mental health problems and different types, also where you can get help from before it goes too far.

online and private meetings

Appendix 7

Consultation with Torbay Pride LGBTQI youth group

“What is it like to be a LGBTQIA young person in Torbay?”

The question was deliberately broad so young people identify their own focus, issues and experiences.

Experiences

- Homophobic teachers & students.
- More with girls.
- We deal with it ourselves - no teacher interventions.
- Teachers don't care about us.
- Teachers ignore homophobic bullying “push to one side ... make their lives easier.”

- “don’t know how to deal with it.”
- Teachers homophobic.
- RE teacher - kept me behind after class to tell me “It’s a disease” & “Gays will never get married.”
- “You can’t help the colour of your skin but you can chose your sexuality.”
- “Shouldn’t know at your age.”
- Victim blame.
- One young person constantly bullied, ignored by teachers, gets angry and “kicks off” “annoys me .. end up lashing out” so is constantly put on card, sent to unit - getting reputation as a problem. NOONE asks why she gets angry.
- One young person had to move groups because of the amount of homophobic bullying aimed at her. Bullies not moved or dealt with.
- Not believed - Ganged up on.
- “Teachers believe more voices rather than true voices.”

Where does homophobia in school come from?

- Learn it from other students.
- See young people get bullied.
- See homophobic bullying not dealt with = OK to do it.
- Don’t have an opinion so copy.
- Influenced by homophobia at home.
- Learnt in primary school - not challenged there.
- Religion.
- Teachers don’t challenge/collude/are homophobic.
- Young homophobic people.
- Don’t care about impact on bullied person.
- Do it to look cool.
- May not start but shift alliance as...
- Homophobia is the norm - people accept it.

Complaints

- Don’t cos it won’t change anything.
- Complaint made by my mum cos I was put in unit cos I went mental cos I was getting from my whole year.

Coming out

- Safety in numbers.
- Large friendship groups coming out.
- Young people come out in groups/couples NOT as individuals.
- Outed by others as assumed LGBTQIA.

Support

- **Teachers** - No! they are either homophobic or don’t care or don’t know how to deal with it.
- **School nurse** - No! She’s hardly ever there, don’t know when she will be there, school uses first aiders.
- **Tic Tac** - doesn’t like me.
- **Parkfield** - assaulted but told youth worker (Becky) who dealt with it. Spoke to young people and didn’t tell LGBTQIA young person’s parents as they wouldn’t be supportive - they checked with young person.
- **Police** - If assaulted yes.
- **PC in school** - “No! Big, Tall and Scary! Not approachable.” “No because last time I was in trouble.”

Relationship support

- Sister.
- Dad.
- In all other consultations friends has come out as one of most popular - this group no young person said friend.

“How can we support LGBTQIA young people?”

- SUPPORT.
- Not judge the children/YP.
- Support for people who are out or questioning how to know.
- Not make inappropriate comments.
- Teachers need to do something.
- LGBTQIA needs to be addressed (education) to younger students.
- Train teachers how to deal with it - teachers need training.
- Get people - specialists in (school to deliver training).
- What action taken should take into consideration what LGBTQIA young person wants.
- Sex Ed needs to cover everything.
- Will put effort into supporting questioning/gay people.
- Will actually acknowledge sexuality instead of shrugging it off.
- Won't subject people because of sexuality and will support people and treat as equals.
- Posters.
- Websites (private).