

# YOUTH MATTER

**A report by members of STAMP**

**(Support, Think, Act, Motivate, Participate)**

**June 2018**





## Background

STAMP is a group of young people aged 14—25 who are passionate about making a positive change around mental health in Sheffield. This could be around awareness raising, influencing mental health service design and delivery with the overall aim to make things better for other young people in the city. We received a Healthwatch Sheffield #SpeakUp grant of £500 to run a consultation event and this report is a summary of what we did and what we found out.

## Aim

The aim of the event was to give young people the opportunity to #SpeakUp and influence change around mental health. We wanted young people to feel comfortable and encouraged to discuss their experiences of mental health services in Sheffield. With the information gathered, we wanted to share the feedback and inform the services in order for them to know how they are doing and better meet young people's needs.

## What we did

# YOUTH MATTER

Ages 14-25  
Welcoming all!

**WHEN**  
31st May 2018  
3:00-5:30pm

**WHERE**  
Sheffield  
Virgin Money  
66 Fargate, S1 2HE

**CREATIVE WORKSHOPS BY YOUNG PEOPLE FOR YOUNG PEOPLE TO EXPLORE YOUR EXPERIENCES OF MENTAL HEALTH**

**MARIO KART & BOWLING!**

**REFRESHMENTS PROVIDED**

**TICKETS FREE (LIMITED SPACES) SEARCH FOR YOUTH MATTER ON EVENTBRITE OR TXT.CALL. WHATSAPP 07458019503**

**CHILYPEP**  
www.chilypep.org.uk

**#SpeakUp**  
**STAMP**

Over the course of two months in early 2018, STAMP group met nine times to plan and organise the entire event, including venue, activities, promotion, report writing, questions, refreshments, time and day.

We wanted to make sure we were asking the right questions, so we had lots of discussion around what we felt was appropriate to ask these young people from STAMP group's own experience. We also wanted to make sure it was fun for other young people, so the STAMP group developed creative consultation activities to ask these questions that enabled all young people to contribute.

For example, young people that are not as confident to speak about personal experiences and hardship were given the opportunity to write down suggestions.

We targeted under-represented groups of young people aged 14-25 to voice their thoughts and feelings which are often overlooked by promoting the event on social media, through Sheffield Live FM, leaflets and posters and through local charities



working with these groups. We had 21 young people attending and the turnout included wide representation of young people of different LGBT+ identities (over half were LGBT+), religious beliefs, ethnicities, genders, housing and care situations (for a further breakdown of demographics see appendix 1).

The event took place on the 31st of May from 3:00pm till 5:30pm at Virgin Money, which had a bowling alley, table football and other games. We thought this was a good time to hold it (in the half term holidays) and a good location as it had lots of other activities and spaces to break out to if people were struggling.

After the event, STAMP group met for 3 sessions to look through the monitoring information and identify themes in the findings and to write the report.

## Activities

There were 4 stations of creative consultation activities at the event which included:

### 1. Tops and pants

To initially promote conversation around what was good (tops) and bad (pants) about services the first stage of this activity was to find out what services, if any, they had accessed. There was a large flip chart on the wall with ideas of services as the STAMP group identified that some young people may be confused as to what is classed as a 'service'. They were asked to write on a post-it note which services they had accessed and to put these in a jar labelled 'yes', or if they had not accessed any services they could put a post it note in the 'no' jar.

The young people then worked in groups with a group facilitator to write what was good and bad about services on T-shirts and pants



## 2. Mental health tombola



This activity opened up the conversation around mental health and the stigma that young people may face.

There were various mental health related words attached to a board, the young people had to blindly pick a corresponding word out of a bucket and write down what this word means to them, or the others, and connect it to this word on the board using a connecting piece of string.

The second stage of this activity was to 'shred the stigma', although there is no feedback from this part of the activity the young people had the chance to look through stigma related pictures, phrases and/or make their own, and then to use a shredder to 'shred the stigma'

## 3. Giant Jenga

The Jenga looked at barriers and solutions to accessing services. For every block that was pulled out of the tower they were asked to write down a barrier to accessing services, this would carry on until the tower toppled, highlighting that too many barriers to accessing services can cause problems. After the tower had toppled, or half way through the activity, as a group they were asked to choose some of these barriers and to have a group discussion around solutions for these barriers.

## 4. Perfect service and support

This activity was split into two parts, designing their perfect service and designing their perfect support.

For the perfect service, the group were given an A3 piece of paper and collage materials, they were asked to stick down anything they would desire to be in a perfect service and to note down why they would want this in the service.

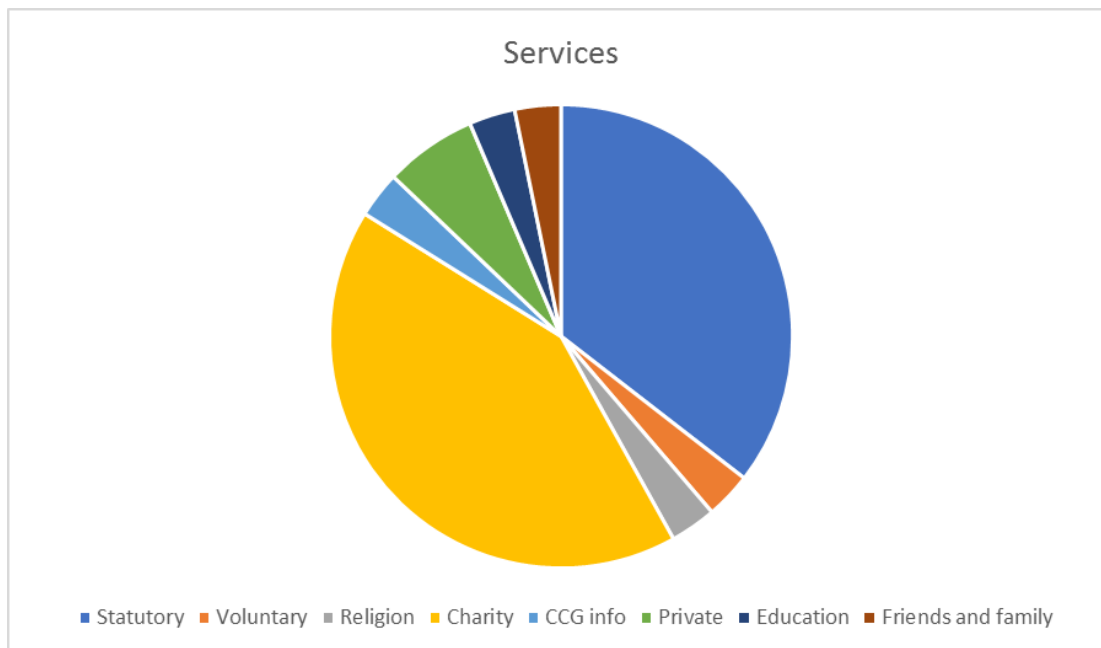


For the perfect support, the group were split into smaller groups and asked to design either a head, body, or legs and then to write down the qualities they would desire in a perfect worker or supportive person. These were then stuck together and discussed as a group to look at repetitive themes.

## What we found out

### 1. General Service Evaluation

Of the young people attending, 3 people had not accessed services. The services accessed by young people were wide ranging with the majority of young people accessing support through charities and statutory services. (data in appendix 2)



Through the activity, a number of themes emerged.

#### Three of the main positive feedback themes were: (data in appendix 3)

- **Safe Space:** relaxing and informal with kind, friendly and helpful staff including places such as Door 43, TWP VIBE.
- **Understanding staff:** such as CAMHS staff, nurses, doctors, teachers, and youth workers. There were discussions around informal attitudes which allowed young people to relax more when accessing services and the importance of having a friendly receptionist.
- **Length of intervention:** seeing some long enough to build relationships, such as youth workers and CAMHS. The young people felt it was a good thing to have staff 'get to know you' and remember previous conversations.



**Some of the negative themes that arose for young people included:**

- **Staff seem stressed and overstretched:** with a sense that the most helpful services in young people's lives weren't always recognised or funded to do more.
- **Intimidating or confusing language:** when staff use clinical words, acronyms and jargon without explaining what they mean.
- **The wrong level of ill:** Some young people felt that they had to get more unwell, before they were accepted for treatment.
- **Didn't fit with young people's lives:** services could be insensitive to other commitments, such as school or exams.
- **Lack of transition support:** the way services managed endings for young people.
- **Feeling powerless:** not having control over what happens for example if you don't feel able to say how you feel or are uncomfortable being recorded in sessions.

## **2. Awareness of mental health and stigma**

Figure 1 is the word cloud we created for the words young people used to describe how they feel themselves and others perceive various subjects related to mental health.



Figure 1







### 3. Barriers and solutions to accessing services

Through discussions as to what barriers faced young people around accessing services, some of the reoccurring barriers themes identified by the group included: (Barriers in appendix 4, Solutions in appendix 5)

- Waiting for services to be available
  - Increase investment in services and staff
  - Interim services that can be accessed temporarily, or repeatedly
  - Distraction and emphasis on appropriate spaces to wait in
- Stigma and feeling judged
- Not enough information about how to access services, or what services were available.
  - They could develop a Sheffield mental health guide for under 25's, or add a feature where you can filter services for under 25s.
  - Awareness raising of services, specifically by teaching about these in schools
- Not being able to get to services due to location or inflexibility of service to meet individual needs.
  - Services need to be more flexible, this could include meeting people on their own terms.
  - More GP's are needed
  - The government need to give more money
- Not recognising what's wrong or not being in the right space to realise you need help
  - There should be national (or local) standards for what everyone should be able to access
- Fear around communicating what's wrong. For example, being anxious, repeating difficult personal stories or events, not being able to explain yourself so that you can be understood.
  - The implementation and use of the mental health passport
  - Providing home visits in places where client is most comfortable or having a friend/family/career for support
  - More yes/no questions
  - Give examples to inspire their answers
  - Educate people with medical and mental health language in school/reduce jargon





#### 4. Perfect support

The activity generated 117 words to describe the qualities young people thought were important for a worker to have. Figure 2 is the word cloud that illustrates these words (data in appendix 6)

Figure 2



To simplify the data, we grouped the words into 9 characteristics:

- **Understanding (22)** Empathetic, non-judgemental, open minded and inclusive.
- **Kind (18):** Compassionate, caring, friendly, polite and patient
- **Approachable (16):** Relatable, young, informal, real, willing to share and build trust
- **Good Communication (13):** Good listener, good to talk to and jargon free.
- **Reliable (12):** Dependable, organised, trustworthy, honest and good under pressure.
- **Knowledgeable (11):** Experienced, gives good advice, resourceful and realistic.
- **Positive energy (10)** Fun, happy, lots of energy, loves life, active.
- **Flexible (7):** Imaginative, thinking outside the box, curious and adaptable.



## 5. Perfect service

Figure 3 shows the things young people identified they would like in their perfect service. For full details see Appendix 7

**Figure 3**



- **Equipment (14)** | Pads/tech, Clock, Books, News articles/info, Films/TV, Board games and music
- **Comfort and relaxation (13)** Sofas, Teddy (comforting things), Beds and Candles
- **Style and decoration (9)**, Interesting interior posters/design, buildings that don't look like hospitals, LGBT + Inclusiveness visible e.g. posters
- **Refreshments (8)** Food/drink, Informal dinner
- **Facilities and activities (7)** Gym, Swimming pools, Dance therapy, Peer support, transport



## Event Feedback

We gave all of the attendees an evaluation form, this asked them what they liked? What didn't they like? What would you do differently? Do you feel listened to? and what other issues are important to you? (for full list of responses see appendix 8)

In order of most frequent some of the things they liked included:

- The activities (10 responses)
- The venue (4 responses)
- Everyone was friendly, the young people and staff (6 responses)
- The informal attitude (3 responses)
- Meeting other young people (2 responses)

The majority of responses either stated they did not dislike anything or did not respond (10 responses), however, after that the most frequent answers included:

- Jenga (3 responses)
- Timing issues (3 responses)
- No chocolate (2 young people)

What would you do differently?

- Different timings, e.g. Longer break, more time to talk to people, more time on activities (12 responses)

Do you feel listened to

- Yes (23) "I feel like I have been listened to spectacularly"

Other important issues that the group identified to explore in the future included:

- LGBT +
- Young carers
- Women and girls issues



## Recommendations

Below are some recommendations based on what we found out. We have divided them into different areas covered by the event.

### Access to mental health services

1. **Cut down waiting times for mental health services** for young people through increasing investment in those services and staff. Also fund interim services that can be accessed on a temporary basis or repeatedly while on the waiting list for services.
2. **Improve information about what services are available** and how to access them. This could be achieved through developing a Sheffield Mental Health Guide for under 25s or by adding a feature on the existing mental health guide which means you can filter services for under 25s. In addition information about services should be taught in schools.
3. **Improve the flexibility of services** by delivering support in different locations where young people are and by ensuring that the services meet young people on their own terms.
4. **Support/train young people to become 'young verifiers'** so they can use the national 'You're Welcome' standards to assess services.<sup>1</sup>
5. **Improve the way young people are supported to talk about their experience of mental health** by implementing a mental health passport so that they don't have to keep repeating their story and to help manage fear and anxiety; offering home visits in places where the client is most comfortable and having a friend/family member or carer present to support; train staff to ask more yes/no questions and give examples to encourage the young person to answer; improve people's understanding of language to do with mental health through work in schools.
6. **Carry out an evaluation** of the transition pathway from child to adult services

### Perfect support

- 1) **Improve the quality of mental health support for young people.** Ensure recruitment and training procedures result in a workforce that has the attributes identified by young people as important in a support worker:

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<sup>1</sup> 'You're Welcome' is a set of quality criteria for young people friendly health services. This quality standard is supported by Public Health England, NHS England and the Department for Health. More information can be found [here](#).



- Empathic
- Kind
- Approachable
- Good communicator
- Reliable
- Knowledgeable
- Positive
- Flexible

- 2) **Involve young people in the recruitment process** for both child and adult services.

## Perfect Service

- 1) **When designing services think about what young people want from that service:** provide facilities that don't feel like hospital; that have interesting interiors and information and are comfortable and relaxing with sofas and teddies; that have interesting things to do such as books, games, films, technology; that provide refreshments. Include activities such as swimming, dance therapy, gym sessions and peer support. Also provide good transport.
- 2) **Ensure young people are meaningfully involved** in the design on services.
- 3) **Fund more beds** for children's and adults' services.

## What next

We would like to share the findings of this activity in the following ways:

- In the local and national media
- Share the report with CAMHS and the Clinical Commissioning Group
- Share the report with schools
- Use the report to inform training courses
- Deliver a copy of the report to Parliament
- Take it to stalls at events, starting with the Wellbeing Festival in July
- Get it covered by Youth and Policy or Young People Now
- Write a guide for services
- Review in STAMP to decide what next



## About Healthwatch Sheffield

Healthwatch Sheffield is the city's local consumer watchdog for health and social care services. The organisation exists to help adults, children and young people to influence and improve the way health and social care services are designed and run in the city. Healthwatch Sheffield is completely independent from the NHS and Sheffield City Council.

## About the #SpeakUp grants

In 2017/18 Healthwatch Sheffield ran a small grants programme called 'Speak Up'. The programme was designed to enable local organisations and community groups to gather views and experiences of health and social care services from Sheffield residents, especially from those who do not traditionally have a voice. The aim is to ensure that health and social care decision makers in the city hear from a diverse range of people about their experiences of services.



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## Appendix 1: Demographics

Ethnic Background (please tick)		Do you consider yourself to have a disability or learning difficulty ?	
White English/Scottish/Welsh/N.Irish	18	Yes	6
Irish		No	13
Gypsy or Irish Traveller		Prefer not to say	2
Any other White Background			
Mixed Ethnic Background			
Pakistani	1	<b>Religion and belief</b>	
Bangladeshi		No religion	11
Chinese		Christian	3
Any other Asian Background	1	Buddhist	1
African		Hindu	
Caribbean		Jewish	
Any other Black Background		Muslim	3
Arab	1	Sikh	
Other		Other	1 humanist
<b>Age (please tick) – didn't ask for all age 14-25 apart</b>		<b>Gender (please tick)</b>	
Under 11		Female	16
11-15		Male	5
16-17		Other	
18-24		<b>Is your gender the same as assigned at birth?</b>	
25-44		Yes	20
45-64		No	
Over 65		<b>Sexuality (please tick)</b>	
<b>Immigration status</b>		Heterosexual (straight)	8
UK national	19	Lesbian	1
Unaccompanied minor		Gay male	1



Refugee		Bisexual	4
Asylum seeker Migrant		Other...	1 asexual 1 unsure 2 queer 2 no comment
Overseas student		Prefer not to say	1
Prefer not to say			
Did not answer	2		

Are you a parent?		Are you a young carer?	
Yes	2	Yes	3
No	19	No	18
Prefer not to say		Prefer not to say	
Are you after (in the care system)?		Housing status	
Yes		Living with family/careers	16
No		Living independently	5
Prefer not to say		Temporary accommodation	
... If yes are you...		Living with foster careers	
Looked after	1	Living with friends	
Care leaver		Sofa surfing	
Prefer not to say		Living with grandparents	
		Living with partner	
		Living in a children's home	
		Other..	

## Appendix 2: Services used by young people

Statutory services	Tally
CAMHS	7
AMHS	4
IAPT	3
EIS	1
GP	5
Ryegate Centre	2
Psychiatry Liason	1
Home treatment	1
Abbeyfield Grange	1
Glade centre	1
St Georges	1

Charity	Tally
Crisis House	2
Flourish	1
Door 43	5
Chilypep	11
Voice	1
Stamp	1
Cruse	1
Gold Digger	1
The Talking Shop	1
SYEDA	2
Sheffield Young Cares	2
Amy Winehouse Foundation	1
A Mind Apart	1

Private	Tally
Gym	1
Private counselling	1

Other	Tally
Religion -Mosque council-	1
CCG info - Lets talk directory	1
Education—school	5
Friends and family—parents	3

### Appendix 3: Tops and pants results:

Tops	Pants
Relaxing, safe space, kind /friendly/helpful (door 43, TWP VIBE, nurses and doctors) -5	Jargon /lack of explanation –4
Understanding (CAMHS, teachers, youth workers) - 4	Overstretched staff/not enough funding/most h services aren't recognised –4
Seeing 1 person long enough to build a relationship (Youth workers, CAMHS) –3	Waiting when you're unwell/told to come back l –4
Informal –3	Not sensitive to other commitments/hard to acc regularly such as during schools or exams –4
Gets to know you/remembers your conversations - 3	No transition support -3
Friendly /chatty (receptionist, CAMHS)– 3	Reliance on helplines/online help– 2
Supportive (Sheffield young carers, East Glade and chilypep) -2	No control of what happens/being recorded in s sions/unable to say how you feel –2
Available for drop-in chats/flexible –2	Short amount of sessions/delay and changed ap pointments –2
Listen and give space to cry/let out steam–2	Pressure/give you homework/feel like you're fai 2
No pressure –2	Repeating yourself –1
Have time for me - 1	Stigma surrounding getting help –1
Excited/ proud for your achievements –1	Tick box system/questionnaires –1
Funny –1	Little understanding of LGBTQ+ -1
Rings to check on you –1	Laughing at sensitive issues/no empathy /patron –1
Tries different methods to help you –1	Being ignored/lack of understanding / underexperienced –1
Knows your triggers –1	
Positive– 1	
Provides plausible scenarios –1	
Talk to us like adults –1	
Prepare us for life –1	
Give online info –1	
Provide drinks –1	
Outdoors –1	
Easy to refer - 1	
No eye contact necessary –1	
There for you/open minded/considerate –1	

## Appendix 4: Jenga barriers (without solutions)

Waiting lists x5

Stigma x 5

(Worry about people finding out

Fear

Stigma around therapists

Particularly if you have loved ones that don't understand

Stereotypes, especially with BME communities)

Geography (the location you live) x4

Accessibility x4

(Not knowing how to access services

Where do I get help? Will it cost?

Disabilities)

Not knowing what's wrong /not well enough to realise you need  
help x 4

(not being able to admit what you're going through)

Communication issues x4

(Adults not believing

Being asked to repeat hard events

Not being good at explaining yourself

Anxious)

No flexibility x 3

(Lack of imagination in services

Impersonal "one size fits all" programmes, lack of tailoring

"check box system" not being ill enough by someone else's  
standards)

Being judged x3

(People think I'm attention seeking

Being called an emo

Being looked down on

Scared of being judged)

Repeating yourself when passed from pillar to post

Previous bad experiences

Wanting to help yourself but feeling like a burden

Late diagnosis

Upset

Bullies threatening your confidence

Underfunding

Not enough specialist

Threshold

Services you have already used

Family issues

CAMHS

Living situation

Paperwork

Poor referral

## Appendix 5: Jenga barriers and solutions

Barriers	Solutions
Being asked to repeat hard events > Brings up difficult emotions and makes someone not want to go	Help yourself directory—shows services topics and gives you knowledge of where to get help Mental health passport
“Where do I get help/will it cost?” > not enough information out there	Sheffield mental health guide (one for under 25s) Awareness—teach in schools (some schools are better and worse at this)
“People think I’m attention seeking”	Raising awareness and reducing stigma > workshops for the public Famous people who have experienced mental health endorsing services and those with mental health Public exhibitions—use art to show mental health
Thresholds “you have to be ill enough to access services”	Interim support > help managing condition
Lacking imagination in services > one size fits all, you have to fit	Better flexibility of services Meet people on their own terms
Location > different services in different counties/cities and inequalities within these	More GP’s needed Talk to the government National standards
Anxious > not comfortable communicating with people > impacts accessibility e.g. public transport > not wanting to meet new people	Provide home visits in places where client is most comfortable or accompanying friend/family/career
Waiting times > too long > MH gets worse > people get forgotten = damaging effects This applies to the time to wait for initial appointment and on the day of appointments	More services, more staff, interim services Things to distract you in the waiting room on the day
Personal abilities > Geographical location of service, disabilities	No solution recommended
Underfunded > not enough workers and underpaid > Long waiting times > Fewer beds available on wards—dangerous	CASH... Pester the government for more Better tax system Better private, for those who can afford to go private Volunteering
Checkbox system “not being ill enough” > people can’t be put on boxes Hierarchism, some people get unseen	END CAMHS QUESTIONNAIRES (or have them less frequent) Treat people when they say they need help and believe them
Not being good at explanation	More yes/no questions Give examples to inspire their answers Don’t diagnose people too early/mis diagnose Educate people with medical and mental health language in schools Educate with coping mechanisms

## Appendix 6: Perfect Support Words

Good listener 8	Modest 1
Understanding 6	In a good environment 1
Empathetic/sympathetic 6	Approachable 1
Imaginative/outside the box/flexible 5	Thoughtful 1
Kind (lovely) 5	Good snacks 1
Fun (funny) 5	Goofy (not intimidating) 1
Non-judgemental 4	Isn't perfect either 1
Knowledgeable 4	Gives good advice 1
Good to talk to 4	Reassuring 1
Reliable (keeps commitments/punctual) 4	Adaptable 1
Someone a bit younger (more relatable) 4	Experienced 1
Helpful 3	Not over professional 1
Compassionate (has to have a heart) 3	Not too jokey 1
Caring 3	Lots of energy 1
Friendly 3	Good under pressure 1
Considerate/passionate 2	Polite 1
Relaxed/informal 2	Reasonable 1
Supportive 2	Resourceful 1
Have time for you (Don't check time during appointment) 2	Patient 1
Well connected (for signposting) 2	Real 1
Open minded 2	Loves life 1
Relatable 2	Confidential 1
Happy 2	Jargon free 1
Trust worthy/honest 2	Active 1
Curious 1	Organised 1
Willing to share (build trust) 1	Inclusive 1
Clean 1	Realistic 1
Can give hugs 1	Looks don't matter 1



## Appendix 7: Perfect Service

Animals 8  
Sofas 8  
Nature 8  
Food/drink 7  
Animal therapy 6  
Interesting interior posters/design 6  
Flowers 5  
I Pads/tech 3  
Music 4  
Clock 2  
Gym 2  
Beds 2  
Buildings that don't look like hospitals 2  
Teddy (comforting things) 2  
Swimming pools 2  
Books 2  
Informal dinner 1  
Peer support 1  
LGBT + Inclusiveness visible e.g. posters 1  
Dance therapy 1  
News articles/info 1  
Transport 1  
Films/TV 1  
Candles 1  
Board games 1

## **Appendix 8: Feedback**

### **What did you like?**

The activities 10

The venue 4

Everyone was friendly 4

Informal attitude/casual 3

Meeting other young people 2

Friendly staff 2

Fun 2

How it informed people on mental health

Helpful

Easy to follow

Marshmallow and spaghetti tower

Mental health tombola

Jenga

Vibrant lively event

Open and warm

Good way to include everyone and start conversations

Seeing people I haven't seen in a while

Inclusive

Everything

### **What didn't you like?**

Nothing 8

Jenga 3

Timing issues 3 (Not long enough/felt rushed at times/activities were too short)

No response 2

No chocolate 2

Tasks could be repetitive

Wasn't sure what to expect

Activities were too short

Intense setting  
Service collage  
Felt a bit awkward

**What would you do differently?**

No response 5  
Longer activities 5  
One less activity  
Tops and pant on paper instead of fabric  
Nothing 5  
Whole event longer  
Longer break 3  
No jenga  
More chance to chat to each other 2  
More activities  
"I should have taken part more"  
Wish I wasn't nervous  
More icebreakers

**Do you feel like you've been listened to?**

Yes 23  
"I feel like I have been listened to spectacularly"

**What other issues are important to you?**

No response 9  
LGBT 4  
Young women and girls 2  
Young careers 2  
Don't know/Every issue 2  
Mental health issues  
Gren flies  
Gender equality  
Being listened to  
Gender specific services  
Vegetarianism

Dogs

Online safety

The world

Non NHS services—alternative services

Politics

Education system

BME representation