

Listening to Young People about Health and Social Care in York!

Healthwatch York Engagement Project
March 2020



Thank you

Healthwatch York would like to thank all the children, young people and adults that took the time to share their thoughts and views with us about Health and Social Care in York. Without their support and engagement we would not have been able to complete this report.

Glossary

CAMHS	Child and Adolescent Mental Health Services
CAYP	Children and Young People
CPN	Community Psychiatric Nurse
CYC	City of York Council
CYPP	Children and Young People's Plan
GP	General Practitioner
IAPT	Improving Access to Psychological Therapies
NHS	National Health Service
RCPCH	Royal College of Paediatrics and Child Health
SWS	School Well-being Service
SWW	School Well-being Worker

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What we did

In 2019 Healthwatch York set out to speak to children and young people (CAYP) across York.

Due to us having limited feedback from children and young people up to date, it was felt that a targeted project would help us to engage directly with CAYP to make sure their voices are heard and used to influence the delivery of services.

At Healthwatch York, we aim to make sure a wide range of individuals are able to share their views on local health and social care services. We also do targeted pieces of work to pay attention to those people who may otherwise struggle to be heard.

Healthwatch York reached out to local groups across York that engage with and support CAYP. Throughout September 2019 to January 2020 we engaged with 17 groups, listening to young people about their experiences of health and social care. We used a number of methods to collect feedback, depending on the preferences of different groups. These included surveys, group workshops and our listening board activity.

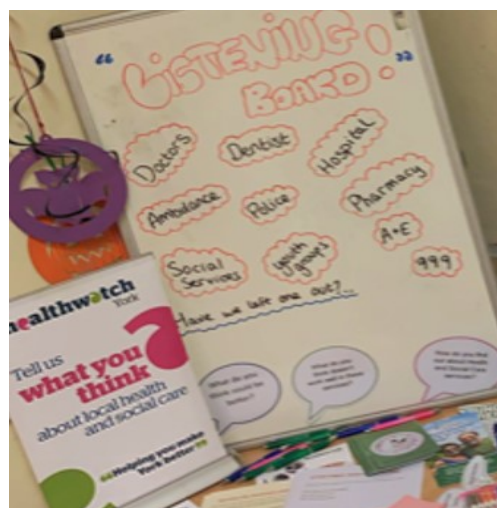
We were also interested in the views of the adults working with Young

People and so we shared a survey with staff and volunteers at the groups we visited to capture their views and thoughts.

Many CAYP told us how much they valued the NHS and other services they attended such as youth groups whilst they were also keen to give feedback to improve experiences for young people.

What Next?

Our initial engagement project allowed us to receive feedback about a wide range of experiences and services across York. We found out about some areas which were important to CAYP, such as mental health support. Going forward, we will use what CAYP have told us to be able to identify and focus on key issues and create spotlight reports on focused areas affecting CAYP.



The Listening Board activity



Through the listening board activity we collected thoughts and experiences about different services in health and social care. CAYP filled out post-it notes and added these to our board. All feedback was collected anonymously. We then used this feedback to identify key experiences and views across young people's responses.

We engaged with 17 different groups over three months with CAYP aged from 8 to 25 and we received over 300 responses.

Views expressed in this report reflect a snap shot of voices across York from a range of services for CAYP.

Some groups we visited were involved in projects to highlight the voices of CAYP and make improvements within health and social care. For example, York Mind Young People's steering group had just completed a collaborative report (working with: Show Me That I Matter, I Still Matter, The York Youth Council and The Blurt Foundation Advisory Group) looking at

how to improve mental health support in York. They were also working on a project to create information packs for GP surgeries.

Some young people we spoke to found speaking about health and social care services and knowing how to feedback difficult. Staff that supported young people also felt there was room to improve how we listen and empower CAYP so that they are able to have an effective voice in influencing service change and improving experiences.

Healthwatch York will continue to engage with CAYP across York and identify ways to make sure CAYP to have a voice and an influence. We will continue to build connections with local groups and services that support young people to ensure a wide range of voices are heard.

The importance of seeking support and accessing available services

CAYP fed back both positive and negative stories about their experiences of health and social care. Despite telling us about experiences that could have been better, many young people also told us about the invaluable support they had received from a wide range of health and social care services across York. Many young people told us that they wanted better ways of finding out about the services available to them.

The following report outlines where CAYP told us improvements could be made. This, however, should not deter young people from seeking support from services as there is much evidence of good work being done throughout the sector.

I am happy with my social worker because she gives me useful information.

They answered really fast and came quick when I needed help.

Youth hostel - It makes me feel like I have a place and my key worker keeps me motivated.

The allergy clinic were really helpful and the appointment was very well done and understandable.

The hospital is really good as everyone was really nice and kind and friendly.

Mental health charity - They put you with a mentor that you get to know personally, have more control and get to work out what works well for you.

Who did we speak to?

<p>Door 84</p>	<p>Door 84 is a Youth Club and registered charity based in The Groves, York – one of the most diverse areas in the City. Providing various activities and groups for young people aged 8-25.</p> <p>Phone—01904 623177</p> <p>Email—door84@hotmail.co.uk</p> <p>Location—Door 84, 84 Lowther Street, The Groves, York, YO31 7LX</p>
<p>The Island</p>	<p>The Island provides various youth groups, supportive environments, and mentoring services to vulnerable children and young people across York giving them the chance to fulfil their potential.</p> <p>Phone—01904 628449 or 07595 695559</p> <p>Email—enquiries@theislandyork.org</p> <p>Location—The Island, 32 Priory Street, York, YO1 6EX</p>
<p>Choose 2 Youth</p>	<p>Choose 2 Youth works with children, young people and adults with disabilities and additional needs in York and North Yorkshire. They offer supportive learning packages as well as youth clubs and holiday clubs.</p> <p>Phone—07933115448</p> <p>Email—office@choose2youth.co.uk</p>
<p>York Mind Steering Group</p>	<p>This is a group of young people aged between 13 and 19, who have accessed support for their mental health and who work to improve and influence the direction of young people's services in York.</p> <p>Email—youngpeople@yorkmind.org.uk</p> <p>Phone—01904 643364 (option 2)</p>
<p>North Yorkshire Youth Commission</p>	<p>This is a group of CAYP, aged 14-25 who may have direct experience of the police and criminal justice system or be interested in the system. The group gather views of young people and advise the police about issues affecting CAYP.</p> <p>Email—chris@leaders-unlocked.org</p>

4 Corners (Refugee Action York)	<p>4 Corners is a youth group for secondary school aged young people from refugee, asylum seeker and migrant backgrounds that are living in York.</p> <p>Website—www.refugeeactionyork.org/</p>
York Travellers Trust (YTT)	<p>YTT provides services and support for gypsy and traveller communities across York including supporting CAYP.</p> <p>Phone—01904 630526 Email— y-t-t@outlook.com</p> <p>Location—20 Falsgrave Crescent, York. YO30 7AZ</p>
SASH	<p>SASH stands for Safe And Sound Homes. They help and support young people aged 16-25 who are facing homelessness in York.</p> <p>Phone—01904 652043 Email—info@sash-uk.org.uk</p> <p>Location—SASH, 107-109 Walmgate, York YO1 9UA</p>
Blueberry Academy	<p>Blueberry is a college that supports young people with learning difficulties towards employability and independence, delivering a Preparing for Adulthood curriculum that gets YP ready for a meaningful adult life.</p> <p>Phone—01904 638885</p> <p>Email—info@blueberryacademy.co.uk</p>
York Youth Council	<p>This is a group of young people aged 11-18 who come from all over the city and meet monthly to represent the voice and views of young people in York .</p> <p>Email—yorkyouthcouncil@york.gov.uk.</p>
Howe Hill	<p>Howe Hill is a youth hostel that provides supported accommodation to young people aged 16– 21 that are facing homelessness in York. The hostel also offers education and support to reach the goal of living independently.</p> <p>Phone— 01904 553141</p>

At the back of this report there is information and details of other services in York that give advice and support to Children and Young People.

What did young people tell us?

What works well?

Communication, kindness and relationship building

Young people reported on the importance of the kindness from staff they had experienced across various services. Good communication from health professionals' and efforts to build good relationships with young people were highlighted as making experiences positive. We were told about staff who had worked hard to listen and meet the young person at their level.

My social worker took me to McDonalds. They were really nice and they listened.

I like my dentist she has always helped me and my family since I was younger.

The hospital is really good as everyone was really nice and kind and friendly.

Social activities and youth groups

Young people told us about how doing activities and making new friends improved their well-being.

Making new friends and being able to socialise was key to why young people said they enjoyed the youth groups they attended. Many spoke about feeling "happy" and "welcome" at the youth groups we visited. Some talked about the positive effects of activities they took part in or just having things to do.

Some talked about there needing to be more opportunities and more varied range of activities available across York.

I like going because I like making new friends.

Having something to occupy my mind when younger was really good and meant having somewhere to go.

I would love there to be more cooking / life skills classes in York.

What doesn't work well and what could be better?

Long waiting times

Young people told us about the long waiting times they had experienced across many different health and social care services in York. This included GP appointments, hospital appointments, mental health services and other specialised services.

It was felt that better funding for services could reduce these waiting times.

Young people said that other supportive services should be offered whilst people were on long waiting lists.

Waiting times could be better!

Waiting times are stressful.

They should provide services for those waiting in the queue and give more funding to services so that queues go down quicker and quality is better.

Busy services and staff workload

Young people spoke to us about the impact of the lack of funding across health and social care services generally.

It was consistently felt that the lack of staff and funding was key to services not running well, staff not being able to build therapeutic relationships with young people and young people receiving bad experiences.

Not all Social Workers are bad, some are good but there needs to be more social workers so they can limit their work-load.

They are hard to contact when they are dealing with my case as they never answer the phone.

Staff in services need to know individuals on a personal level but they all seem so busy.

Unequal resources

Young people felt that funding was not fairly distributed, leaving some services well resourced and others greatly stretched.

Young people told us that there was a lack of basic amenities such as cooking facilities or Wi-Fi access within youth hostels as well as staff available to support with these activities. Young people did not feel this benefited the development of their skills and abilities to live independently.

Often help is very concentrated in certain area and there isn't as much in other areas.

There's no access to an oven when I finish work late so I cannot cook my own meals and I struggle to eat healthily.

Services are not always appropriate for Young People

Young people told us about various services which they felt were designed in ways that made it difficult for young people to access.

This included services that only offered appointments in school hours. It was discussed that services often provided for children and adults but did not provide for teenagers.

No teenage services, just adult and kids services, or not always suitable for teenagers for example there isn't really an in-between of adult wards and paediatric wards.

Awkward appointment times at orthodontists, they are always in schools times which makes no sense as most people that have braces are young people/ school age.

Services not communicating well with each other

Young people told us how transitions between services had been unhelpful due to services not communicating well to each other.

Services should communicate and share information better.

Often the services don't seem to interact and it is difficult to make follow up / specialist appointments because of this.

Information should be more accessible for CAYP

Information about health and social care support services was not always easy for CAYP to understand. Young people also told us that information about their own care was not always provided in an easy to understand or accessible way.

Sometimes even if you know what a service is for broadly, you might not know the specifics of what they do/ understand the terminology in a description of the service.

Explaining more about our rights if we choose to be in care like with section 20. I didn't know I wouldn't get a care leaver package like the people who were in care.

We get told a lot about what you can't do, not a lot about what you can do.

I need to interpret for my mum at her appointments meaning I have to take time off school.

Using google translate so I could understand the appointment, this wasn't appropriate due to google translate being incorrect

Lack of interpreter support for families

Young people whose first language was not English reported that often they could speak English well enough for their own appointments. However, they were often needed to support their parents at appointments as there were no interpreters made available. Often this could be in school hours.

A Focus on support from GPs

Not always good at listening to young people

Young people told us about both positive and negative experiences of being listened to by their GP.

Young people who did feel listened to reported that their GPs talked more to them than their parents at appointments and took their issues seriously.

Sometimes the doctors don't listen to me as they don't have time.

Doctors are helpful when somethings wrong. They helped with my medication and to come off it when I wanted to. I feel they listen.

I don't have ID and I was told I could not register for a Dr when I moved to York.

Barriers to access and long waiting times

Young people told us about the long waiting times for GP appointments and the limited time available to discuss issues.

I got great help and support from my GP, but my parents had to push for this support.

Young people reported that the difficulties in getting access to GP services included not having the right identification, having to call at 8 am and not having parents or support workers present in order to push for the right support.

10 min appointment is not enough when in/near to crisis.

Some people we spoke to thought there should be GP support workers for CAYP who may need more support to access appointments.

Scared of them.

Sometimes you can get same day appointments which is good, but ringing at 8am isn't very accessible.

Consistently positive experiences when seeing a doctor however appointments are always hard to get.

A Focus on mental health support

Young people we spoke to were keen to talk about their experiences with mental health services. Many young people reported positively about support they had received. However, most young people felt that mental health support was still a key area that needed improvement.

Not being able to get support

Young people spoke to us about thresholds in mental health services being too high, making it very difficult to get support early and before a crisis.

Young people felt there should be a mental health worker within Youth Hostels to improve access to support.

You are either 'not sick enough' for a service or 'too sick' for help.

There should be mental health workers at the hostel, where we can get support.

Long waiting times

Long waiting times for mental health support were consistently reported.

Six months waiting list is too long.

Age distinctions impacting on access

Young people spoke to us about age thresholds which meant access to mental health services was made more difficult.

Young people told us they felt there should be "age transition services" to support individuals better around the ages of 17 and 22.

I had quite a long wait for any service, especially because of my age. I am on the waiting list for IAPT but by the time I get seen I will be moving to Uni - so then I will be on a waiting list again in another city.

Services seem to be -18 and then 18+, for 16-17 year olds it can be really hard to

CAMHS had to cut my services short due to turning 18, when originally I was told I would get the full service which has made me feel misled and disappointed.

A lack of knowledge about different services

Young people told us about being given referrals by their GPs to CAMHS, but some had found services outside of the NHS that had provided help and support. They did not feel that GPs were always aware of the other services that could offer help and so were unable to signpost or refer people effectively.

We were told that it was difficult to know what support was available.

Young people felt there should be more education and information about not only what services are available, but also how they can help which would make it easier for young people to engage and understand the processes.

The doctors could only send me to CAMHS and in the meantime give me a crisis line to call which requires me to be in crisis when I should be helped before crisis.

There is a lack of information about services when you become an adult.

If there was more explanation around how a service works, it would be easier to engage. I didn't understand much going into the service or how it was supposed to work. Because of this, I got frustrated when I didn't feel better after a few weeks of it. When I realised that it's normal for it to take months or years to be able to use therapy to improve mental health, it was so much easier to feel more in control of the

Many, many positive experiences of fantastic staff, services and therapies.

Just been discharged from my CPN today, this was done very professionally and was easy.

The Mental Health nurses can be helpful.

CAMHS gave me false promises, especially around transitioning to adult services.

It's like all the information they give is 'coping mechanisms' and then send us away rather than supporting us.

Mixed experiences of support

Experiences of how helpful mental health support had been for young people, once they were able to receive it, was mixed. We were told both positive and negative stories.

Not enough consistency across Service approaches

Some young people told us how they felt there was a lack of consistency in approach between different services in regards to attitudes towards young people's health. This was felt to be off-putting at times. People told us that they felt approaches should be adaptable, and individual to every young person and their challenges.

There are too many clashing attitudes among GPs, hospital staff, school pastoral care services and even specialists; it causes many people to be put off because the wrong approach was taken by one service where a better/worse one was taken by another. Services are too dogmatic in the 'one size fits all' approach they seem to have adopted.

CAMHS support was so inconsistent that every meeting I had was with a different staff member, meaning I never got any further than explaining myself each meeting.

I felt passed around and kept having to build up trust.

One therapist was stone cold to the point where I felt there was no empathy, then the second one was honest but in a way that was too blunt and harsh for me to deal with at the time, so I dropped out.

Not being able to connect and build trust

Being able to connect with health professionals and build up trust was key to young people in supporting them with their mental health. Young people felt that too often the systems in place, staffing pressures and underfunding created situations where CAYP were not able to build trust or feel connected to particular staff members.

Getting more one to one support could help prevent things getting worse.

A focus on support at school

Young people reported mixed experiences at school. Many spoke about teachers who had been caring and helpful. However, many young people felt that the school environment was a difficult place to receive the right support and that it was often not adequately equipped to support young people with their mental health.

Not enough education and support around mental health

Young people described schools often lacking in their ability to provide support with mental health problems. It was felt that class sizes were too big, preventing teachers from being able to spend time with individuals. Schools varied in terms of what support and education they offer to young people, particularly around mental health.

Young people felt there should be more funding for better health education and mental first aid training/ awareness training in schools.

Only the one school councillor to help the whole school, meaning they are too busy.

If it is a serious situation, they listen, but not before it gets serious.

Funding for schools to do mental health first aid training - health education in schools.

Unhelpful environments and approaches

Young people spoke to us about unhelpful environments and approaches they had experienced at school. Some had experienced punishments such as isolation areas when they felt they had been experiencing difficulties with their mental health at school.

Some young people had experienced improved support when they had moved to Danesgate. They explained that the additional support and understanding approach around mental health had greatly improved their experience.

Environments at school aren't helpful. We get sent to 'isolation areas' which is also the same place as the 'naughty' kids go.

Schools don't have the facilities to help children with mental health issues so they just get excluded.

I felt kicked out rather

Danesgate were brilliant for me when I was struggling with my mental health and I had a keyworker who I really got on with.

A focus on support from police

Young people reported on positive and negative experiences they had had with police. Young people told us about good education they had received from the police e.g. around internet safety on visits to groups and schools. However, the young people who told us about individual contact with the police often reported not feeling listened to by them which had led to a lack of confidence in the support they could provide.

Increase funding for police services

CAYP were aware of the cuts to police services and told us they felt there should be more police and more funding to improve the services. Education delivered in schools or groups from police had been found useful and informative.

Not enough police.

Police never listen to my difficulties.

Police tend to always associate young people with anti-social behaviour rather than mental health issues.

Feeling labelled as anti-social

Young people told us they felt the police often perceived of their behaviour as difficult or anti-social rather than a sign of a young person needing more support.

They have misguided priorities in terms of homelessness. There's little help and more blame.

Not always equipped to support with mental health

In relation to mental health, many young people had limited confidence in the police and did not feel they were always caring or equipped to be supportive. Some described their interactions with the police as causing further trauma.

In relation to interactions with mental health capacity, it has been mixed. Some are great and understanding of mental health and others perhaps don't have the training to feel that they know how to handle a crises? It can be difficult if there's a feeling that mental health isn't a police issue but they have been involved because there's no one else that can handle the situation.

Where do young people find out about services?

Young people told us that they find out about services available to them in a variety of ways.

These included :

- Using the internet
- Asking family or friends
- Asking teachers
- Asking the GP
- Through support groups or media campaigns
- Through youth/support workers
- Phoning NHS 111 or
- Phoning 999 in an emergency

I wouldn't even know where to start.

There doesn't seem to be a central information point or if there is it doesn't seem frequently used or as public as it could be.

I only find out when I need to find out rather than knowing about them before.

We were told that it was difficult to find out about services. Young people were not always sure who they would ask at school and others reported having only found out about services through being referred. It was felt that many services could be made more accessible via the internet and social media.

lack of information of services when you become an adult.

It was reported that there was a lack of knowledge about non-NHS services amongst health professionals working in the NHS. This created missed opportunities to find out about potential sources of support, whilst on long waiting lists for NHS services.

So few people actually know about services outside of the NHS which are available to them, which is likely why these services don't receive enough funding to stay open.

It was also reported that transitioning to adult services was difficult due to a lack of information about what adult services followed on.

Young people told us a solution would be working on better ways to have everything "under one roof" which would make looking for information more accessible. It was also felt that school should be a key place for young people to find out about services available to them.

What did staff say works well for the young people they work with?

We spoke to staff and volunteers working with the young people we engaged with and asked them what they felt the key issues were alongside what currently worked well. Many of their comments mirrored what young people had also told us.

Organisations working well together

Staff reported that some services were communicating and working well with each other. There were also making and following up referrals effectively. This has led to responsive services that can target interventions and support young people.

When organisations correctly liaise with one another, or double check to see if services are still open rather than just referring in.

There seem to be a number of charities that support young people and it appears that agencies are good in referring people to them.

Good at identifying and carrying out targeted intervention of struggling young people.

The range of different supportive services available

Staff spoke about the range of support available in York. It was felt that having a wide range of services appeals to a wide range of young people, helping to meet many different needs and individual preferences of CAYP.

There are things out there that young people can tap into to try and help with their issues.

There are a variety of organisations such as youth centres and volunteering charities that provide support for vulnerable children and young people. Many charities aim to provide support for young people.

Youth groups and different evening activities to get them out and socialising with others.

What did staff say were key issues facing young people they worked with, and what should be improved?

Young people are not given enough information about their care

Staff said that young people are often passed around the system. Decisions still often appear to be made by health professionals for children and young people rather than in collaboration with them.

It was felt there was a lack of education being provided around physical and mental health and how young people could be supported to self-manage and develop their confidence in healthy behaviours.

Young people feeling as though they are being bounced from service to service and not knowing enough information about their care.

Their voice isn't heard enough in the decision making. Decisions are made for them, not with them.

Listening to young people and better consultation

Ensure young people are involved in the design of services to ensure they are fit for purpose. More needs to be done to ensure York is 'child friendly', Many young people complain about how clinical services feel unapproachable.

Staff said that services need to improve the way they listen to young people both in relation to their care and support and how services for young people are designed.

Having professionals that listen and understand their situation.

Listening to young people, changing the way decisions are made.

Increasing stress on young people

Staff reported a number of stressors faced by CAYP as being key issues leading to poor health.

Poor diet and exercise, due to either lack of food or junk food.

Stress arising from peer pressure including on social media (which can be bullying), school regimes, which can be controlling...and difficulties at home such as parental health or poverty.

Better signposting and knowledge of services

Staff said that accessibility of services could be improved if there was better and more available information about all the services out there for CAYP.

There needs to be more services offered as well as it needs to be talked about more so children know that there are services out there that they can access for help.

More accessible mental health services with more advertisement.

Communication between services

Staff reported that many services were working well together, improving outcomes for young people. However this was also seen as an area for continued improvement .

Better communication among services, taking steps towards making sure you have followed every avenue to ensure a young person receives support.

Long waiting times and lack of access to services

Staff reported long waiting times for services and not enough services for CAYP. This was especially felt in relation to mental health support, dentistry and GP access.

Staff also talked about services only offering appointments during school hours, which is disruptive to young people.

The opening times of services can result in young people having to miss school to attend appointments for the dentist and other health services.

Staff said that access to services could be improved, particularly in mental health and dentistry.

Solutions included services specifically designed for young people, offering easier initial access points and providing a cohesive service that could support any transitions or staff changes faced by the young person. Staff also felt that the CAMHS needed to be extended as voluntary support was not always enough.

Registering with an NHS dentist is a long-winded process.

Lack of mental health support under the NHS for children and young people. Waiting lists are extremely long and voluntary support is not always enough for those suffering with mental health issues. Their needs need to be assessed by professionals. CAMHS need to be extended.

Have an end-to-end cohesive service, that takes a child through the organisations that can help them.

A specific counselling service for young people similar to the one that used to be based at Castlegate.

A specific dentist that offers immediate NHS appointments without having to try and find which one does accept NHS patients first and then go onto a waiting list to see someone.

The waiting lists are becoming too long. Many children and young people are not getting the help they need quick enough and so their issues can sometimes become worse by the time they get help.

Not enough early intervention. No provision any more. Years ago had [additional] departments in schools and youth provision around the city. With all the cuts there's none of that there at all now.

Prevention work: better forms of early access to support, and more youth groups

It was felt that better access to early intervention and provision for mental health was vital.

Staff told us about the importance of prevention work to support CAYP with emerging needs.

Many staff felt that having a variety of youth groups of different types was a way of creating supportive environments and providing CAYP with experiences and activities that supported their well-being.

More needs to be done for the young people with emerging needs to reduce the pressure on services who are treating the problem when it could have been dealt with before it began.

Better youth groups for adolescents as I think they are more suitable for younger children.

Providing experiences that they may not get at home such as trips out and different activities to encourage imagination and creativity.

Looking at the feedback in relation to key priorities from the Children and Young People's Plan

A new Children and Young People's Plan (CYPP) for York is currently being drafted. The plan sets the direction for everyone working to improve outcomes for people working with CAYP. Key priorities from the new plan are expected to focus around areas that may include starting and growing well and mental health and well-being.

Starting and growing well

CAYP living in the most deprived circumstances are at greater risk of a range of poor outcomes such as mental ill health, tooth decay and being overweight.

In 2018, it was reported that 29% of children in York Central and 17% of children in York Outer are living in poverty (End Child Poverty, 2019). The City of York child poverty strategy (2011—2020) aimed to combat poverty through reducing the gap in education outcomes and support young people to develop skills necessary for adult life. It aimed to address employment skills, access to the right financial support, fuel poverty, leisure facilities, transport and youth homelessness (CYC, 2018).

Narrowing gaps in outcomes between those that come from disadvantaged backgrounds remains a particular challenge for York. More needs to be done to reduce the effects of poverty on CAYP from early years into early adulthood.

It is reported that 10-24 year olds in the UK are making better choices regarding health than ever before, yet unequal

access due to circumstance or poverty will greatly impact on their ability to make good choices (Edwards et al, 2019).

CAYP in York told us that resources within youth hostels and youth centres were often limited. For example, some young people facing homelessness were not always able to access facilities that would support them to be independent in cooking and eating a healthy diet. CAYP across many groups told us they wanted more learning opportunities to support their skill development for adult life, for example with employment skills and cooking skills.

Access to dentistry and GP services for CAYP also needs to be improved so that CAYP are encouraged and confident to take up vital health services and are not met with barriers such as: not having the right identification, being unable to find services or being on long waiting lists without additional support.

Mental health and well-being

Improving mental health for CAYP has been a national priority in recent years. Data from a national mental health survey in England showed that one in eight 5 to 19 year olds were recorded as having at least one mental health illness when assessed in 2017 (NHS digital, 2018).

Although the NHS has made some progress in the provision of mental health services, the current system still doesn't meet the needs of all of the estimated 12.8 per cent of children in England with mental health problems or the many more children who fall just below the threshold for clinical diagnosis (Children's Commissioner, 2020).

CAYP in York told us about the difficulties they experiences in accessing early mental health support. Barriers to receiving support included:

- **Age thresholds in services**
- **Long waiting times for statutory services and limited knowledge about the range of services available to support young people**
- **Unhelpful environments and approaches in schools or from the police as well as clashing attitudes about young people's mental health across all different services**

- **A lack of ability to build trusting relationships with health professionals due to frequent staff turnover or service delivery styles**
- **A lack of education and support around mental health within schools**

The school well-being service (SWS) is a school based early intervention mental health support service. The service aims to support CAYP with mental health issues and concerns that may be below the threshold for CAMHs support, although they work closely with CAMHs for additional support when required. There are five school well-being workers (SWWs) for six geographical school clusters across York (CYC, 2019).

The SWS has been a welcome development to increase capacity at schools to support CAYP with mental health. However, further work is needed to address the current unmet needs reported by CAYP.

Whole school approaches need to be developed that create non-stigmatising, readily available environments for CAYP to seek support around their mental health within their everyday lives.



High quality training should be available for teachers and staff working with CAYP so that they are able to help CAYP to receive the appropriate mental health support. Disparity in training and support offered to students between schools should be reviewed and consistent approaches in supporting CAYP should take place in all services across the city.

Voices of young people are key to effective future service design and delivery. Creating new services, developing current services and producing information about services in co-production with CAYP will support approaches which are most appropriate and accessible for CAYP.

The NHS Long Term Plan outlines a move towards service models that offer a 0-25 years service, person-centred and age-appropriate care. It also states a commitment to investing in community-based mental health services over the next 5 years. Funding is said to grow with an emphasis on early intervention and on-going help (RCPCH, 2019).

In relation to the feedback CAYP provided these would be welcomed developments for CAYP's services.



Key areas for improvement

Based on what we heard from our engagement, some key areas have been identified for improvement and development in the table below. We ask for these recommendations to be considered during the development of the Children and Young People 's Plan 2020 and wider local strategies.

<p>Across all Health and Social Care Services supporting CAYP</p>	<ul style="list-style-type: none">• Improve access to resources within hostels and youth centres, particularly for those from more disadvantaged backgrounds and young people facing homelessness to reduce enduring gaps in health outcomes. This includes better access to cooking facilities and internet use. Create more opportunities for CAYP to learn vital skills for adulthood.• Provide greater access to appointments outside of school hours.• Consider creating an emergency NHS dental 'hub' in York where people who cannot get NHS places can access appointments and go on a waiting list for other dental practices. Dental practices in the York area could then notify this hub as other places in York become available.• Information about different services and how they provide support should be 'under one roof'. Make sure CAYP have clear ways of finding out about their rights, how services and treatments work and what else is available. Information about services should be created with input from CAYP to make sure they are accessible and appropriate.• Improve access to interpreters for both adults and young people across York. Prevent the need for young people needing to interpret for family members.• Reduce waiting times. Where waiting lists are required, CAYP should be informed about other services or solutions that can offer support whilst they wait.
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<p>GP surgeries</p>	<ul style="list-style-type: none"> • GP surgeries should work with CAYP to design more youth friendly environments and approaches. This could involve improvements to GP surgery websites, new forms of communication via messaging to improve access to appointments or well advertised 'drop in' sessions for CAYP to discuss health issues or seek advice. • GP surgeries should improve their knowledge and awareness of the range of services available in the voluntary sector to be able to offer this support alongside the support of statutory services when appropriate.
<p>Mental health support</p>	<ul style="list-style-type: none"> • Improve access to early support. Make sure access to mental health workers is consistently and widely available within places which are most accessible to CAYP. E.g. within schools and youth hostels. • Age thresholds should not be barriers to for CAYP in accessing support. Services need to provide greater access for CAYP between 16 and 22. Services should also provide ongoing support through any service transitions. • Services should provide consistent one to one support with CAYP to enable them to build trust and good connections with staff members. This should reduce the feeling of being passed around a system or between multiple professionals.

<p>School support (and mental health support)</p>	<ul style="list-style-type: none"> • Schools should provide more education for CAYP around physical and mental health. This could include mental health awareness and first aid training for students. Availability of training and education should be consistent across all schools. Key information about a wide range of services available to CAYP should be available at schools. • Increase training for staff to enable them to provide mental health support for CAYP and identify issues effectively. • Improve access to environments that can support CAYP with mental health within schools to replace the use of isolation rooms or environments associated with punishment. Create well informed, whole school approaches to supporting mental health.
<p>Police Support</p>	<ul style="list-style-type: none"> • Increase training for the police in mental health intervention and support for CAYP. Increase police's awareness of local support services for CAYP. • Improve connections between police and young people through schools, youth groups and youth services. Create more opportunities for police to provide education to young people around staying safe in various situations and how to access help.

References

- Children's Commissioner (2020) The state of children's mental health services.
- City of York Council (CYC) (2011) City of York Child Poverty Strategy 2011—2020.
- City of York Council (CYC) (2018) York Joint Strategic Needs Assessment: Starting and Growing Well in York—Inequalities report.
- City of York Council (CYC) (2019) School Well-being Service—year 3 Outcome report, September 2 2019.
- Edwards N, Rigby E and Viner R (2019) Sound the alarm: we must improve our young people's health services. Nuffield Trust.
- End Child Poverty (2019) Poverty in your area 2019 (data). Available at: <http://www.endchildpoverty.org.uk/poverty-in-your-area-2019/> Accessed: 19/02/20
- NHS digital (2018) Mental Health of Children and Young People in England, 2017.
- Royal College of Paediatrics and Child Health (RCPCH) (2019) NHS Long Term Plan - A summary of child health proposals.

Useful services

Children and Young People in York

Here are some services that may be useful to Children & Young People, Parents/ Guardians, Teachers or individuals who work with Children & Young People.

If you would like information about any other services, or are stuck finding a service then get in touch with **Healthwatch York** on: **Phone** — 01904 621133, **Email** — healthwatch@yorkcvs.org.uk **Website** — www.healthwatchyork.co.uk



YorOk is a website that has lots of information about services for children and young people and their families in York. It has services for all abilities.

For more information about Yor-OK contact:

Phone 01904 554444

Visit the website at www.yor-ok.org.uk

This used to be known as Family Information Service



York's Local Offer provides families, professionals, children and young people with Special Educational Needs, information regarding education, post 16 options health services, SEN guidance, parent and carer support, ideas for activities and events in York, money advice and information on Education, Health and Care Plans

Visit the **website** at www.yor-ok.org.uk/families/Local%20Offer/sendlocaloffer



Local Area Co-ordinators work with people and families of all ages and abilities. They tell people what local support is available and help people with a wide range of issues. For information on how to access this service, contact:

Email susan.reape@york.gov.uk

Phone 07833 049036



Kooth is a free, safe and anonymous online support service for young people. This service is available:

Monday to Friday 12pm - 10pm, Saturday to Sunday 6pm - 10pm.

Website - www.kooth.com



Young Minds are a national charity fighting for children and young people's mental health. They have information of services for children and young people and also for parents/guardians. They also give information on feelings and symptoms and how to find the right help.

Website - www.youngminds.org.uk/



SASH is a youth homelessness charity that works across York, North and East Yorkshire. They help young people aged 16-25 who are facing homelessness. The accommodation they offer is through their Nightstop and Supported Lodgings services, which rely on volunteer 'hosts' who offer a spare room in their own home.

Phone - 01904 652043 Email - info@sash-uk.org.uk

Website - www.sash-uk.org.uk/



York Mind offer services to children & young people aged 9 to 25 (aged 16-25 for counselling) who are living in York and experiencing difficulties with their emotional wellbeing. They currently offer counselling, creative lives groups, mentoring and peer support.

Phone—01904 643364

Email—office@yorkmind.org.uk

Website - www.yorkmind.org.uk/how-we-help/young-peoples-service/

NSPCC

The NSPCC's vision is to end cruelty to children. They campaign to change the law, provide ChildLine and the NSPCC Helpline, offer advice for adults, and much more.

Call the NSPCC Helpline now on 0808 800 5000.

Are you a child? Do you need to talk? Call ChildLine on 0800 1111.

Website - www.nspcc.org.uk/

Email - help@nspcc.org.uk

York Carers Centre

York Carers Centre offer advice, services and signposting information to unpaid carers in York. They support carers from the age of 5 offering age appropriate services.

Phone - 01904 715490

Email - enquiries@yorkcarerscentre.co.uk

Website - www.yorkcarerscentre.co.uk/

CHANGING LIVES

Changing Lives York Young Person's Drug & Alcohol Team offer support to those who are dependent on substances, use substances and need guidance and advice or support those who are affected by someone who are misusing these substances. They can meet young people in the community, school, or a mutually convenient place and time. They aim too reduce the harm drugs & alcohol can cause.

Phone - 01904 464 680 **OR** 07812672578