

# Reaching out:

## Looking at mental health support for young people in Somerset

October 2023



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**Note:** Throughout this report there are embedded links to external websites. Full details of each one is listed under Appendix 10.

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# About us

Healthwatch Somerset is the county's health and social care champion.

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. This report is an example of how your views are shared.

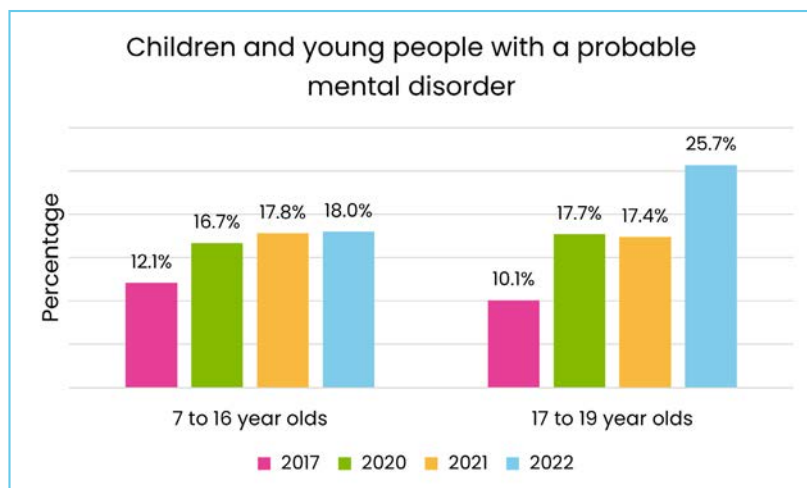
Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the unitary local authority area of Somerset Council.



## Background

### Changes in the mental health of children and young people

The impact of COVID-19 on the mental health and wellbeing of children and young people (CYP) has been investigated both nationally and regionally. There is a wealth of data and many reports that demonstrate the effects on CYP over the course of several years.



**Left:** Chart created from the [Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey](#) (Part 1: Mental Health, figure 1.2).

The [Somerset Children and Young People Survey 2021](#) showed that 31% of secondary school respondents felt their mental health had got worse during the COVID-19 lockdown. 48% of this group would rather speak to someone in person when seeking help.

### Waiting times for services

In July 2021, the NHS published the [Mental Health Clinically Led Reviews of Standards](#) report, which sets out the final recommendations on new mental health standards. They began a public consultation process which ended 1 September 2021. The [consultation response](#) was published in February 2022.

For children and young people presenting to non-urgent, community-based mental health services, the new proposed standard is that children, young people, and their families/carers should start to receive help within four weeks from request for service (referral).

## Somerset plans and reports

There are many successive reports and plans between 2015 and 2022 around CYP services in Somerset that identify some of the same needs and actions. Examples are in Appendix 1.

We know from NHS Somerset's [Children and Young People's Mental Health and Emotional Wellbeing Transformation Plan 2021-2024](#) that a variety of CYP feedback and research is being used to help inform service changes.



**Left:** Page 14 of the *Children and Young People's Mental Health and Emotional Wellbeing Transformation Plan 2021-2024* demonstrating types of engagement undertaken with CYP and their families.

It is not always clear what impact has arisen from existing engagement with young people.

## Access and accessibility

One key message from our [2021 Young Listeners report](#) was:

- Many services do not promote themselves in a way that is accessible or inclusive of young people.

There are many elements to making a service accessible for young people, whether it is delivered face-to-face, over the phone or online. This includes making adjustments to meet their communication needs, including providing relatable information to young people and support in plain language and a variety of formats, including Easy Read.

Our project aims to investigate which of the services available are known to young people and how effective they think the promotion and delivery of the services are.



**For those in more rural and/or deprived areas, some children and young people and families were unable to access equipment for virtual information and interventions, leaving them more isolated than ever.**

NHS Somerset [CYP Mental Health and Emotional Wellbeing Transformation Plan 2021-2024](#)

**Access:** able to use or obtain something such as a service.

**Accessibility:** able to be entered or used by everyone, including people who have a disability.

**Plain language:** writing that strives to be easy to read, understand and use.

# What we did

- We met with a variety of Somerset organisations that deliver services to children and young people including:
  - ◊ Mind in Somerset
  - ◊ Somerset Council
  - ◊ Somerset Parent Carer Forum
  - ◊ The Space, Cheddar
  - ◊ Young Somerset
- We produced a public survey by working with students at King's College, Somerset Council Youth Forum, Youth Parliament and the Unstoppables.
- A total of 26 young people provided feedback for our draft survey questions.
- The survey was completed by young people and adults between 19 April-30 June 2023 online, over the phone, on paper and face-to-face at groups and events we attended.
- We gathered feedback about some service promotional materials.
- We joined five youth sessions and one parent carer meeting.
- We promoted the survey through a wide variety of organisations and individuals that engage with CYP between the ages of 11 - 25, seven public events, over 40 social media posts and placed 11 posters around the county.

## Our volunteers

Ten of our volunteers supported this engagement.

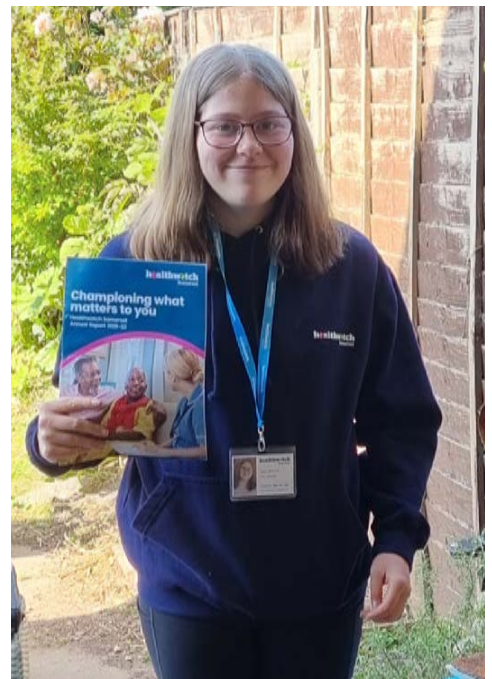
They placed posters in local public locations; shared the survey to organisations, family and friends; and promoted our project through meetings they attended.

Our young volunteer, Willow, promoted the survey to her peers and supported us when we spoke to Martock Youth Group.



**My time at the Youth Club was amazing. I got to meet various people who were kind and welcoming.**

Willow, Healthwatch Somerset volunteer

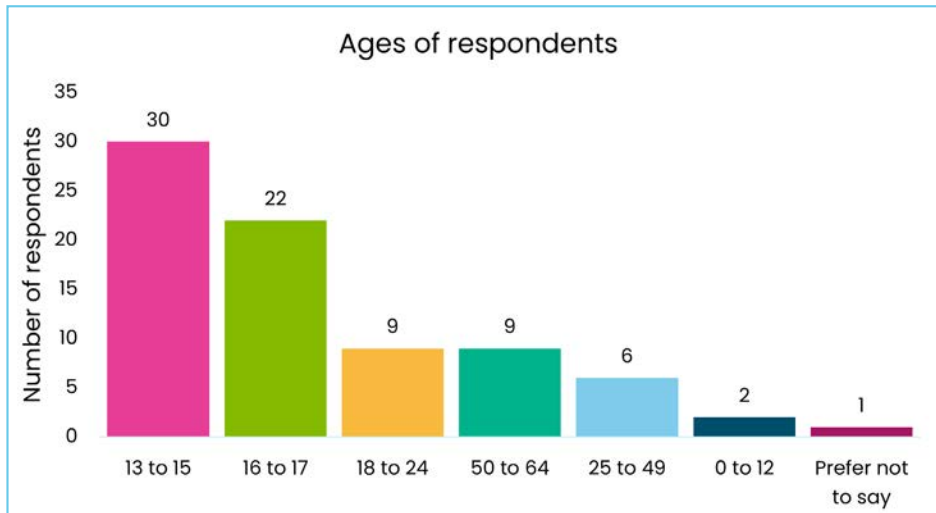


# Who we spoke to

There were 85 responses to our public survey; 65 of these were from young people aged 11–25 and two were from adults answering on behalf of a child or young person. 18 surveys were completed by adults who were parents, guardians, carers or grandparents.

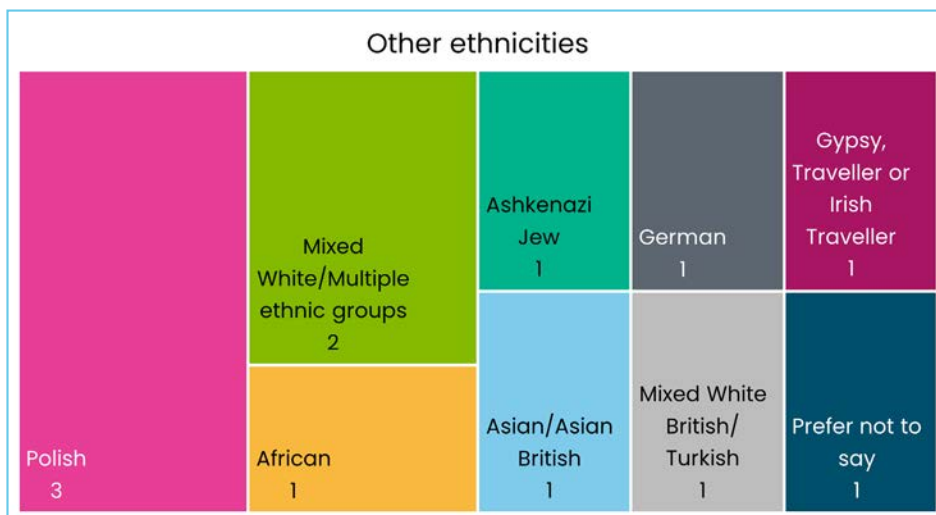
## Age

A total of 78 people told us their age. One person preferred not to say. Six people did not answer this question.



## Ethnic groups

65 people identified themselves as White–British. Seven people did not answer this question and one person stated: “To get seen this should not matter.”



## Other demographics

17 people identified themselves as carers. There were 46 respondents who said they had a disability. A breakdown of respondents by postcode is in Appendix 2.

# Key messages

- 80% (49/60) of young people felt they needed support with their feelings in the past 12 months.
- 47% (21/45) of young people who felt they needed support did not ask or look for it.
- 11% (9/83) of respondents had not heard of any of the Somerset services offering direct support.
- Young Somerset was the most contacted Somerset support service.
- Schools are a crucial source of information and signposting for both young people and adults.
- Many comments indicated a lack or limited knowledge of available support in Somerset.

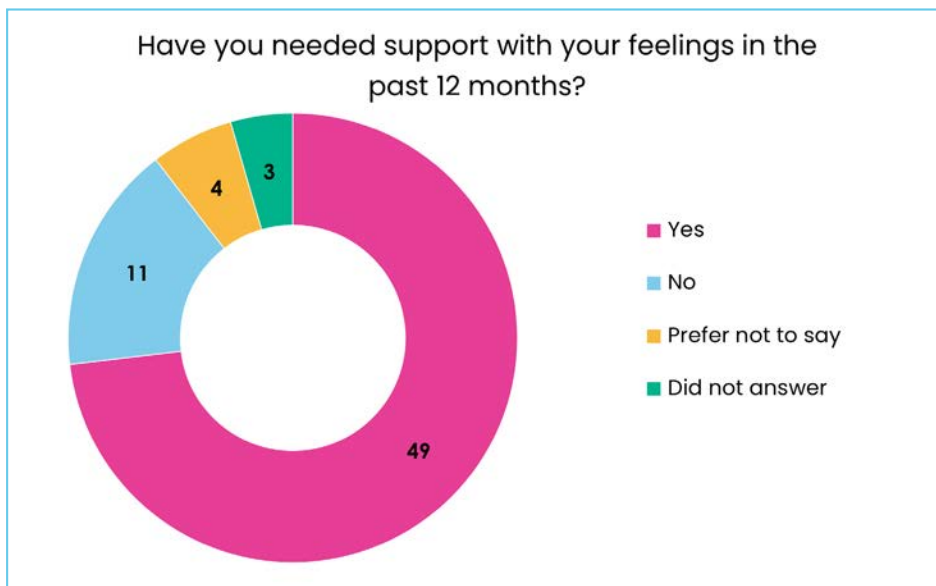


# What people told us

## Public survey

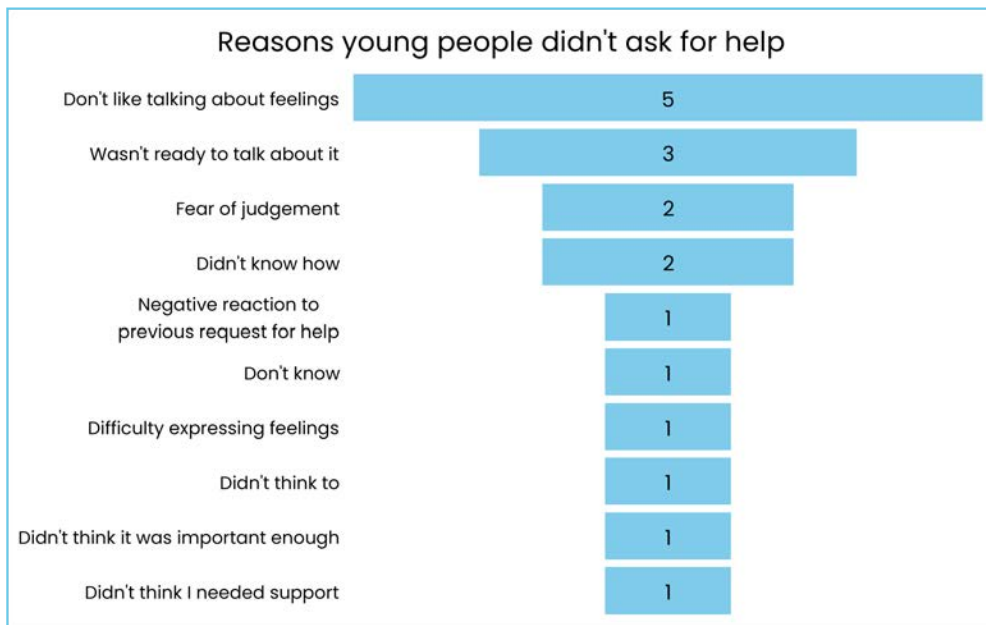
### Understanding how young people feel

We wanted to gain insight into whether young people felt they needed support with their feelings over the past 12 months.





Of the 67 people who answered this question, 65 were young people aged 11–25 and two were answering on behalf a child.

Of the 49 young people who felt they needed support with their feelings, 21 did not look/ask for support. 24 young people did look/ask for help, three preferred not to say and one did not answer the question.



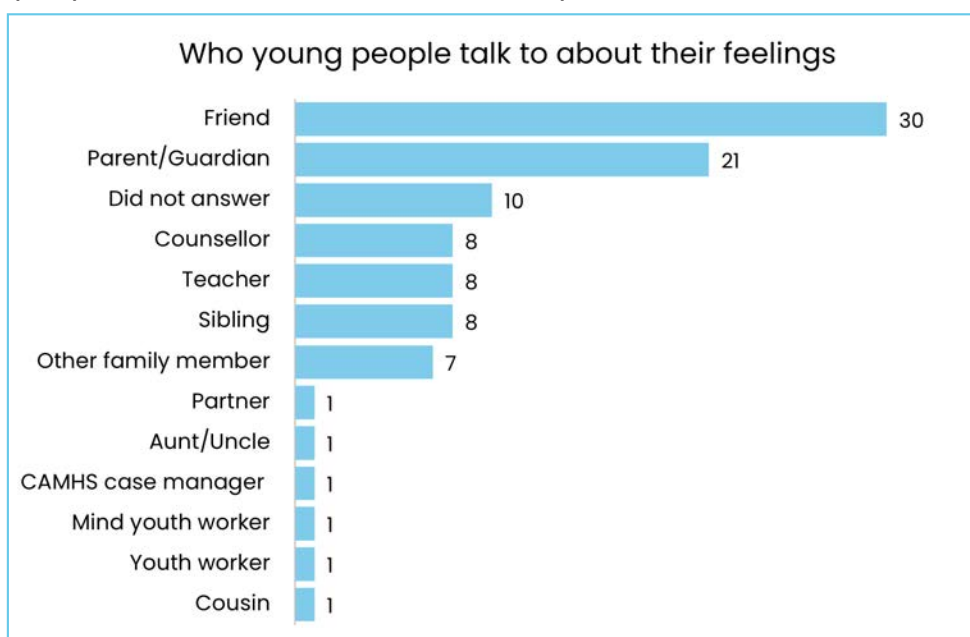
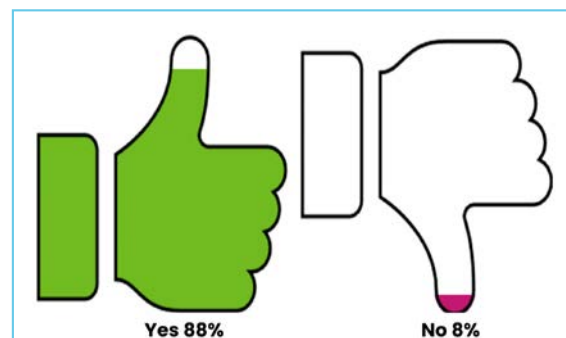
There were 16 young people who told us why they didn't ask for help.

-  **I didn't know how, and previously when a parent found out, I had purposely been hurting myself and was having panic attacks. They reacted in a bad way and threatened to take my phone away.**
-  **I don't like talking about my feelings as it makes me feel uncomfortable and vulnerable.**

We asked young people if they had someone they trusted enough to talk about their feelings.

59 answered yes to this question; five people said no, two people preferred not to say and one person did not answer.

57 young people told us who they considered to be a trusted person to talk to about their feelings. The most popular answer was a friend. Some young people chose more than one trusted person.





## Knowledge of mental health and emotional wellbeing services

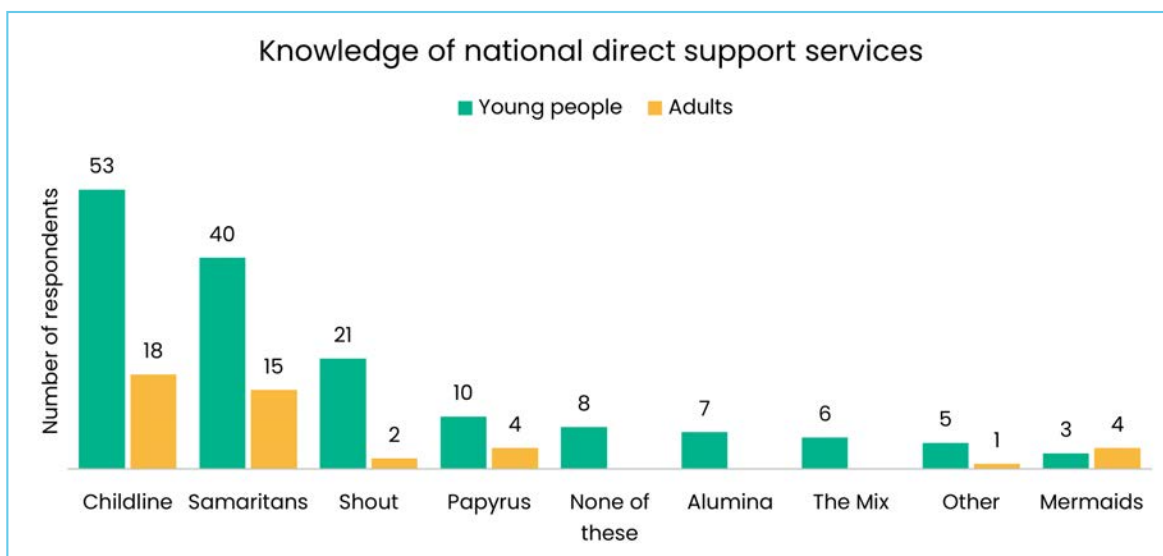
### Types of services

There is a wide variety of support available both nationally and locally. For the purpose of the survey, we broke the types of support into two categories:

- **Direct support services:** these provide support for children and young people by talking to them. This could be face to face, over the phone, through texts, or online chat. Some also provide information and signposting.
- **Information and signposting support services:** which provide information for children and young people about direct support services and/or self-help advice, information, and/or resources. These services do not deliver direct support.

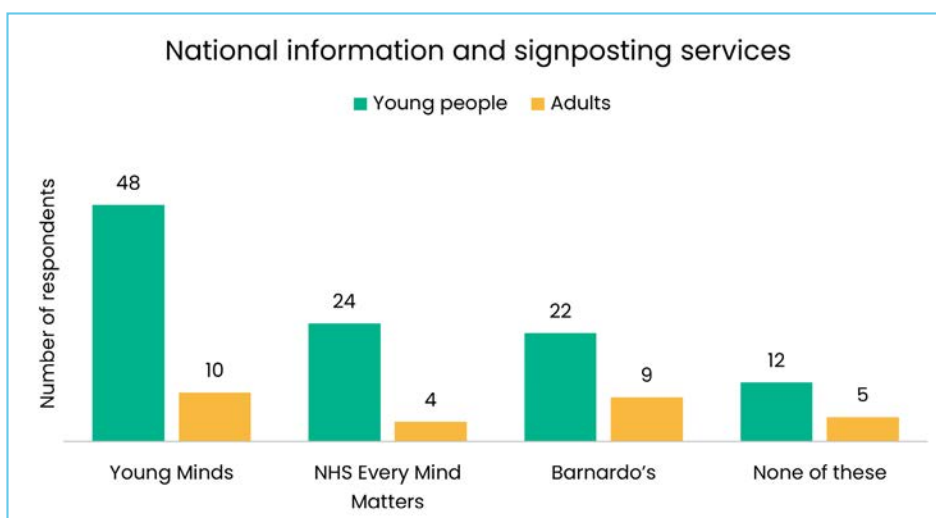
### National

We created a short list of national services that offer direct support for young people and asked respondents to tell us which they had heard of. All 85 of the survey participants gave at least one response. Respondents were able to choose more than one service.



Responses for 'other' are in Appendix 3.

All 85 participants told us which of the national information and signposting services they had heard of from our list.



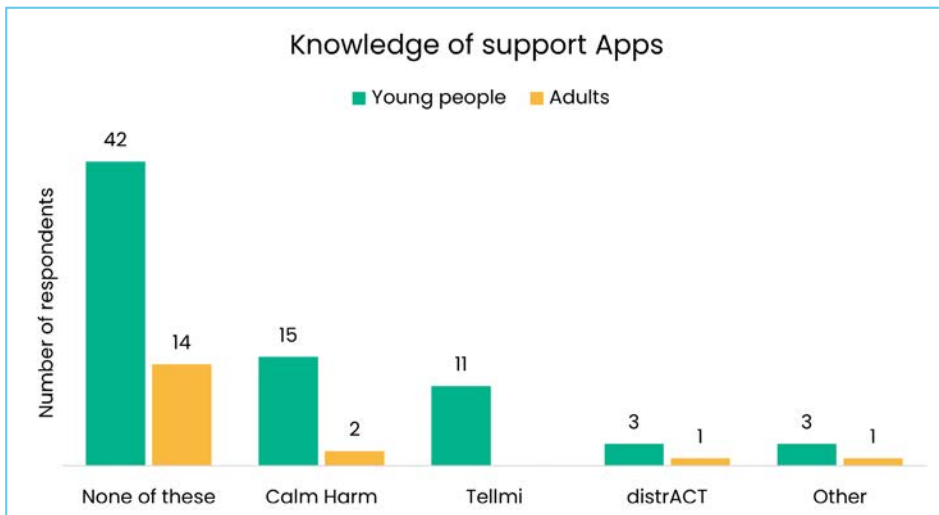
Nobody suggested any other services. Respondents were able to choose more than one service.

Young Minds was the most well known national information and signposting support service by both young people and adults.

We asked people to tell us which of the support Apps from our list they had heard of; 65 young people and 17 adults answered this question. Respondents were able to choose more than one App.

More than half of the respondents, 42 young people and 14 adults, were not aware of any of the Apps we asked about in the survey.

**Mobile App: a computer program or software application designed to run on a mobile device such as a phone, tablet or watch.**

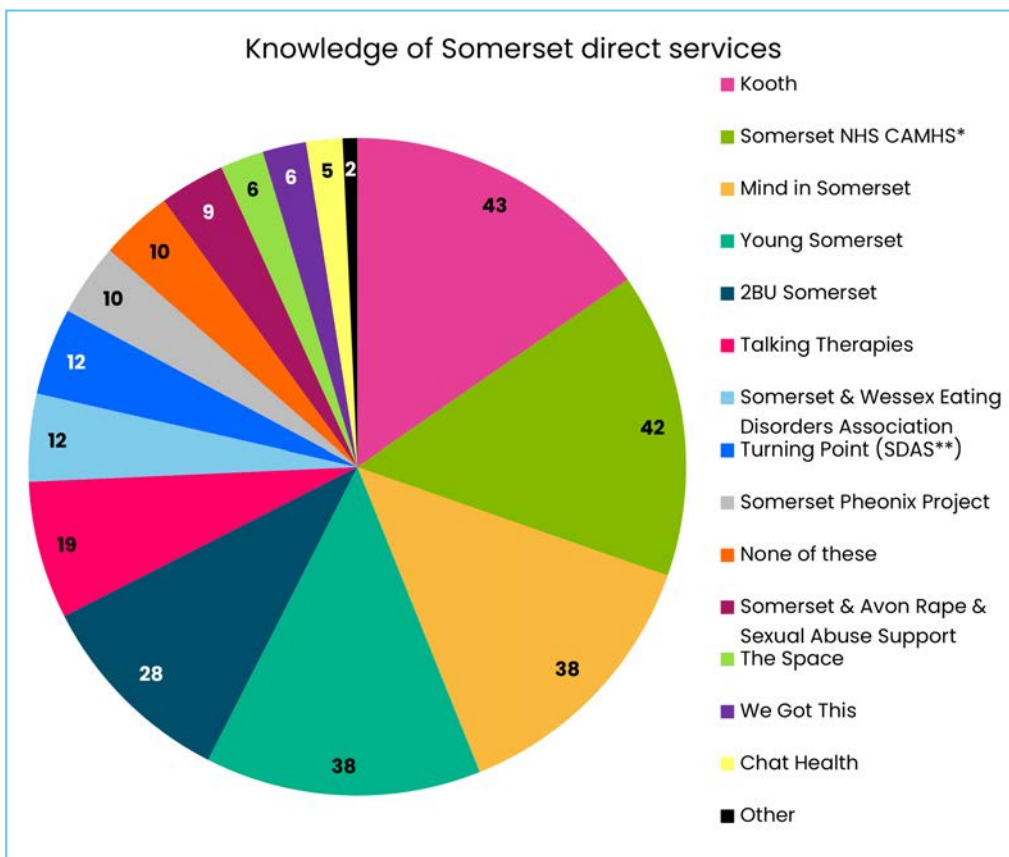


Other Apps mentioned were 'I am sober' by two young people, and one young person added 'Finda'.

One adult listed 'Headspace' as a known App under 'other'.

## Somerset

We asked people to select all the direct support services in Somerset that they had heard of from our list. Respondents were able to choose more than one service. All but two adults answered this question.

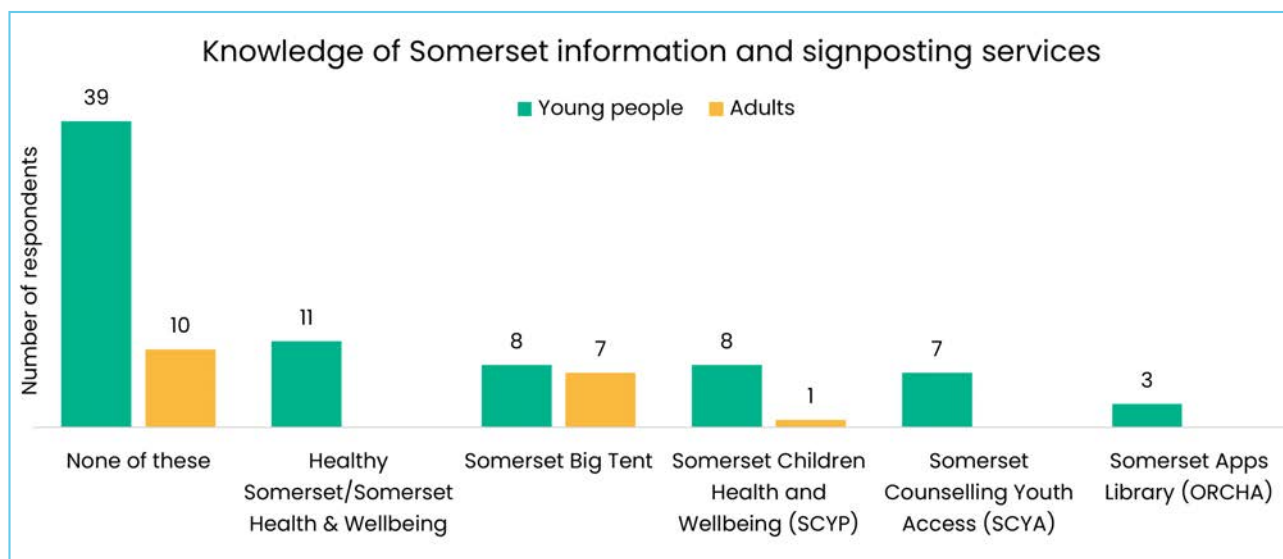


\* Child & Adolescent Mental Health Services  
 \*\* Somerset Drug & Alcohol Service

A breakdown of results for young people and adults is in Appendix 4.

Kooth was the most well known direct support service among young people with 36 of the 43 responses. The most well known direct service by adults was CAMHS, who made up 14 of the 42 responses. Two adults listed 'In Charley's Memory' as 'other'.

A total of 39 young people and 10 adults did not know any of the Somerset information and signposting services that we listed in our survey. All 85 of the survey participants gave at least one response to our list.



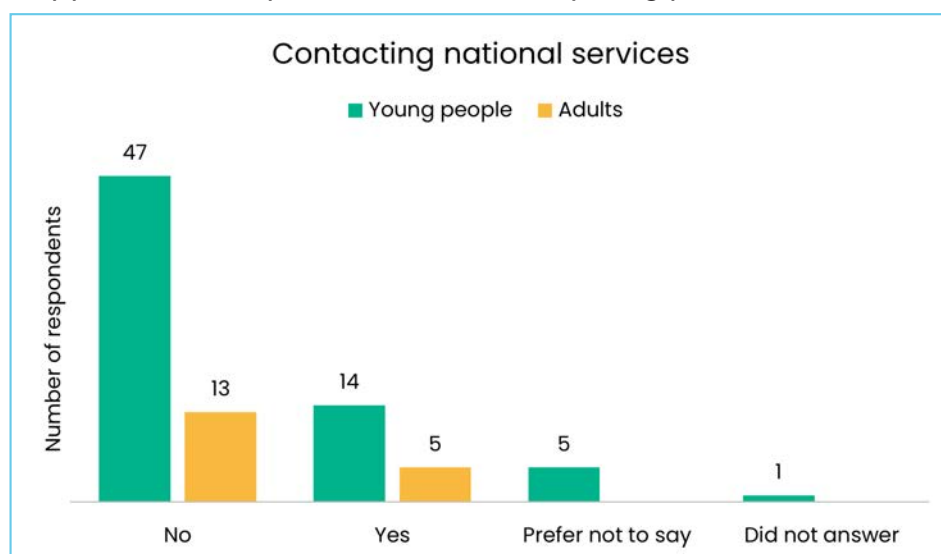
## Contacting services

### National

We asked respondents if they had tried to contact any of the national services that offer direct support in the past 12 months. A total of 66 young people and 18 adults answered this question.

15 young people and one adult said they contacted the service for themselves, and four adults contacted the service as a parent/guardian/carer of a young person aged 11-25.

11 young people and five adults told us they had used national information and signposting support over the past 12 months. One young person did not answer the question.



## Alex's story

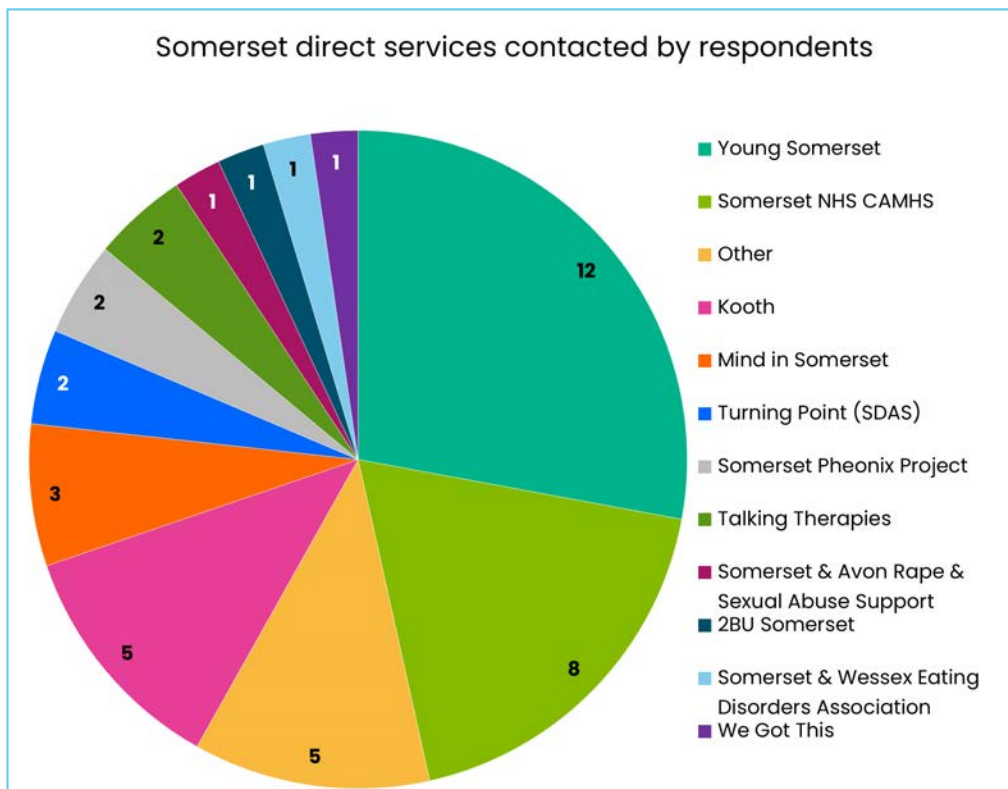
Alex is a parent whose child experienced a decline in their mental health after being diagnosed at the age of 12 with a condition that affects mobility.

In the last five years I feel that everywhere we have turned to for support they have fobbed us off or paid us lip service and then withdrawn support shortly afterwards. This included the GP, who repeatedly said he didn't fit the criteria for CAMHS.

### Somerset

A total of 29 respondents told us that in the past 12 months they had tried to contact services offering direct support to young people in Somerset. Two people said they preferred not to say. 20 of the respondents were young people aged 11–25.

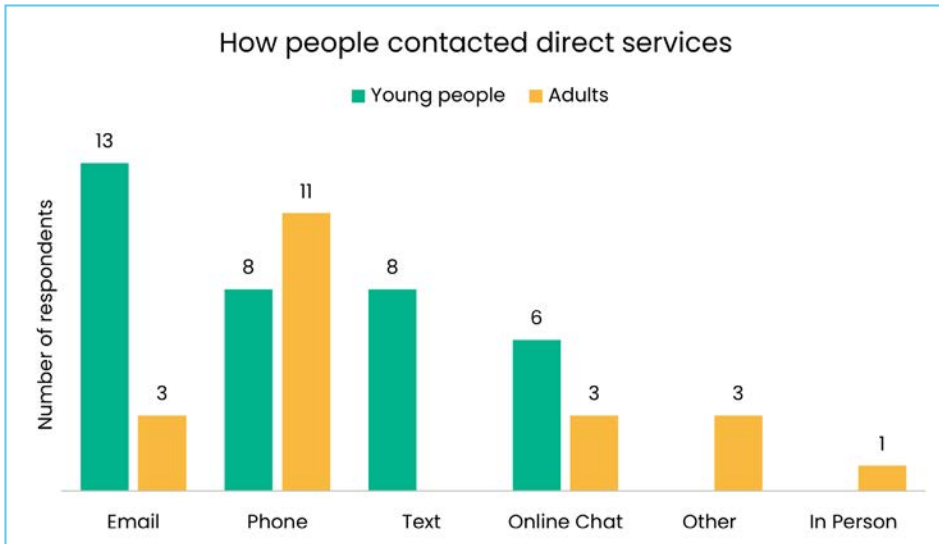
16 young people and 10 adults who told us which direct services they had contacted. Some respondents tried to contact more than one service.



The most contacted was Young Somerset. Other services mentioned are in Appendix 5.

A total of 20 young people and one adult told us they contacted direct services for themselves. The remaining 10 responses were from adults contacting services as a parent/guardian/carer for a child or young person.

26 respondents told us the method they used to contact the direct service; 16 were young people and 10 were adults. Some respondents used more than one method to contact the service. Six young people and five adults tried to contact more than one service.



Email was the most common method of contacting direct services by young people. The most common contact to services by adults was by telephone.

Three adults told us that the other methods of contact they tried were: asked school to arrange, visited the service and online.

Some direct services cannot be contacted by all the methods we listed.

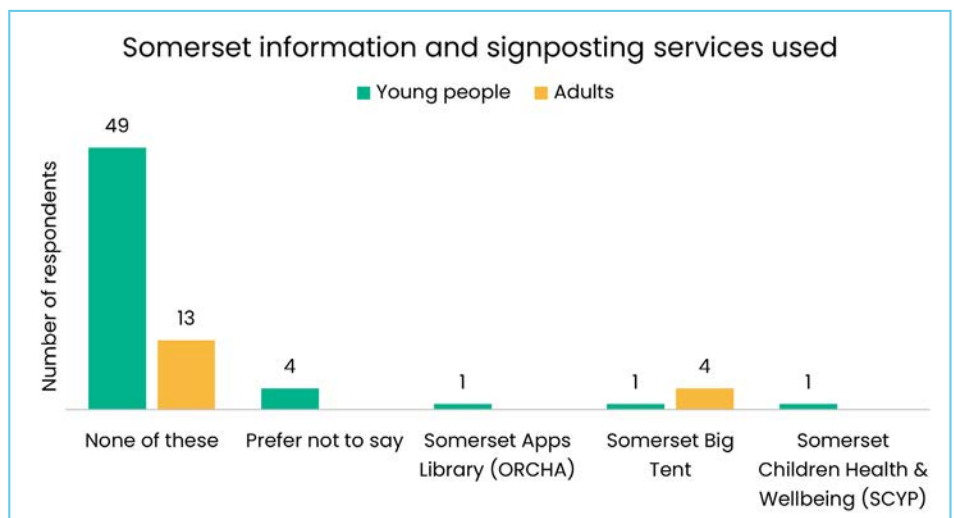
**Mind contacted Young Somerset for me; a youth club contacted SDAS for me.**

## Alex's story

As Alex's child became more anxious and withdrawn they stopped attending school. Alex turned to school services for help.

The Parent and Family Support Advisor support was non-existent despite me asking for it. The early help intervention service did offer some help, but it certainly wasn't an early intervention. They offered support for a few weeks with someone coming to the house and my son seemed to be getting on well with her. Then she messaged to say unfortunately her boss said the support had to be withdrawn. The school SENCO (Special Educational Needs Coordinator) never met with us at all. I requested an EHCP (Education, Health and Care plan) but the school didn't want to put one in place.

Seven young people and four adults had used the information and signposting services we listed. Nobody had used the Healthy Somerset/ Somerset Health and Wellbeing or Somerset Counselling Youth Access services

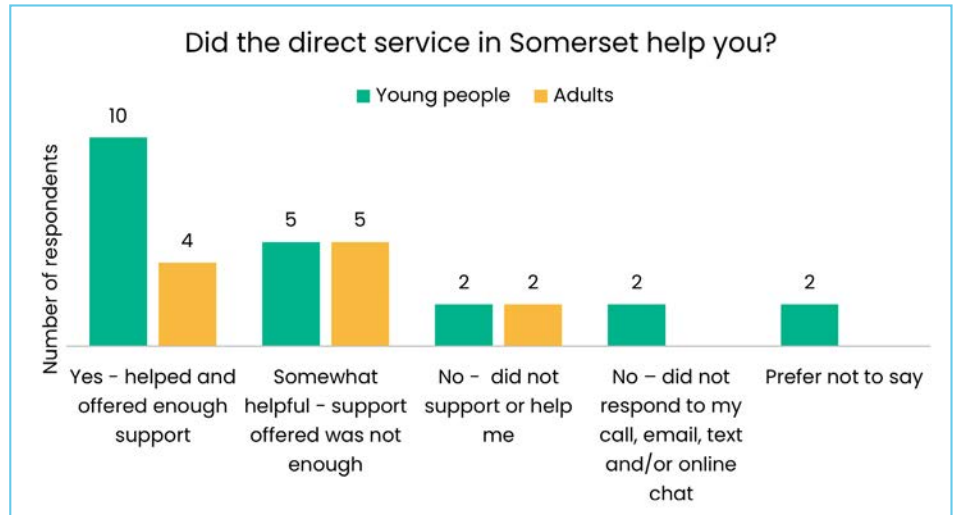



## Somerset service delivery


### Direct services


We wanted to know more about the experiences of those who used Somerset direct support services. There were 32 respondents who told us if they received help from direct support services and whether the support was sufficient.


A total of 27 respondents made further comments to explain their answers.




- 

**The Ark have helped with my anxiety, meeting different people, getting me out of my room, doing activities. Still no medical help though. Thank you Ark.**
- 

**I like that it felt informal.**
- 


**They gave me sessions with a counsellor, provided me with long-term information and made sure I knew where to get support in the future.**
- 

**CAMHS rejected me and Kooth did nothing.**
- 


**They spoke with my 16 year old son and tried to refer us to CAMHS. We could not get any help from CAMHS and my son's mental health issues persisted.**

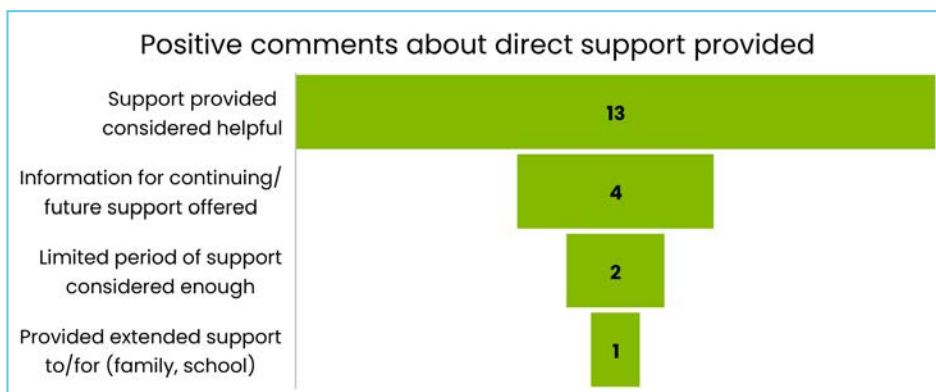
## Alex's story

At 17 Alex's child saw a GP who queried a serious mental illness and made a referral to CAMHS. Alex was told that the term for this mental illness is not used for young people under the age of 18 and that the GP was not qualified to make this diagnosis. The private teen therapist Alex had been seeing said they could no longer help due to this mental illness being mentioned.

- 

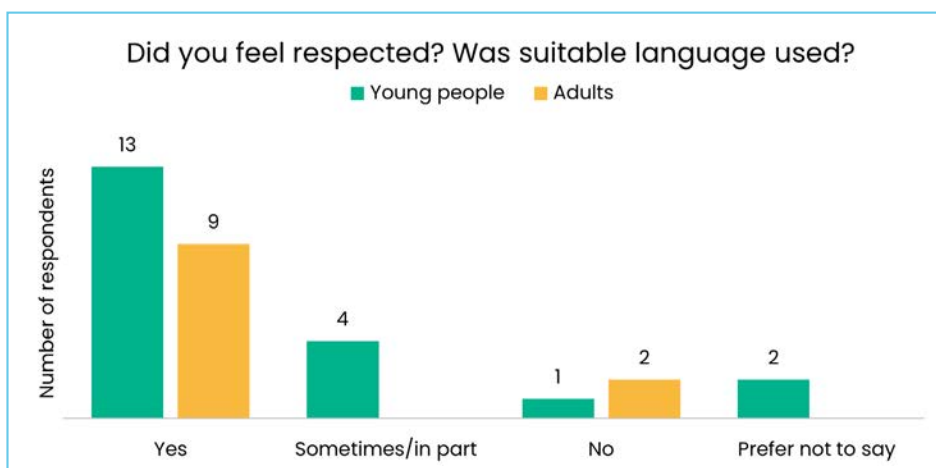
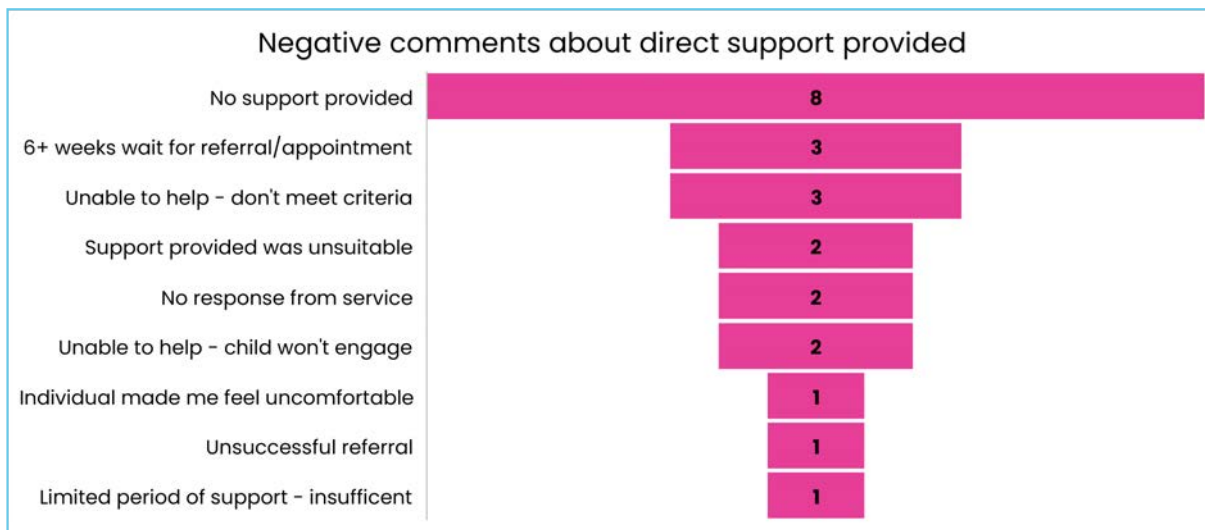
**CAMHS did an initial appointment but didn't offer any counselling, or even recommend any counsellors we could access privately. I just got an email with a link to Somerset Big Tent which had so many services on it, it was hard to see which were the ones to choose.**





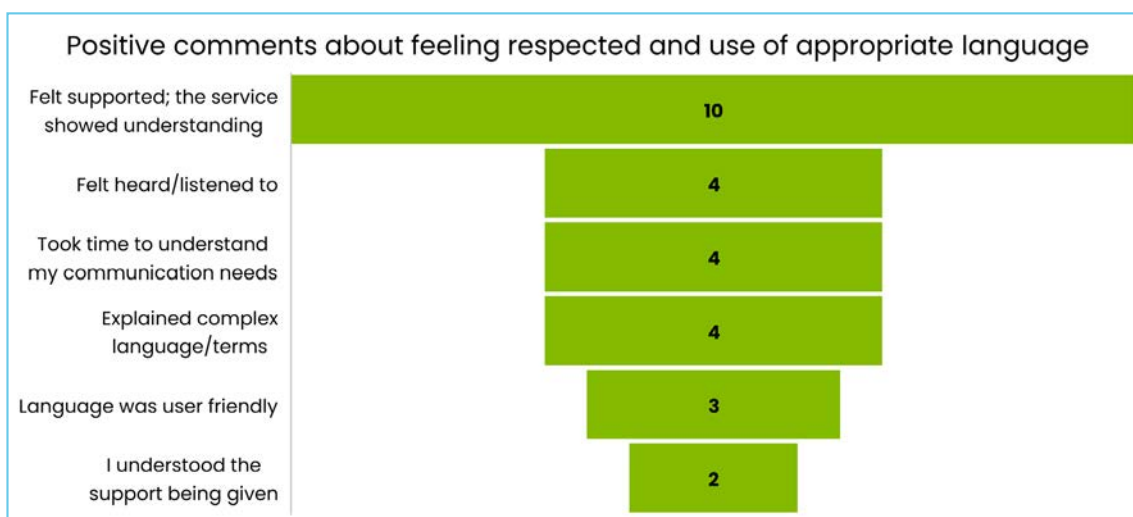
Nine young people and four adults explained they felt they'd received enough support and found it helpful. One young person commented that the service not only supported them but also helped their family and with their school too.

Five young people and three adults told us they did not receive support. Two of those were from young people who did not have any response when they attempted to contact the service. Two young people and three adults mentioned CAMHS in their comments, all of them had a negative theme.



11 young people and six adults told us why they did or did not feel respected.

Two people made comments indicating they did not feel supported. One person said the service made them feel uncomfortable, and another told us they found it difficult to build a rapport with the service.



Meeting face-to-face triggered additional support as the service provider could see what I couldn't verbalise.

The waiting time can be lengthy, but the support is lengthy and worth the wait – but if you were in desperate need it could be a difficult time.

- Q Jigsaw project was time limited so daughter felt unable to engage as she knew it was ending after a few weeks.
- Q Interventions need to be autism friendly.
- Q Initially told thresholds were not met and no support available. Daily phone calls highlighting sudden change prompted a reply and some support.
- Q 2BU = the best.
- Q None of them helped and I felt helpless and alone.

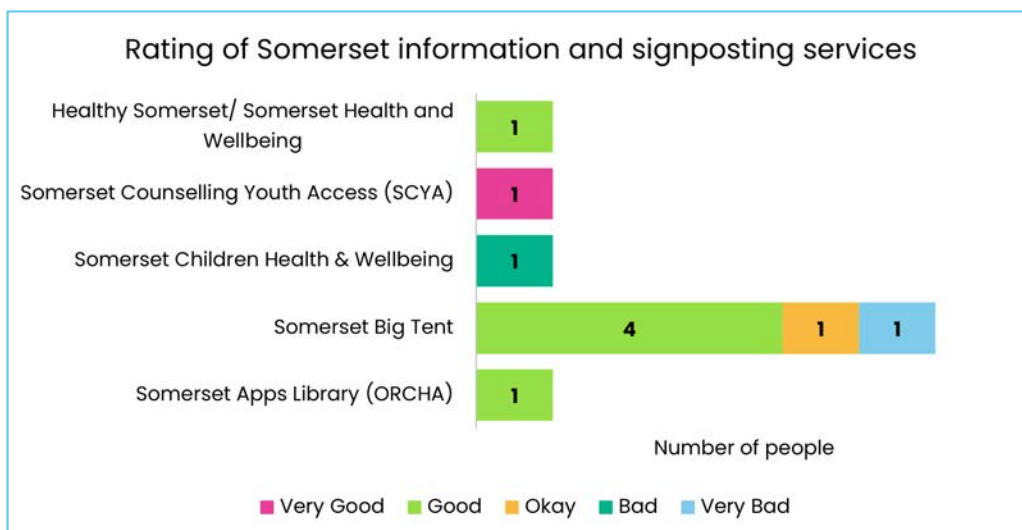
## Alex's story

Alex contacted In Charley's Memory who offered an assessment and regular counselling within a couple of weeks. Alex's child called 111 who involved the GP and crisis team, so another CAMHS appointment was offered.

- Q They now suspect he has high functioning autism spectrum disorder but he has only been offered a half an hour appointment every 2-3 weeks and he won't get a diagnosis; he'll be passed over to adult services. In the meantime, despite CAMHS saying he should keep the sessions with In Charley's Memory, they have said they are not comfortable giving him sessions alongside CAMHS so have stopped his sessions – yet another area of support withdrawn.

## Information and signposting services

Two young people and five adults gave us a rating for the information and signposting services they had used. One young person rated several services.



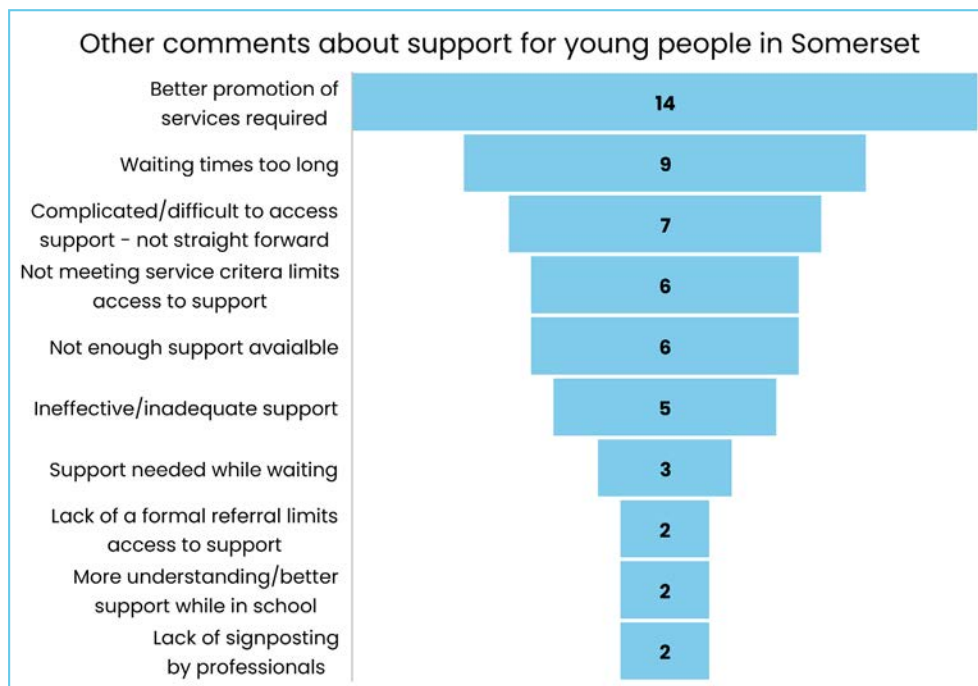
One young person and three adults explained their ratings of the information and signposting service. All the explanations were about the Somerset Big Tent website.

- Q The information and support available was of good quality, and easy to find – although waiting times made it less useable and hindered its ability to provide quick support to young people.
- Q Because there was no direct help, it was just a website with a plethora of services all over Somerset, it was hard to find the service relevant to our needs.



## Further comments

20 young people and 13 adults made further comments about the mental health and emotional wellbeing support available in Somerset



- Groups like this (Somerset Parent Carer Forum) for parent support is great and much needed in this area (Minehead).
- It was Turning Point (SDAS) - they helped me learn about coping strategies, and it was also nice to chat.
- Young Somerset were fantastic. My son suffered with OCD. He has autism and sensory processing. We did CBT and it helped a lot.
- I think it should be normalised and talked more about in schools and colleges.
- Much more of an awareness needs to be created in public places such as shops, hairdressers, Asda, Boots and so on.
- I struggle to know where to go for help as there is so much on the internet.
- My daughter waited for 18 months to be referred to mental health support at school. They have now said as she leaves in a few weeks (Year 11), she will no longer be referred.
- They did not follow through. Help was just reactive at the point my son was at his lowest point.
- We got private counselling until we got to the top of the list with the Phoenix group, which in all took over 2 years.

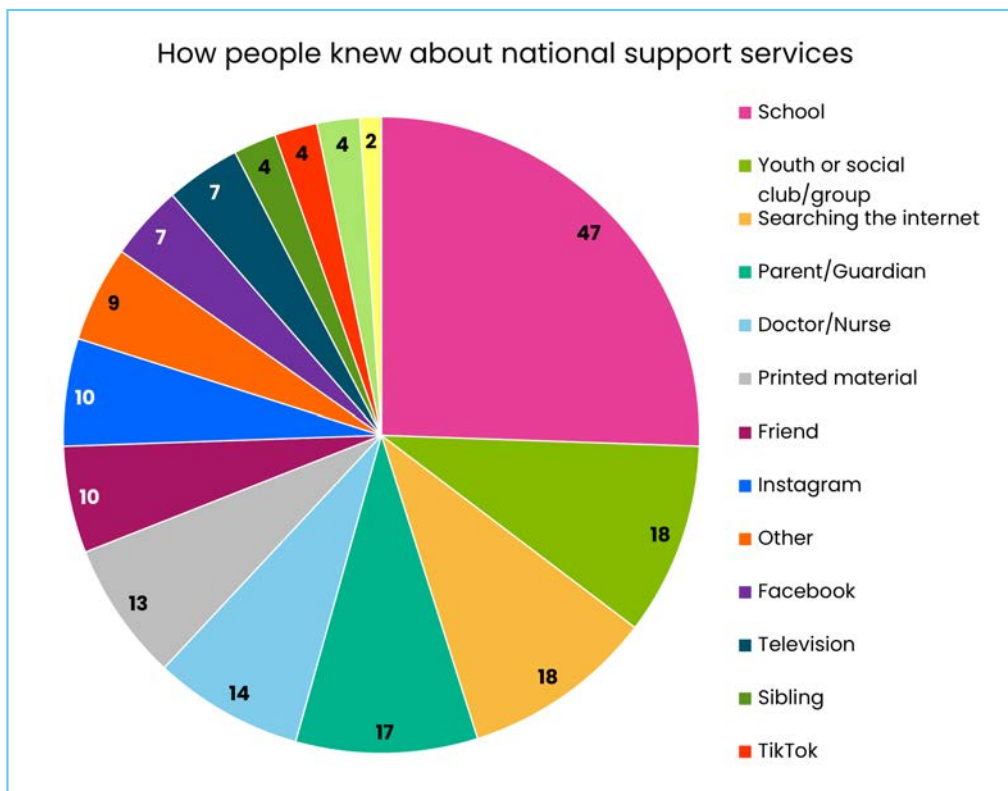


## Visibility and promotion of services

We wanted to understand how survey respondents know about national and Somerset support services, so we asked them to tell us how they had heard of them. Respondents could select more than one source.

### National

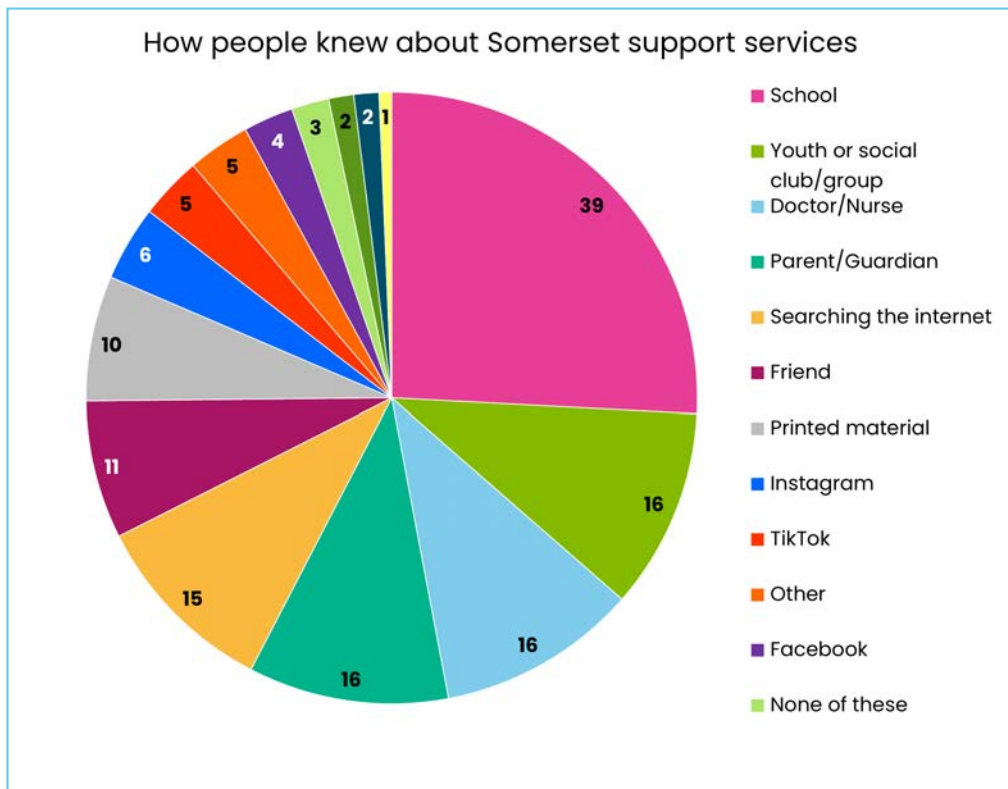
A total of 67 young people and 17 adults told us how they knew about the national support services for young people.



School was the most common source of information about national services for young people, while adults cited searching the internet.

A breakdown of results for young people and adults is in Appendix 6. Other sources of knowledge mentioned is in Appendix 7.

## Somerset



There were 56 young people and 16 adults who told us how they knew about the support services available to young people in Somerset.

School was the most common source of information for support services in Somerset for young people, while adults cited searching the internet.

A breakdown of results for young people and adults is in Appendix 8. Other sources of knowledge mentioned is in Appendix 9.

## Young peoples' views on printed promotional materials

### Take away formats

During three of our sessions with groups of young people we asked which format of printed material they would be most likely to pick up and take away.

We asked if they would pick up a leaflet, bookmark or 'wallet' card (example pictured right). The wallet card could contain service contact details and possibly helpful advice.

23 young people told us which format of printed material they would pick up. Some said they would pick up more than one format, others would not pick up any.

14 young people said they would pick up a wallet card, nine would pick up a bookmark and no one would pick up a leaflet.

Comments about printed materials included:

- Wallet cards are discreet/small.
- Leaflets would not be read unless they are simple and brief with targeted information.
- Scanning a QR code is more visible in public than picking up a card.
- Some schools do not allow phones to be seen inside; scanning a QR code is not possible.



## Posters

We asked young people to comment on what they liked, disliked and what they would change about four A4 sized posters (pictured below). Two posters were promoting direct services and two posters were promoting signposting services.



The posters for Kooth, Mind and Somerset Big Tent promote services that are aimed at young people. The poster for Somerset Apps Library promotes a service that is for both young people and adults.

The number and most frequent comments for each poster are shown in the table below.

	Kooth	Mind	Somerset Apps Library	Somerset Big Tent
<b>Like</b>	Colours are bright and appealing (18 comments)	The colours (18 comments)	The photograph (8 comments)	Large/clear text (15 comments)
<b>Dislike</b>	Description text is too small (12 comments)	Too much information (16 comments)	Text is too small (21 comments)	Support offered is not clear (13 comments)
<b>Change</b>	Make the small text larger (10 comments)	Brighter colours (12 comments)	Brighter colours (17 comments)	Brighter colours (8 comments)

Some young people made more than one comment, while some young people did not make any comments. The posters for Kooth and Mind both received 18 comments about what young people liked; the Somerset Apps Library poster received 21 comments about what young people didn't like. The posters that received the most comments overall were Mind and Somerset Apps Library.

- 🗨️ **Good short description in big bold writing with contrasting colours.**
- 🗨️ **I like the title; it makes you think about how you feel.**
- 🗨️ **Privacy? If parents check their phone how can you still contact?**
- 🗨️ **Include more information so people are more likely to trust it.**
- 🗨️ **Not easy to understand what support they give.**
- 🗨️ **Not easy to see/read. Maybe I wouldn't stop to read it.**

# Recommendations

Many young people clearly feel they need support with their feelings but are facing many barriers in their journey to receiving help including long waits.

Both young people and adults have shown there is a lack of clarity and knowledge about service provision and confusion about how to obtain assistance from certain services.

Using the insights we have gathered, we would like the organisations involved in delivering and commissioning these services to consider the following recommendations.

- Simplify access throughout the support journey, including:
  - ◊ Searching for the correct information and service.
  - ◊ Making it easier for people to self-refer for support.
  - ◊ Follow up support after a programme of treatment has been delivered, for example an action plan, signposting and help in a crisis.
- Improve communication and promotion surrounding the types of available support and why certain types of support, for example CAMHS, may not be the correct assistance for young people.
- Develop a system of support to help young people and adults who are experiencing long waits for assessments and treatments, as people do not currently feel supported.
- Work with wider services such as schools, youth groups, community groups and family services to create effective communication, access to resources surrounding prevention and self-help for good mental health and emotional wellbeing.
- Coproduce or include a variety of young people in the development of new services and proposed changes to existing provision alongside regular engagement.
- The impact and results of engagement with young people should be simply, clearly and widely communicated to reinforce that their voice has truly been heard.

## Stakeholder responses

**Somerset Council:**  
**Fiona Phur**  
**Participation & Partnerships Business Manager**



The Engagement & Participation team at Somerset Council have valued the opportunity to support young people's voices to be heard in this comprehensive and useful report. We hope this will guide practitioners and commissioners in their decisions about the services and interventions that children, young people and their families tell us need to be available.

**Young Somerset**  
**Nik Harwood, Chief Executive**

We really value the Healthwatch report into CYP access to mental health and wellbeing provision in Somerset. There are a number of insights into both our provision and the wider Somerset system which will be invaluable in our continuous service improvement efforts. It is a useful tool for us to use with our own participation and inclusion work with Young Somerset service users and stakeholders.



# Healthwatch Board Statement

Collectively as the Board of Healthwatch Somerset we are delighted to give our endorsement to this valuable report which reflects the views of the children and younger people involved in the review. We now look forward to hearing how the stakeholders will be acting on the recommendations in a timely manner and want to thank all those who took the time to respond to this review.

## Thank you

We would like to thank everyone who took the time to provide their views and experiences throughout this project and the organisations who supported us.

A special thank you to the young people at 1st Bridgwater Rangers, Martock Youth Group, Langport and Huish Youth group, and Taunton Mind youth group for their valuable contributions.

Additional thanks is given to Willow and our other dedicated volunteers, the Engagement and Participation team at Somerset Council, and the numerous organisations who helped support this work:

- 2BU Somerset
- Kooth South West – with special thanks to Lauren Finn
- Langport and Huish Youth Group – Annie Shillabeer
- Martock Youth Group – Tina Boyce
- Mind in Somerset – with special thanks to Brooke and Jacob
- NHS Somerset – with special thanks to Amanda Worth and the Engagement and Communications teams
- Olly Clayburn
- Somerset Activity and Sports Partnership – with special thanks to Laura Dyke
- Somerset Council – with special thanks to Fiona Phur, Kate Darlington, Sian Smiley and Jasmine Wark
- Somerset Parent Carer Forum
- The Space – with special thanks to Doreen Smith
- Wellington Community Counselling – with special thanks Rhonda Lovell
- Young Somerset – with special thanks to Nik Harwood, Lisa Farley and Siobhan Gallagher

# Appendices

## 1. Similar needs and actions identified in reports/plans

- i. The Somerset Health and Wellbeing Board [Positive Mental Health: A joint strategy for Somerset 2014–2019](#)

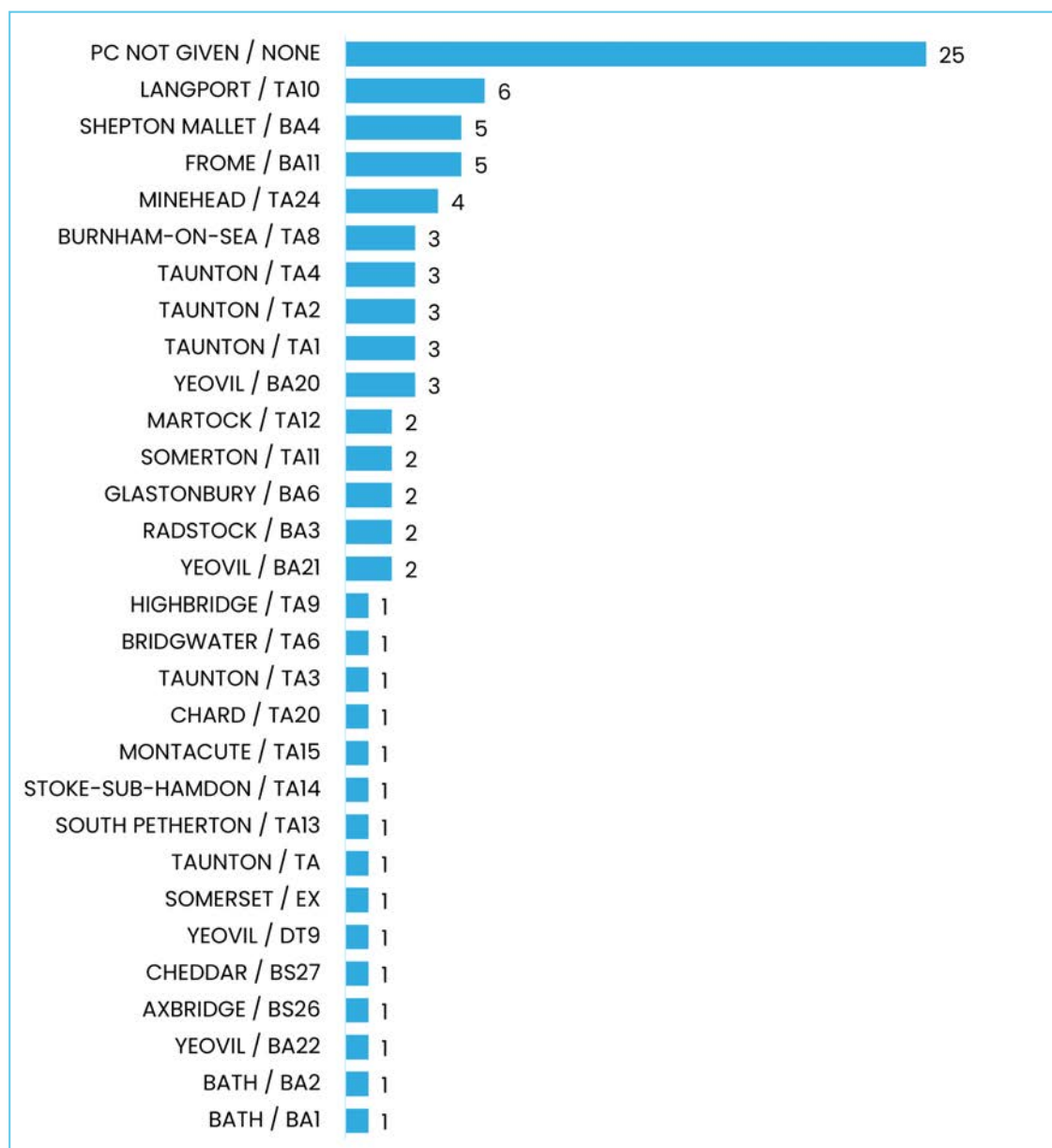
“We can involve young people and their families in the co-design, co-production and co-delivery of services to support their health and wellbeing.”
- ii. The Somerset Clinical Commissioning Group (CCG), now NHS Somerset Integrated Care Board (ICB), [Transformation plan for children and young people’s mental health and wellbeing \(2015–2020\)](#)

“Services need to be:

  - simple and easy to access
  - built around the needs of children young people and their families
  - outcomes focused
  - based on best evidence.”
- iii. [The Somerset Plan for Children, Young People, and Families 2019–2022](#)

“Somerset Youth Parliament told us that ‘better access and shorter waiting list for mental health service such as CAMHS, improved and regular, consistent Personal, Social, Health and Economic education in schools, more school nurses’ time, more opportunities for young people to have a voice and be consulted with’ will improve health services in Somerset.”
- iv. One of the key findings in the [Your Views matter – Children and Young People’s Mental Health and Emotional Wellbeing Survey July 2020](#) carried out by Somerset CCG (now ICB), was:
  - People would like to see easier access, increased availability, more suitable services, and better communication about the services on offer.
- v. Healthwatch Somerset report [Young Listeners project – Sharing young people’s feedback to improve the health and social care services they use](#) was published in November 2021 and made several recommendations including:
  - More training should be provided for all school staff around mental health and wellbeing awareness and the support that is available locally, so that they can signpost young people to the correct services.
  - Health and social care services should involve young people more regularly in decision making processes, as well as in planning for projects concerning young people.

## 2. Survey respondents by postcode



## 3. Other national direct support services

Who	Service name	Number
Young people	Mind	2
Young people	Whisper	1
Young people	Winston's Wish	1
Young people	NSPCC	1
Adult	Young Somerset	1



## 4. Somerset direct services known to respondents

Service name	Young people	Adults
Kooth	36	7
Young Somerset	29	9
Mind in Somerset	28	10
Somerset NHS Children & Adolescent Mental Health Services (CAMHS)	28	14
2BU Somerset	26	2
Somerset & Wessex Eating Disorders Association (SWEDA)	11	1
Talking Therapies	11	8
Turning Point (Somerset Drug & Alcohol Service)	8	4
None of these	8	2
Somerset & Avon Rape & Sexual Abuse Support (SARSAS)	6	3
Somerset Pheonix Project	6	4
Chat Health	5	0
The Space	5	1
We Got This	5	1
In Charley's Memory (other)	0	2
Wellington Community Counselling	0	0

## 5. Somerset direct services contacted by respondents

Service name	Young people	Adults
2BU Somerset	1	0
Chat Health	0	0
Kooth	4	1
Mind in Somerset	3	0
Somerset & Avon Rape & Sexual Abuse Support (SARSAS)	0	1
Somerset & Wessex Eating Disorders Association (SWEDA)	1	0
Somerset NHS Children & Adolescent Mental Health Services (CAMHS)	5	3
Somerset Pheonix Project	0	2
Talking Therapies	1	1
The Space	0	0
Turning Point (Somerset Drug & Alcohol Service)	2	1
We Got This	1	0
Wellington Community Counselling	0	0
Young Somerset	6	6
Codie Latham (other)	1	0
GP/Doctor (other)	0	1
NHS (other)	0	1
Private therapy (other)	1	0
The Ark at Egwood (other)	0	1

## 6. How respondents know about national services

Service name	Young people	Adults
School	44	3
Youth or social club/group	18	0
Parent/guardian/trusted adult	15	2
Doctor/nurse	11	3
Printed material (poster, leaflet, advert in a magazine/newspaper)	11	2
Instagram	10	0
Friend	9	1
Searching the internet	8	10
Television	6	1
Other	5	4
TikTok	4	0
Facebook	3	4
Sibling	3	1
None of these	3	1
Twitter	1	1

## 7. Other sources for national support services

Young people	Adults
Counsellor	Came across them over the years
Collett Park day, Shepton Mallet	Through a job I did
College	Home Start West Somerset
Educational social worker	When I was a child
Haven't heard of any	

## 8. How respondents know about Somerset services

Service name	Young people	Adults
School	35	4
Youth or social club/group	15	1
Parent/guardian/trusted adult	14	2
Doctor/nurse	11	5
Searching the internet	9	6
Printed material (poster, leaflet, advert in a magazine/newspaper)	8	2
Friend	7	4
Instagram	6	0
TikTok	4	1
Facebook	2	2
Sibling	2	0
Television	2	0
None of these	2	1
Other	2	3
Twitter	1	0

## 9. Other sources for Somerset support services

Young people	Adults
College Healthwatch volunteer	EOTAS (Education otherwise than at School)/PAST
Internet	Looking to support others and started volunteering
College	Through my job, used Young Somerset for my child

## 10. Reference: embedded links

Page 3	<a href="https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2022-follow-up-to-the-2017-survey/part-1---mental-health">Mental Health of Children and Young People in England 2022 - wave 3 follow up to the 2017 survey</a>	digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2022-follow-up-to-the-2017-survey/part-1---mental-health
	<a href="https://cypsomersethealth.org/scyps_somerset_2021">Somerset Children and Young People Survey 2021</a>	cypsomersethealth.org/scyps_somerset_2021
	<a href="https://england.nhs.uk/publication/mental-health-clinically-led-review-of-standards-models-of-care-and-measurement/">Mental Health Clinically Led Reviews of Standards (2021)</a>	england.nhs.uk/publication/mental-health-clinically-led-review-of-standards-models-of-care-and-measurement/
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	<a href="https://en.wikipedia.org/wiki/Plain_language">Plain language</a>	en.wikipedia.org/wiki/Plain_language
Page 4	<a href="https://nhssomerset.nhs.uk/wp-content/uploads/sites/2/Somerset-LTP-for-CYP-MH-EWB-2021-2024-1.pdf">Children and Young People's Mental Health and Emotional Wellbeing Transformation Plan 2021-2024</a>	nhssomerset.nhs.uk/wp-content/uploads/sites/2/Somerset-LTP-for-CYP-MH-EWB-2021-2024-1.pdf
	<a href="https://healthwatchsomerset.co.uk/report/2021-11-15/young-listeners-project-report">2021 Young Listeners report</a>	healthwatchsomerset.co.uk/report/2021-11-15/young-listeners-project-report
Page 10	<a href="https://en.wikipedia.org/wiki/Mobile_app">Mobile App</a>	en.wikipedia.org/wiki/Mobile_app
Page 23	<a href="https://somersetintelligence.org.uk/files/Positive%20Mental%20Health%20Strategy%20for%20Somerset%20Oct%202014.pdf">Positive Mental Health: A joint strategy for Somerset 2014-2019</a>	somersetintelligence.org.uk/files/Positive Mental Health Strategy for Somerset Oct 2014.pdf
	<a href="https://somersetccg.nhs.uk/wp-content/uploads/2020/06/somerset-transformation-plan-for-children-and-young-peoples-mental-health-and-wellbeing-19-10-15-dh-3.pdf">Transformation plan for children and young people's mental health and wellbeing (2015-2020)</a>	somersetccg.nhs.uk/wp-content/uploads/2020/06/somerset-transformation-plan-for-children-and-young-peoples-mental-health-and-wellbeing-19-10-15-dh-3.pdf
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