

Pan-Sussex Children & Young People's Mental Health Digital Review 2021

What?

Youth-led insights into digital mental health platforms in Sussex



Who?

More than 100 young people across Sussex



How?

Research collated through a Digital Wellbeing Event, Focus Group, and Surveys

What are the options for online support?

What about diversity and inclusion?

Is it really private if it's online?

How easy is it to access digital platforms?

Does this fit around my school hours?



A youth-led review to map the digital mental health offers in Sussex and provide insight into young people's perceptions and experiences of using them

Background

- The impact of COVID-19 has highlighted the need for NHS Trusts, Local Authorities and the Voluntary and Community Sector to rapidly change and adapt the services they provide.
- **Secondary research** reviewed digital references within Sussex Local Transformation Plans and Foundations for our Future Report.
- **Further secondary research** focused on accessibility, including barriers to young people accessing online video and telephone mental health appointments. This highlighted areas concerning communication and trust; privacy and confidentiality; lack of confidence and anxiety; technology; and stigma. Examples of research include **Ready, Set, Connect; Doc Tour; Youth Access** and **Zoom or Room**.



Young people from YMCA DLG's e-wellbeing youth participation group **evaluated and mapped digital "offer"** in Brighton and Hove, East Sussex and West Sussex and identified gaps in service provision.

Explored young people's perceptions and experiences of digital provision through a survey, youth-led Digital Wellbeing Event (hosted by the e-ambassadors) and consulted SPFT Youth Research Café and **developed digital ambitions**

Developed Strategic Recommendations through Sussex CYP Mental Health Digital Task Group

Youth-led research findings:

- 44 Digital Offers in Sussex mapped against the THRIVE model (16 in Brighton and Hove, 11 in East Sussex, 17 in West Sussex)
- Offers included IAG, self-help, online counselling, text-based support, websites



Digital Offers



Some key research findings were...



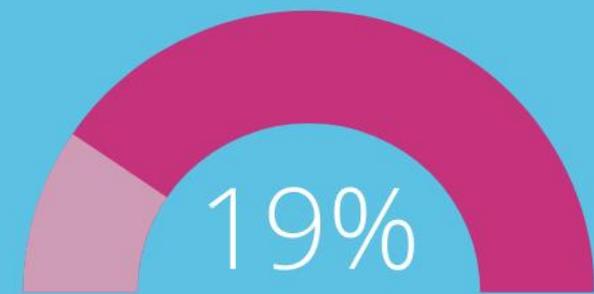
of young people said online mental health support was useful



of young people accessed online support for the first time during the COVID-19 pandemic



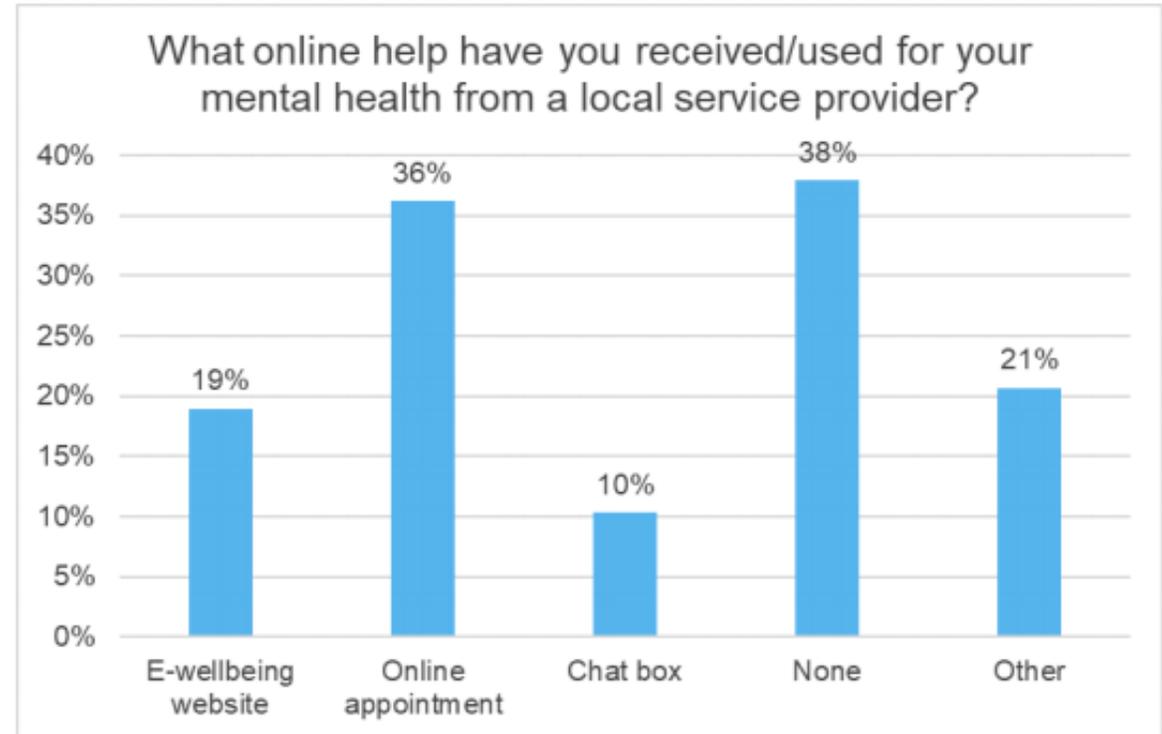
of young people were referred to online services by their GP



of young people had their existing therapy moved online due to the COVID-19 pandemic

Young People's Perceptions & Experiences

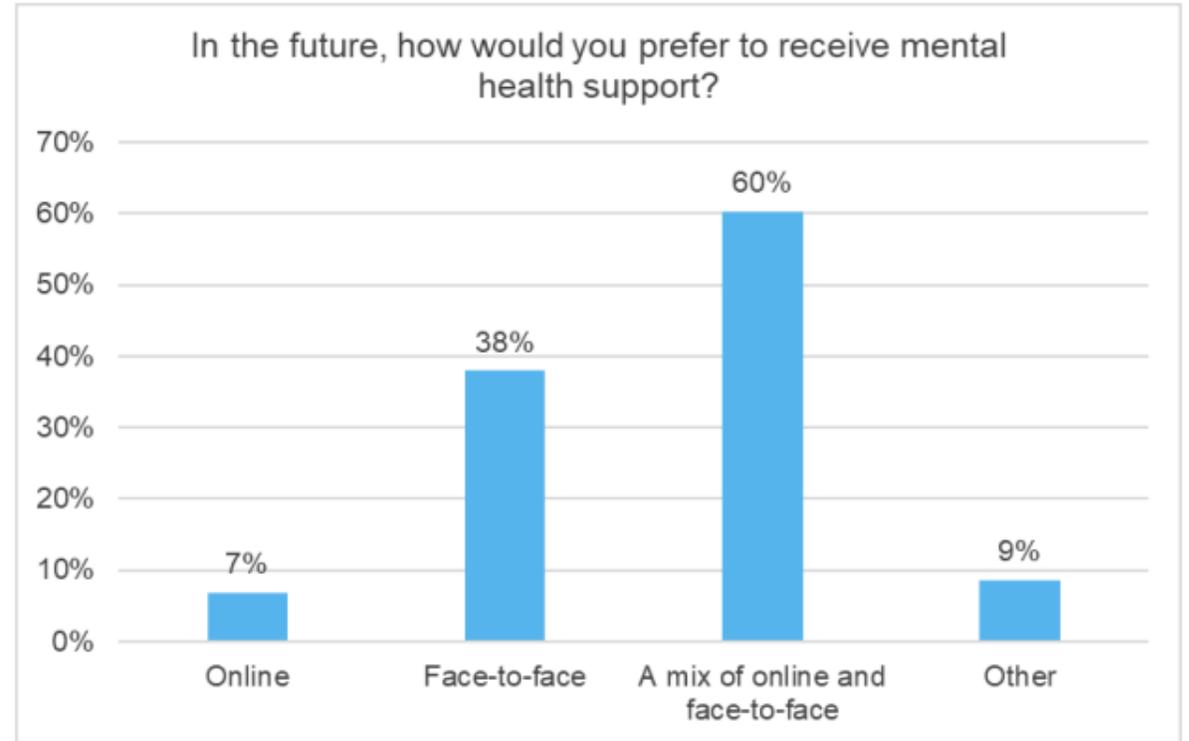
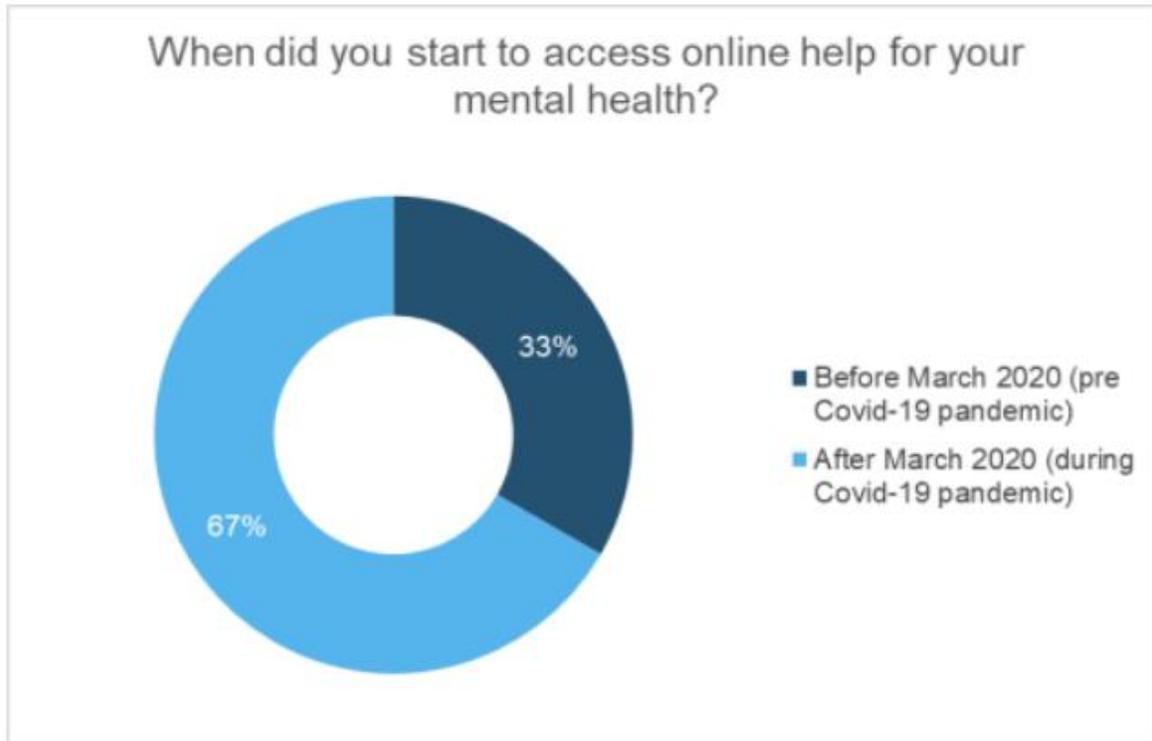
- 66% had used online mental health support
 - 36% online appointment
 - 19% e-wellbeing website
 - 10% Chat Box
 - 21% nurse chatline, Kooth (no longer in Sussex), Moodgym, Silvercloud, social media etc
- Of those who had accessed mental health support, 85% felt it had been at least slightly useful whilst 15% had said it had been “not at all useful”



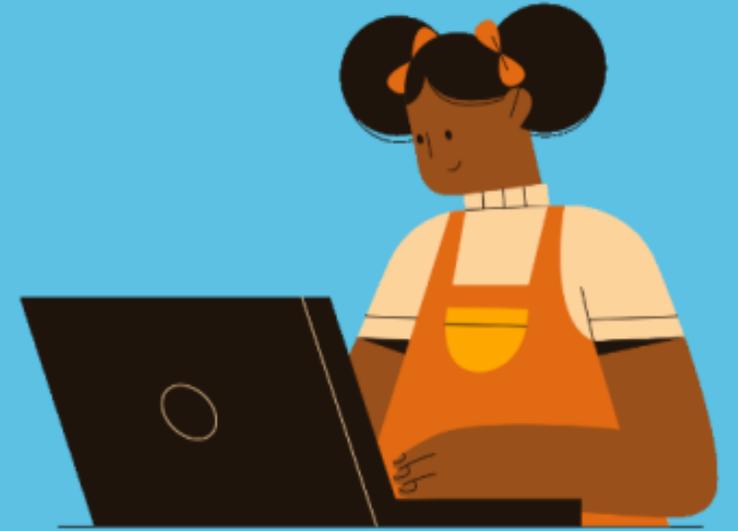
Young People's Perceptions and Experiences

When did you start to access online help for your mental health?

How would you like to receive mental health support in the future?



I didn't have to travel to and from the sessions - making it much easier to factor into my day and conserve energy (which was beneficial as I live with chronic illness).



Due to my disability online has been amazing! And makes it a lot easier to open up. But I think both options are needed.

Barriers to Access

Negative Experiences	Awareness and Accessibility	Support & Understanding
<p>Lack of support (e.g. overwhelming choice of resources and feeling undermined by professionals)</p> <p>Time (e.g. long waiting times and personal time constraints)</p> <p>Impracticalities of online support (e.g. privacy issues, lack of trust of online support, limitations with body language)</p>	<p>Streamlining resources (e.g. widening availability times, digital poverty and exclusion, providing different methods – online group support)</p> <p>Awareness (especially within schools, colleges and university)</p>	<p>Improve support & understanding within resources and from professionals (e.g. collaborative approach - giving feedback on materials to young people and being treated like a person)</p>

I've been made paranoid by my parents and have high levels of distrust about how my personal information will be handled; the Internet never forgets.



✧ For a while I didn't try to access online resources as I thought my mental health wasn't severe enough.

I found the number of websites and information online to be overwhelming.



Suggestions & Recommendations

Digital Youth Ambitions (Youth Voice)

- Join up services to work together
- Simplify self-referral process
- Ensure visibility of diversity and inclusion
- More online support for 18-25 year olds
- Raise awareness within education

See Page 18
of Report for
the full list

Strategic Recommendations from Sussex CYP MH Digital Task & Finish Group

- Develop a CYP Mental Health Digital Strategy
- Encourage creative solutions for groupwork
- Embed digital strategy into Local Transformation Plans
- Co-create Single Point of Access (SPOA) with young people
- Create links between digital, education and creative sectors

See Page 17
of Report for
the full list

"So, how would young people like to be supported in future?"



of young people said they'd like a mixture of online and face-to-face



of young people said they would prefer face-to-face only



of young people said they would like online only

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