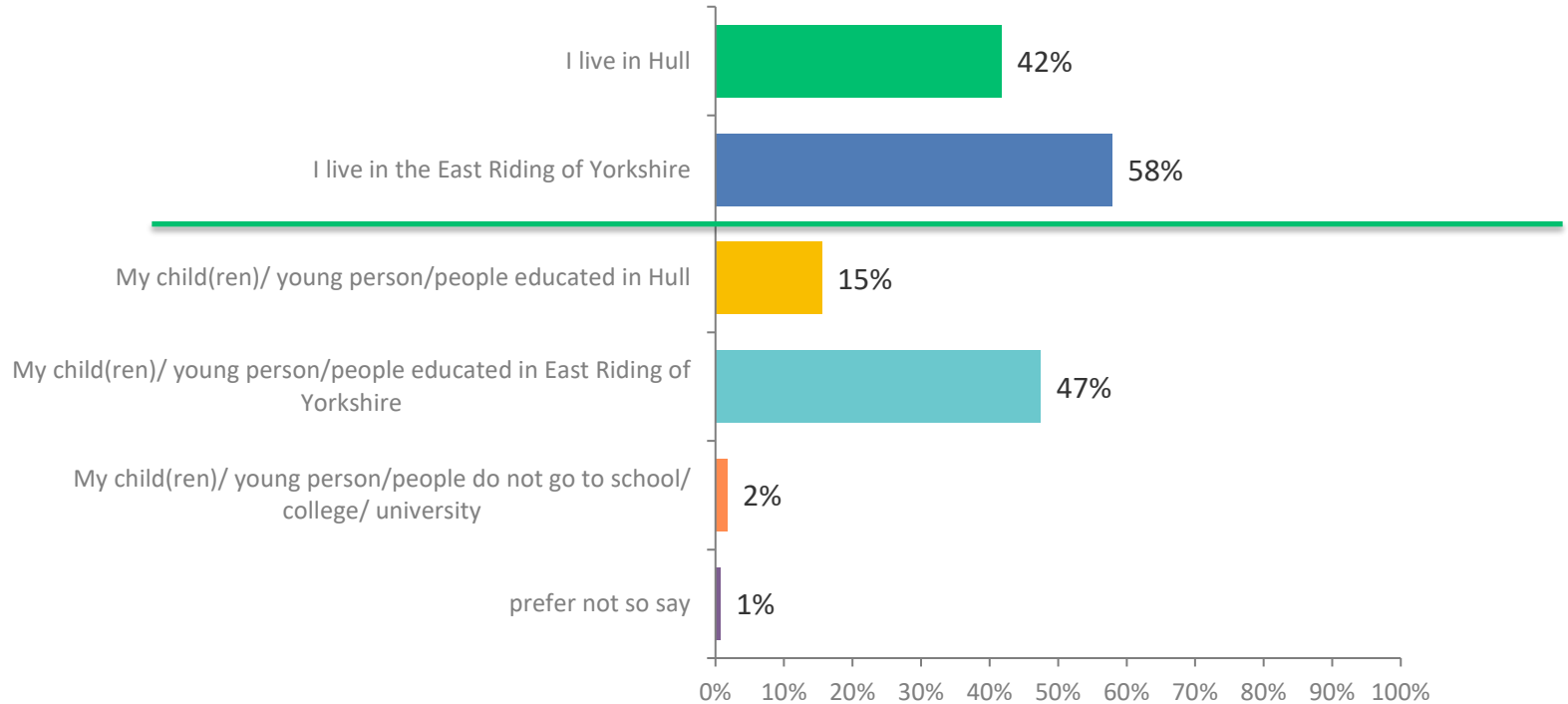


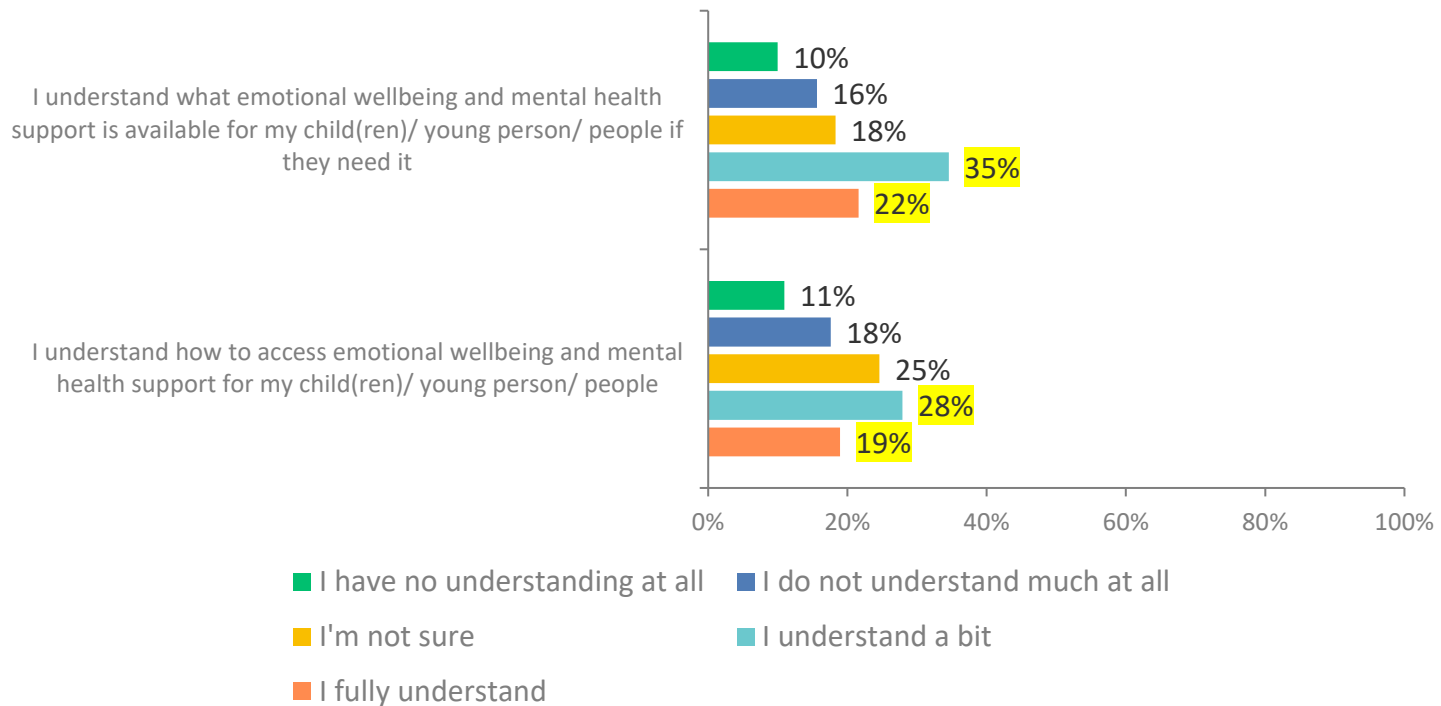
# Hull & East Riding Children and Young People's Access to Emotional Wellbeing and Mental Health Support- Parent and carer survey

# Parent carer responses: 301



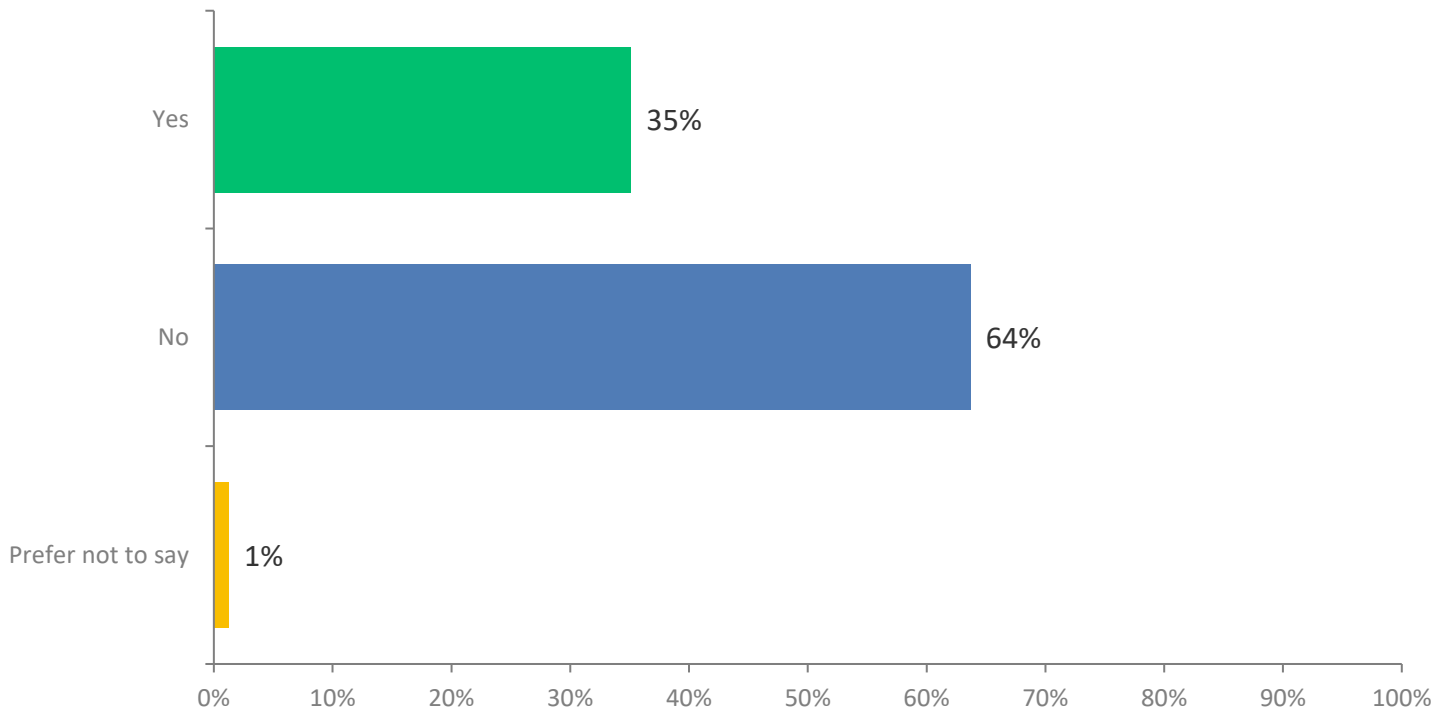
## Q2: The following statements are about how well you understand what emotional wellbeing and mental health support is available to children and young people in Hull and East Riding. Please select the option that best matches your view.

Answered: 301 Skipped: 0

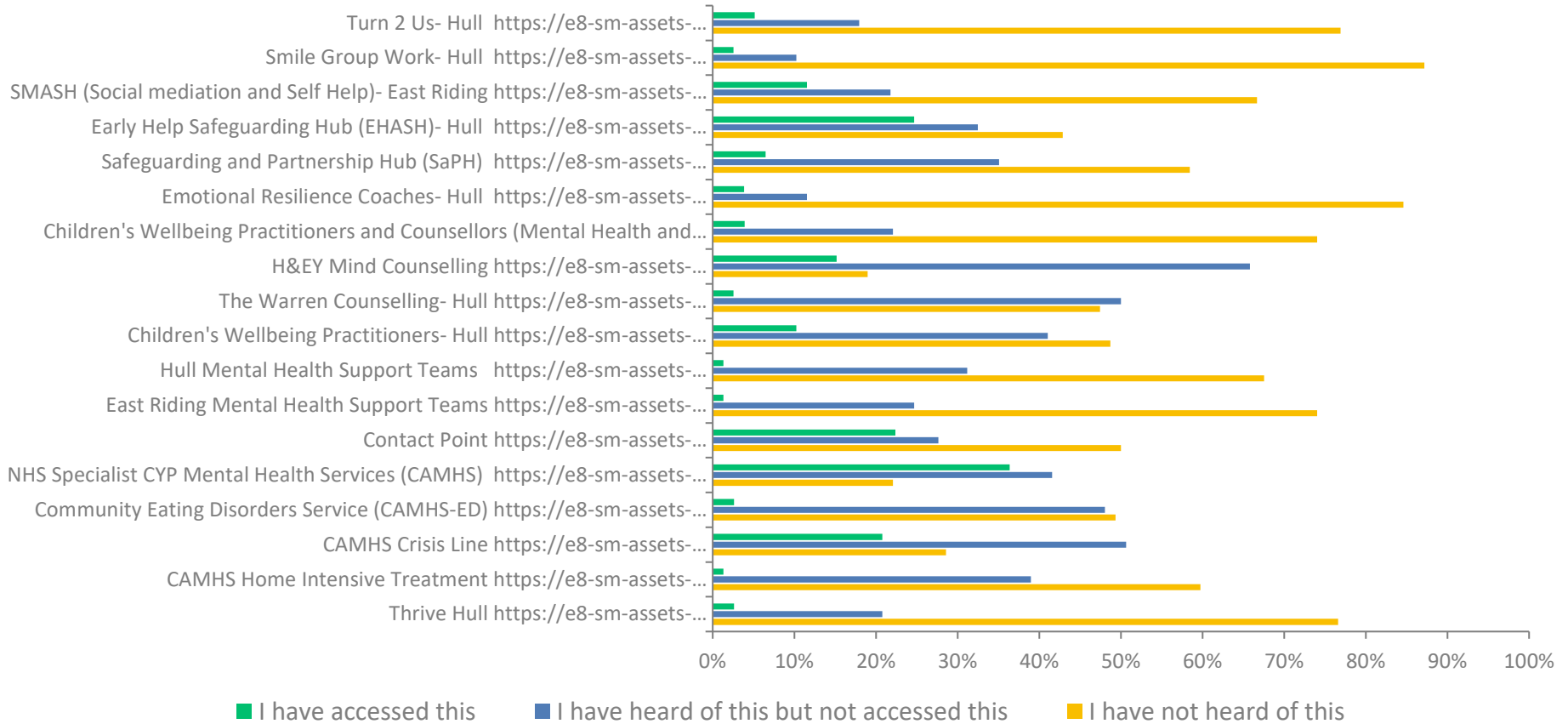


### Q3: Have you ever needed to access emotional wellbeing or mental health support for your child(ren)/ young person/ people?

Answered: 245 Skipped: 56

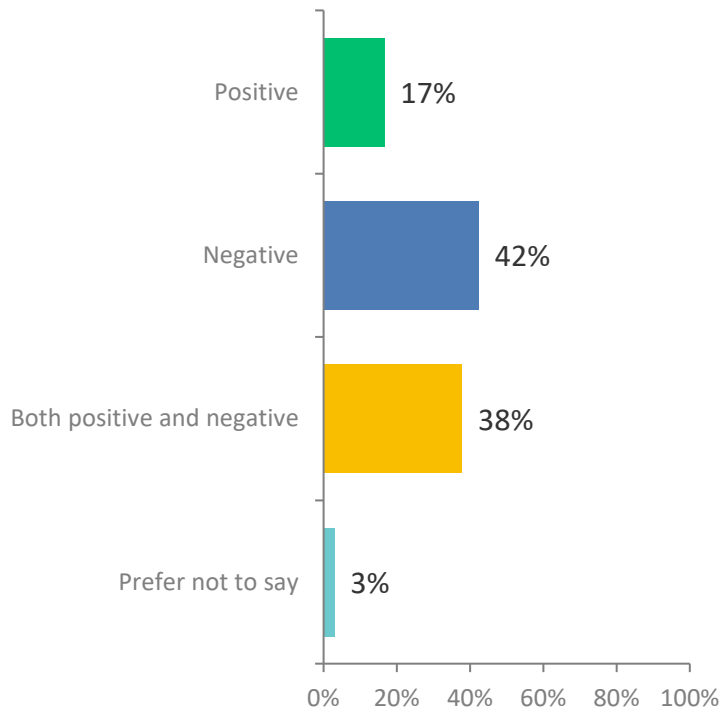


## Parents and carers who have accessed MH support previously for CYP



# Q7: What experiences have you had when accessing emotional wellbeing and mental health services for your child(ren)/ young person/ people?

Answered: 66 Skipped: 235



## Positive

My child has struggled with bullying at school and his Elsa support teacher was amazing.

The doctors and school were very supportive and pointed us in the right direction.

My daughter is under CAMHS and sees a psychologist. The team have been really good in regard to communication and for a suitable therapist for my daughters' complex needs.

We received help through school ,after my children lost their dad to leukaemia Great staff and on the ball helped recognise my son may have LD.

## Negative experiences

I tried to gain support for my child through CAMHS and met a brick wall. Was offered early help.

There is not much help for primary aged children

Early help involvement did not make a difference

Just too hard to get support

After being referred from a doctor, I was contacted and because I didn't respond within 24hrs they closed my case and we didn't get anymore help

Had 3 different people which made it difficult for my daughter to communicate well with them

Wanted to speak to a dr about one of my sons and was told would have to just ring for an appointment like a normal dr appointment I couldn't prebook it

Trying to get help for the kids is like pulling teeth as my kids are SEN and nobody wants to help them. CAMHS give your diagnosis then discharge you, or the waiting list is too long due to poorly accessible services ie autism and ADHD assessments aren't mental health issues but they still have to access you? I was on the phone for 45 mins to CAMHS crisis line and NOBODY picked up the phone!

My children are adopted and have trauma issues. We have tried numerous times to get help for the eldest 2 children but just get passed from one person to another to the point I have now given up and are trying to support our children by ourselves which is extremely hard at times as they have behavioural issues too.

I have 2 children currently going through neurodiversity services in the city, we've been non stop fobbed off with excuses, they claimed they "lost" my daughters confidential information at one point!. My middle child has had his autism assessment completed but no one has given me the results and I'm fobbed off with excuses as to why I can't be told this information. There's literally no support for parents. You're given a leaflet sometimes and told on your way or to just join a support group. The services are very hard to get in touch with. You are often on hold for over an hour. You as a parent are often reeling out traumatising events that have happened to you and your child but both of you are offered no support after this.

Did not listen to my daughter

My child was referred to camhs but only managed to get help/assessment 2 years later. Never heard of any other services, no one ever mentioned any of those even once. My child has an EHCP and attends special school, surely I should have at least heard of those.

Did not feel the Cahms team engaged well with my child. She was referred by them for an autism assessment and since been diagnosed over 1 year ago has had no check up or follow up, she is struggling currently which school has been helping with but don't feel Cahms are helpful.

## Negative experiences

My son is adopted and has emotional, social and mental health issues. I have struggled over the years trying to get support through my GP and his paediatrician. You go round in circles. School have been most unhelpful, which is the root of his problems. I tried to ring camhs on 4/5 occasions they never answer the phone nor return messages. It is appalling and seems impossible to try and access help. More needs investigating in children/young people's mental health services.

There isn't the space! My 7-year-old son had a mental health breakdown, help was denied us for years. CAMHS told us they would only help us when his life was at risk (it was due to self-harm and behaviours during daily meltdowns). Our son is adopted and the crisis lone repeatedly told us to put him back into care instead of offering any help or support. It made a very traumatic situation far worse.

No one would help my child. Their need was either too complex or not complexed enough so no one would help. Passed from one service to another and staff were often rude and unhelpful. Asd/SLD (non verb) child with sudden and severe self harm. Referred to camhs by GP and Consultant paed - they refused to see him (the refusal letters were from contact point). Council did reassessment of ehcp due to sudden and violent self harm and school refusal after 9 years 100% attendance. Camhs refused to do the assessment despite statutory requirements (complaint upheld by Ombudsman).

These revolting services ignored a severely disabled boy. They are pointless and a waste of my taxes. Immoral and disgusting services - who leaves a child like that? We were left to sort it out ourselves - zero trust or respect for these 'professionals' who fail CYP.

Services just pushing the request back to schools who do not have the skills or capacity to help

CAMHS said no issue with daughter following a phone consultation. ER safeguarding did an assessment, referred to another service and the other serviced promised then didn't deliver.

My son has Asperger's and some years ago was struggling with mental health - was given some on line workbooks to complete when he really need someone to talk too!

I tried to access help for my son as he was suffering with anxiety to the extent that he couldn't go to any of his normal activities, he was struggling at school socially and had very low self esteem. I spoke to someone at ERYC, can't remember the name of the dept now but they basically said that he wasn't bad enough to be seen and in any case the waiting list to be seen was huge. As a family we have clubbed together to pay for some counselling privately. Any sort of help would have been great, you feel so helpless when your child is just a blubbing mess & you have no idea what to do.

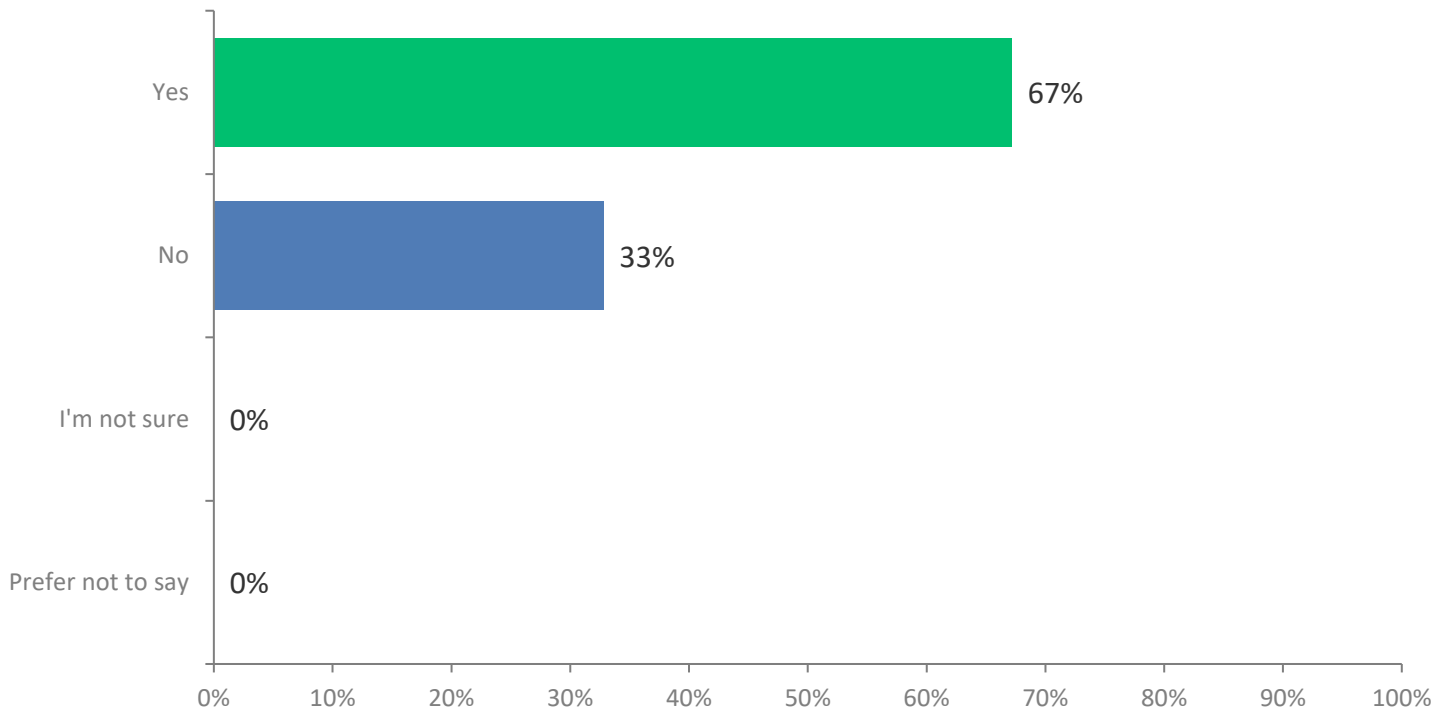
Son misdiagnosed as not asd in 2019 - camhs refused to expedite second opinion assessment at request of HAADS in 2022. Help sought in February 2022 for sons mental wellbeing being as he hit crises and autistic burnout. Triage based on non diagnosis and not symptoms. 13 week wait for appointment and asked if still needed. Finally seen july/August by well being practitioner-session did not go well - transferred to senior practitioner who said they could help because my son's anxiety was based on reality of an unsuitable school environment and not irrationality. No support given at all other than support letter to home tuition service. This is the only useful thing camhs have ever done. Waiting for neurodiversity appointment to assess adhd needs since December 2022 (son diagnosed in August 2022 by HAADS) - no support from services given. Camhs practitioners appeared to have no knowledge or training in how to help my autistic son deal with the trauma he had been subjected to for 10 years of his life.

Very difficult to get a referral, moved between different waiting lists, referrals not accepted or acted on until young person at crisis point, verging on suicide. CAHMS did not help my child at all even though she self harms. I was told as she did not open up after two sessions there was nothing more they could do and discharged her. Imagine a 13 year old girl who felt so low about her self due to witnessing domestic abuse to be told she can't be helped!!!! Shocking

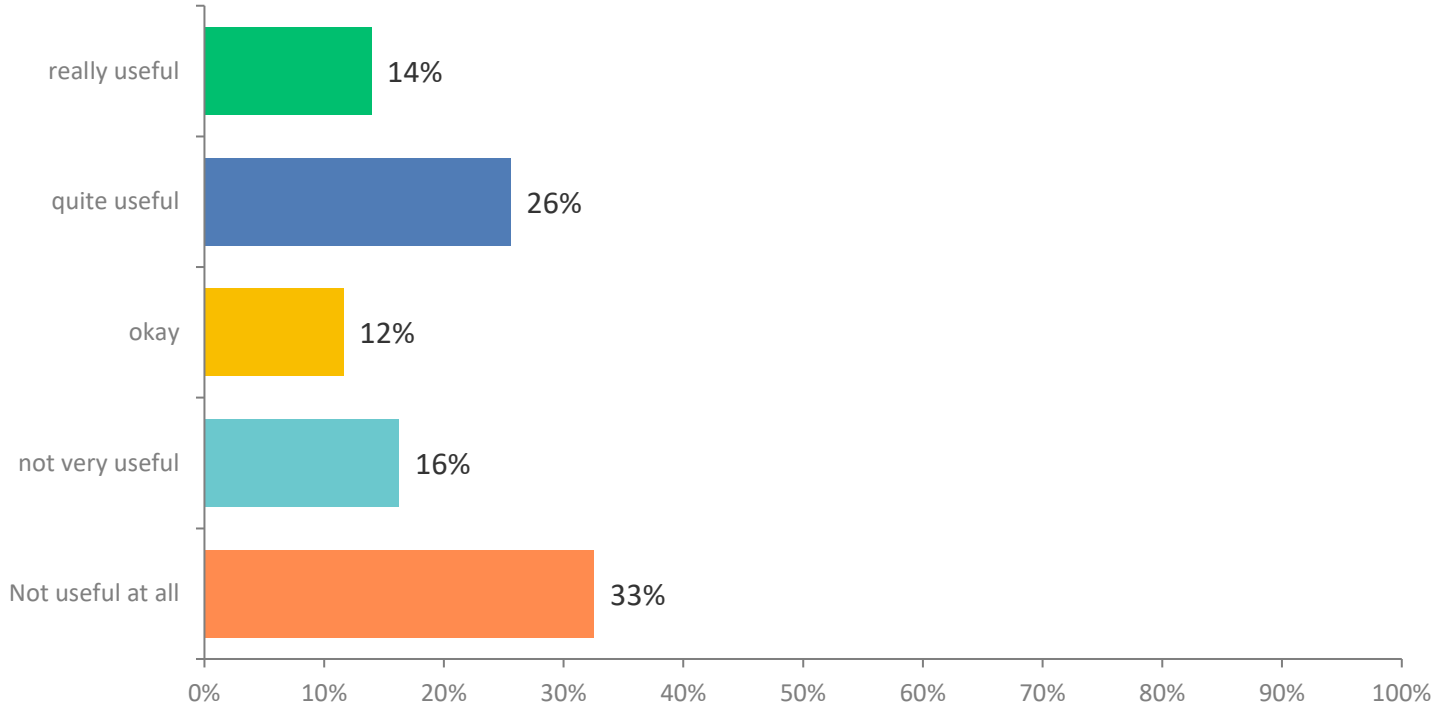


# Q11: Have you ever spoken to your doctor or GP about getting support for your child(ren)'s/ young person's/people's emotional wellbeing and mental health?

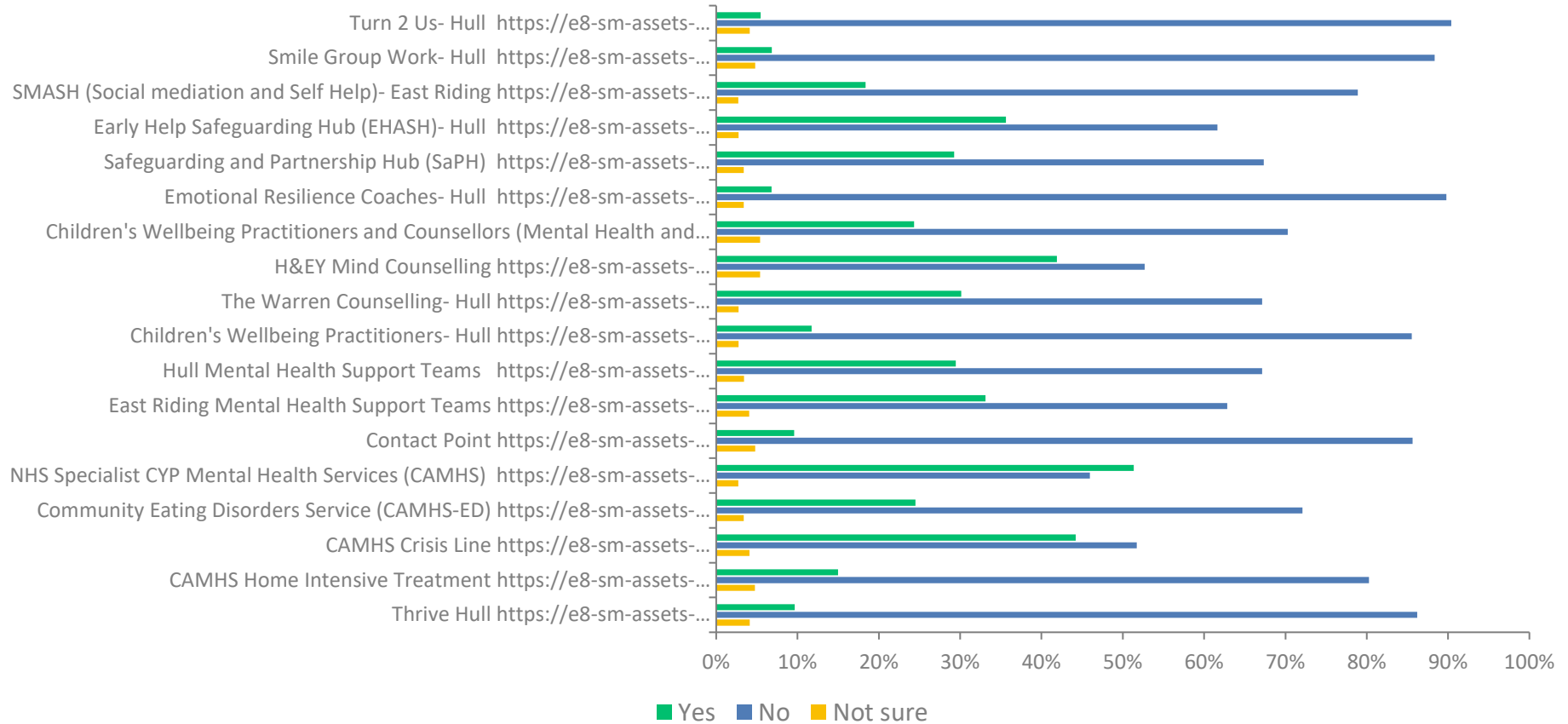
Answered: 64 Skipped: 237



## Q12: How useful was your doctor or GP when supporting you and your child(ren)/ young person/ people?



## parents and carers who have not accessed support



## What does easy access look like?

### Parent carer

- Clear info on what is available (e.g., leaflet) for professionals, staff, parents/carers and CYP
- Clear and simple guidance on how to access/refer
- More access to support in schools
- Streamline paperwork- user friendly and accessible
- App, website, phone line, social media
- One point of access- integrated
- Supportive language and attitudes
- Care navigator?
- Self-referral
- Multiple methods of referral and seeking access

One phone call or brief online form

Easy access would be information coming up on Google search. Being able to refer online yourself as a parent or child. Somebody replying immediately or within a day or two. Support being in place quickly.

A contact and a response time given and a review to see if accessed service

Drop ins Letters to all parents with links to support and where to find each agency

Just more awareness of what's available and guidance who the right person to contact is

Call someone and book an appointment and not have to wait months or even years to be seen

Actually accessing services after being on waiting list instead of not hearing from them again after waiting months. Criteria not being so high especially for camhs, or given appropriate alternatives

Quicker appointments

There are so many services unaffiliated with one another; a master list of available services would help. Being taken seriously when child is struggling. Waiting lists are tediously long when urgent help is required.

All referral routes in. Understand what support is out there. Support for primary age children

Not getting past pillar to post. One person been able to refer to a service or make it easier for parents to self refer their children

Even just having a number to ring or an email address

Better support in schools- visits from trained councillors etc so the children can have a chance to access help. Pop up mental health hubs in community spaces, letting people know what services are available, how to access them and what services can do to help and support!

Easy access to counselling and therapies which should be access on a banding system, band 1 - low level (starting to not cope) fortnightly counselling Band 8 - high level (can't cope/really affecting day to day activities or severe intrusive thoughts) high risk

Someone to chat to and get the support and advise we need

Easily accessible phone lines that don't take hours to be answered, apps or emails for quick enquiries so people don't have to ring up. Face to face appointments as soon as possible and not having to wait months.

Knowing where to go for quick help when my children are having a meltdown and can't control there tempers, kicking, hitting, shouting etc. It can be very hard but having someone to chat to in the heat of the moment would be helpful.

More support at school especially as it's the school that makes my daughter feel like this

Call some one and get help when it's needed. Weather that be over the phone, in person, via video call, etc. All I wanted was for someone to hear me and my concerns about my son. And I felt like I was totally swept under the carpet.

Would make it easier to try and understand and have coping strategies for everyone involved

To not be fobbed off at every turn and then have services spin us in circles! The city needs to have maybe 1 service assess a child and the family's needs with mental health and then properly sign post them onwards.

Knowledge of where and how to access support. Support and advice given through schools. Advice on when to seek professional help, e.g. what is 'usual' behavior, signs to look out for, when to take a child to a GP for mental health support. Support sessions in schools or local communities for parents.

Poor mental wellbeing is a result of stress. Talking about how to control it is like a plaster on a bleeding wound. Other services are not fit for purpose to actually help families to get respite. Everything needs to be fought for

a phone number or email address through where we could book an appointment,through gp as well

Drop in clinics within the school or even within GP surgeries to support children & especially teenagers. I think having like a school nurse but a mental health nurse do drop in hubs within the secondary schools.

Being able to ring a number and someone qualified and available to deal with your concerns

Speaking to a clinician at a triage point with things to try while you wait for an assessment / appointment. Reporting an issue just to be left for 6 months on a waiting list to deal with at home alone isn't helpful

As previously discussed a helpline to network to the correct service. Sometimes speaking to someone initially, knowing they care is a start. Much improved timescales for appointments and new services that fill the gaps that you have seriously missing within your services.

People to chat with, support networks with other people who are in a similar position without it having to be a "parenting course" which is very patronising

Either a much enlarged contact point referring out to all of the different providers or a locally based website/app to navigate services and access help whenever it is required. So it is accessible 24 hrs because mental health does not recognise office hours.

To have someone to support you through the process until you get the help you need.

See GP/SENCO/etc, get referred, be triaged, including screeners for NDs, go down appropriate pathway, be seen. No fixed sessions, allow clinician to decide not some pen pusher. Prevent by dealing with crappy schools who seem to cause most of the problems.

Not needing to go through schools or gp. Online request for service

Upon diagnosis being assigned a personal mentor/counsellor who would be able to discuss all aspects of the diagnosis and what help and support is available

#### ONE SERVICE FOR REFERRAL TO TRIAGE AND SIGN POST

Services which are readily available without a huge waiting list

Having confidence that the triage is based on symptoms and need and not diagnosis. Availability of knowledgeable practitioners to reduce waiting times. Clear guidance and training for GPs to establish efficient referral pathways.

An umbrella service from easy access to mental health issues that are of a less urgent nature to severe

Fast access and assessment to allow for most appropriate support in a more timely fashion

To be signposted to other charity's by the doctor not just CAHMS which are too busy to support

Online requests forms or via email. Services to work in partnership with school but patients can action requests for help themselves

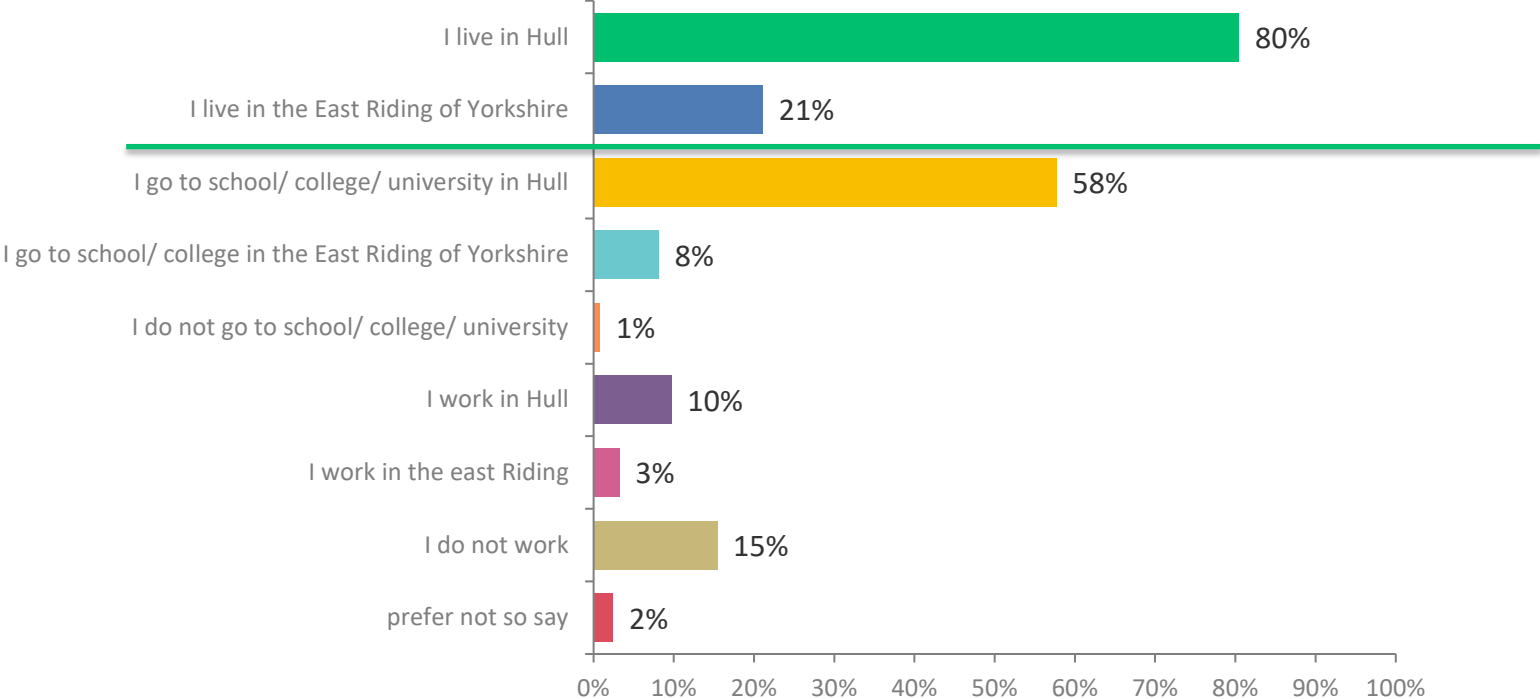
# **H&ER Children and Young People's Access to Emotional Wellbeing and Mental Health Support- Children and young people's survey**



# CYP responses: 124

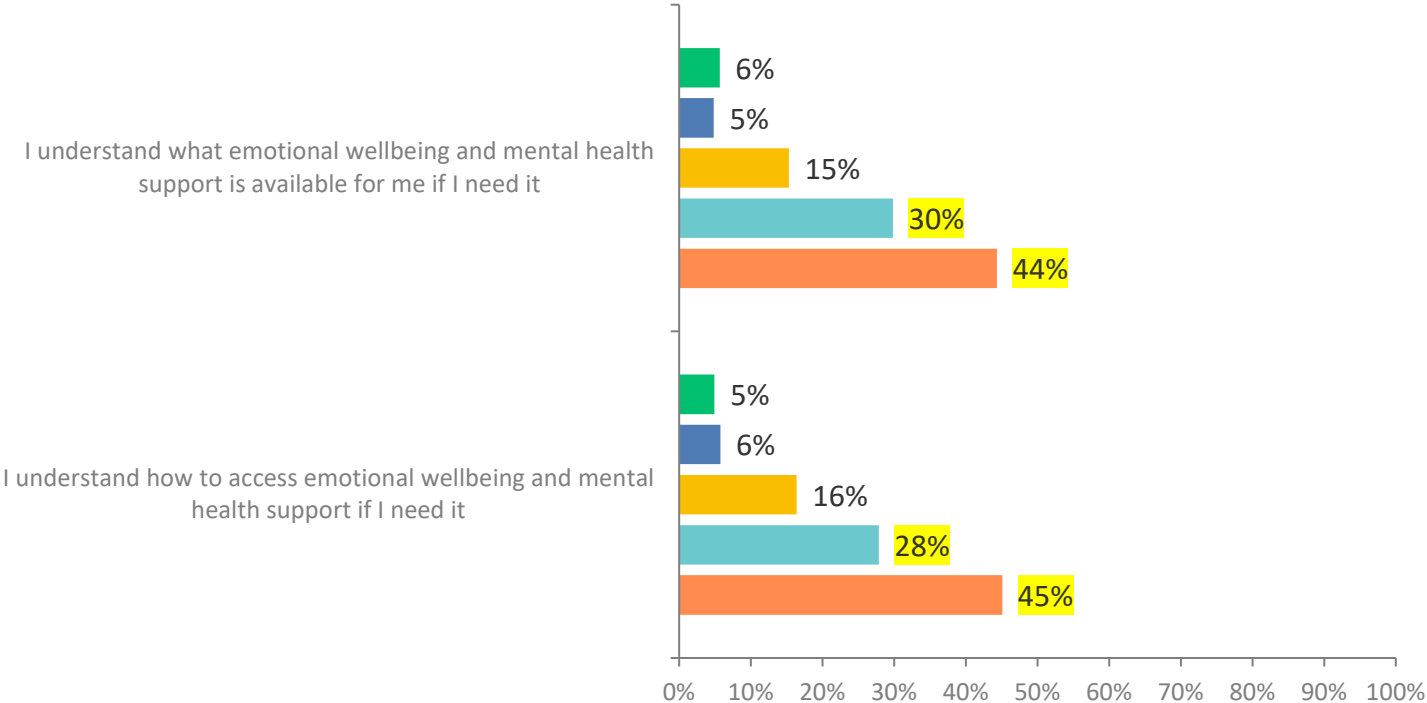
70% 16-20yrs

23% 10-16yrs



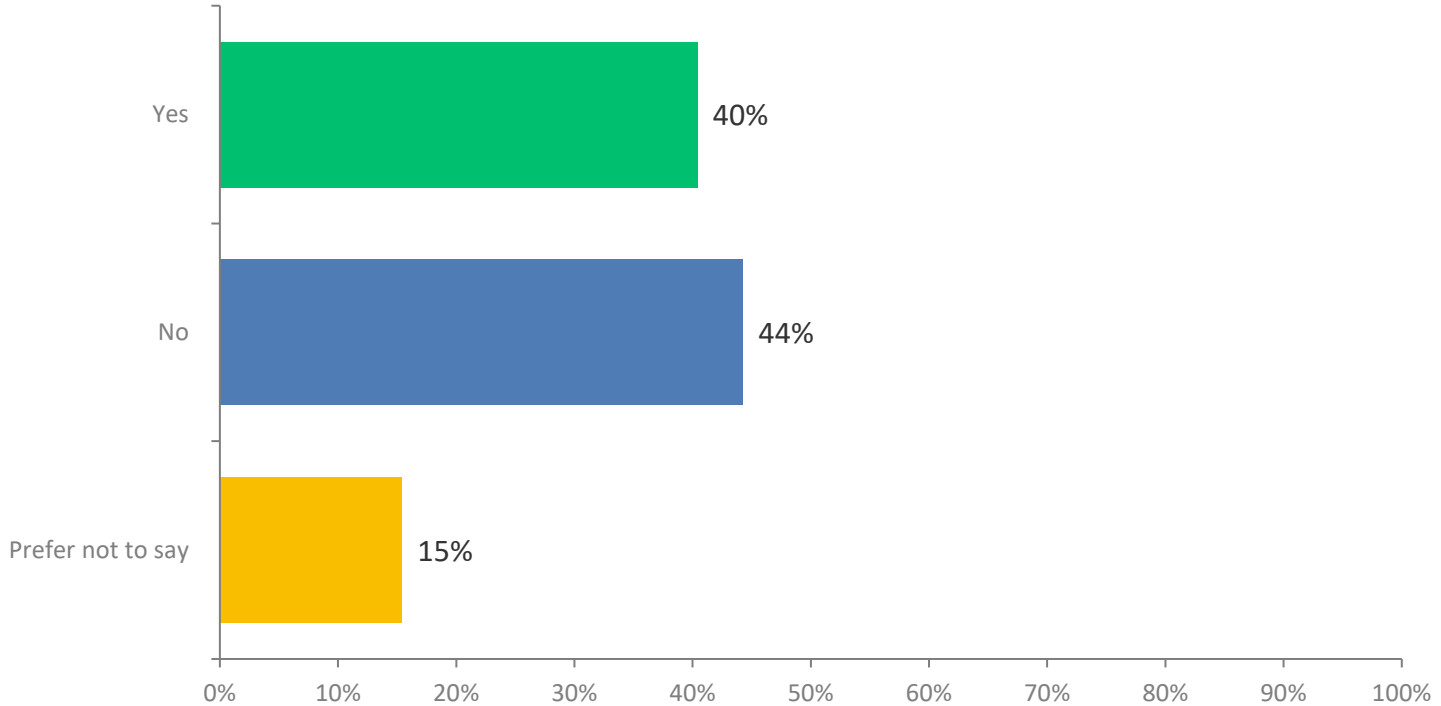
### Q3: The statements below use a scale to tell us how you feel. Please select the option that best matches your views

Answered: 124 Skipped: 0

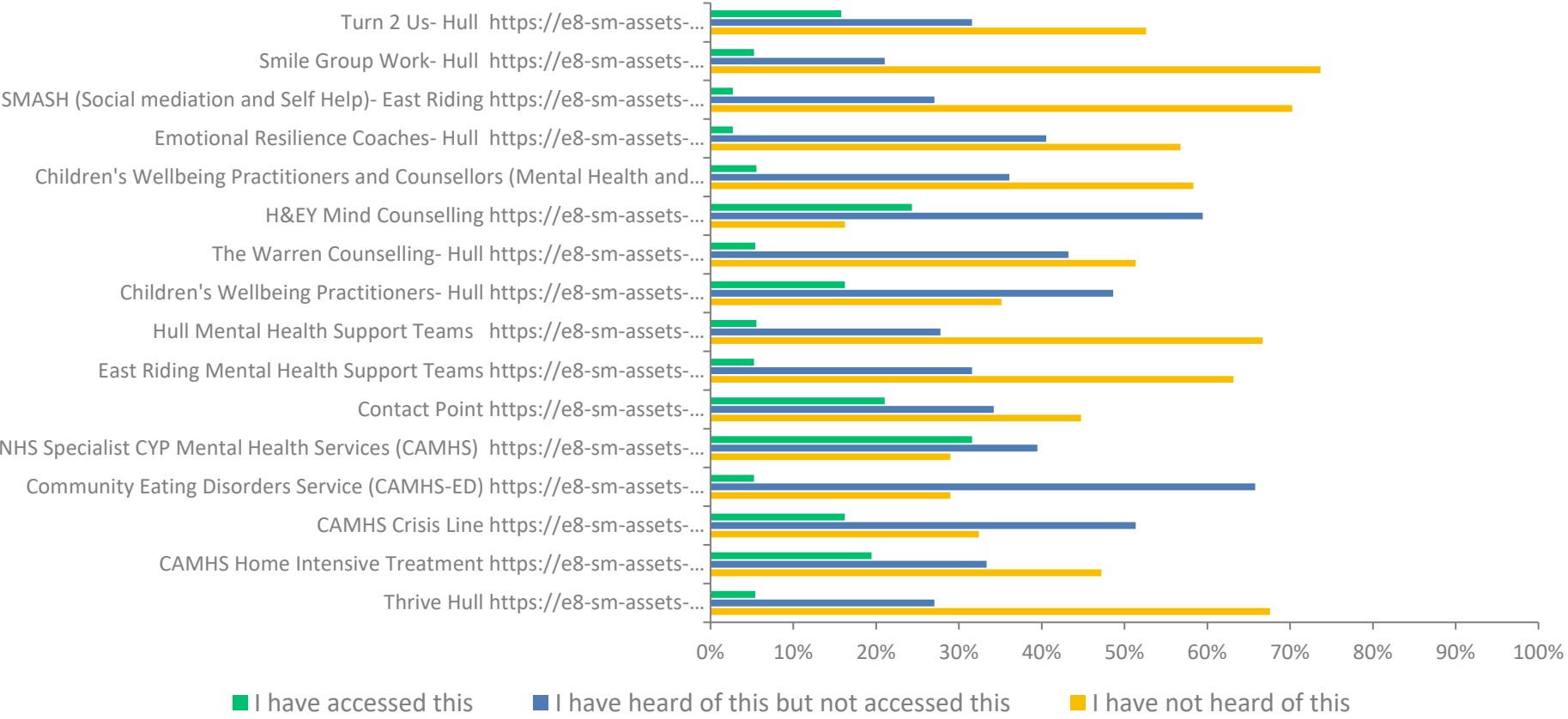


# Q4: Have you ever needed to access emotional wellbeing or mental health support?

Answered: 104 Skipped: 20

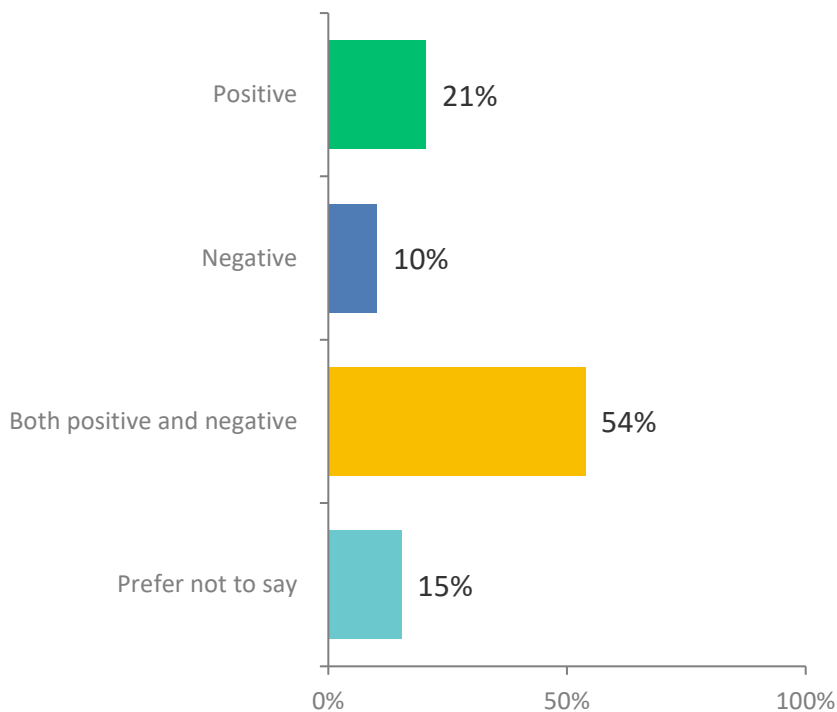


# CYP who have accessed support previously



# Q6: What experiences have you had when accessing emotional wellbeing and mental health services?

Answered: 39 Skipped: 85



## Positive

They treat people with Dignity, And help provide with their needs

Enjoyed activities and being able to speak with someone when I needed

## Negative

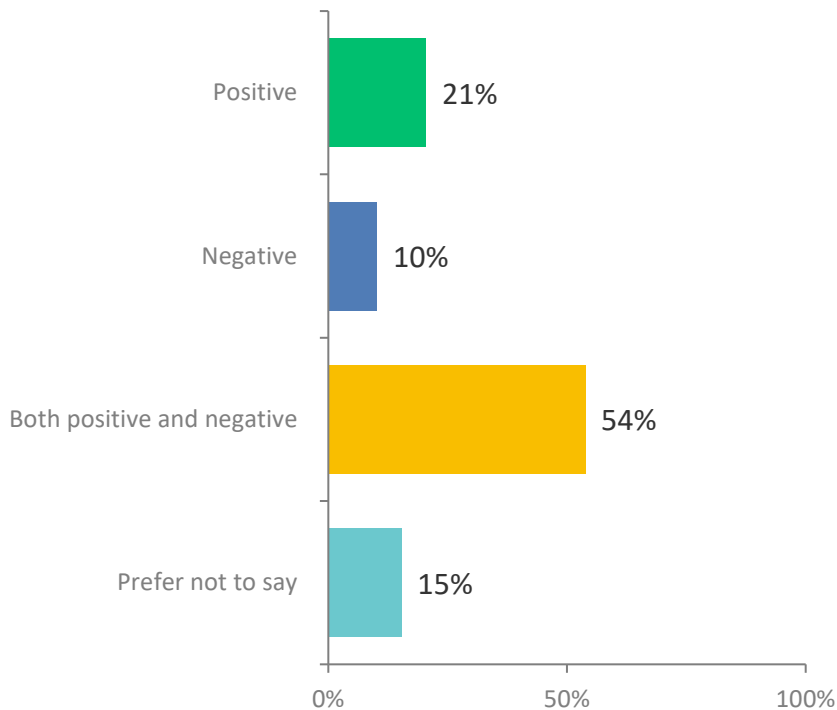
Lack of communication and feedback

not being able to get support as the service that I've contacted said that they no longer have funding

Had multiple services come in and talk to me in secondary school and none really helped. I felt like I never got the help I needed and nothing was ever dealt with. I was on the CAMHS waiting list for over 3 years and was only offered phone calls during covid, which made me anxious, so I didn't take them. I attempted to take my own life just before my GCSEs and the crisis team came to my house for 3 days. I just told them I was fine and had no plans so do the same again and they left, despite having thoughts about it already. I was then put on the "red list" for CAMHS and got appointments. After not even 5 sessions I had to change my camhs worker because he always told me that there was nothing wrong with me and I just react badly to situations. He also only would do sessions with me and my mum, not just by myself. This angered me as I felt as though I didn't need family therapy and it was not helping anything at all. I asked for a new camhs worker and was given another family therapist, who will find a way to relate everything I mention with my family and then make it seem like everything is caused by family problems. I mentioned being raped and this was never brought up again and I was never even given the opportunity to speak on it properly or even asked how it affected me. This was the same with my eating disorder that I mentioned whilst trying to recover by myself, as I had never received any help for it, despite being very clearly severely underweight. I mentioned it and said I felt like it was getting bad again and it was never brought up again. I just feel as though I have never had any helpful or serious interventions and I am often just told I react badly to situations rather than them actually talking to me and finding out what my thought process is like. I was also told by the doctors to see if I could get tested for autism or ADHD through my college or camhs. After I asked both of these, none of them brought it up again and did nothing with it. Overall the mental health service is awful and has ruined my life.

# Q6: What experiences have you had when accessing emotional wellbeing and mental health services?

Answered: 39 Skipped: 85



## Negative

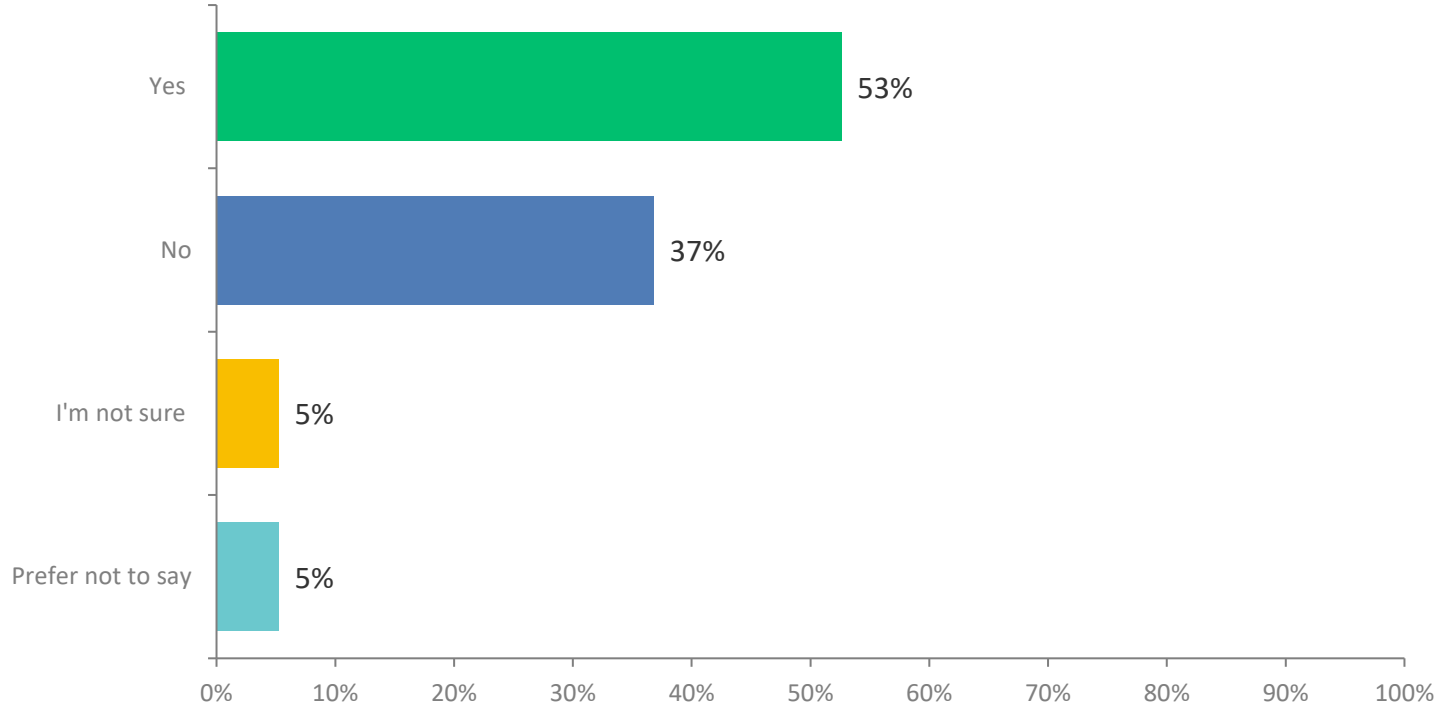
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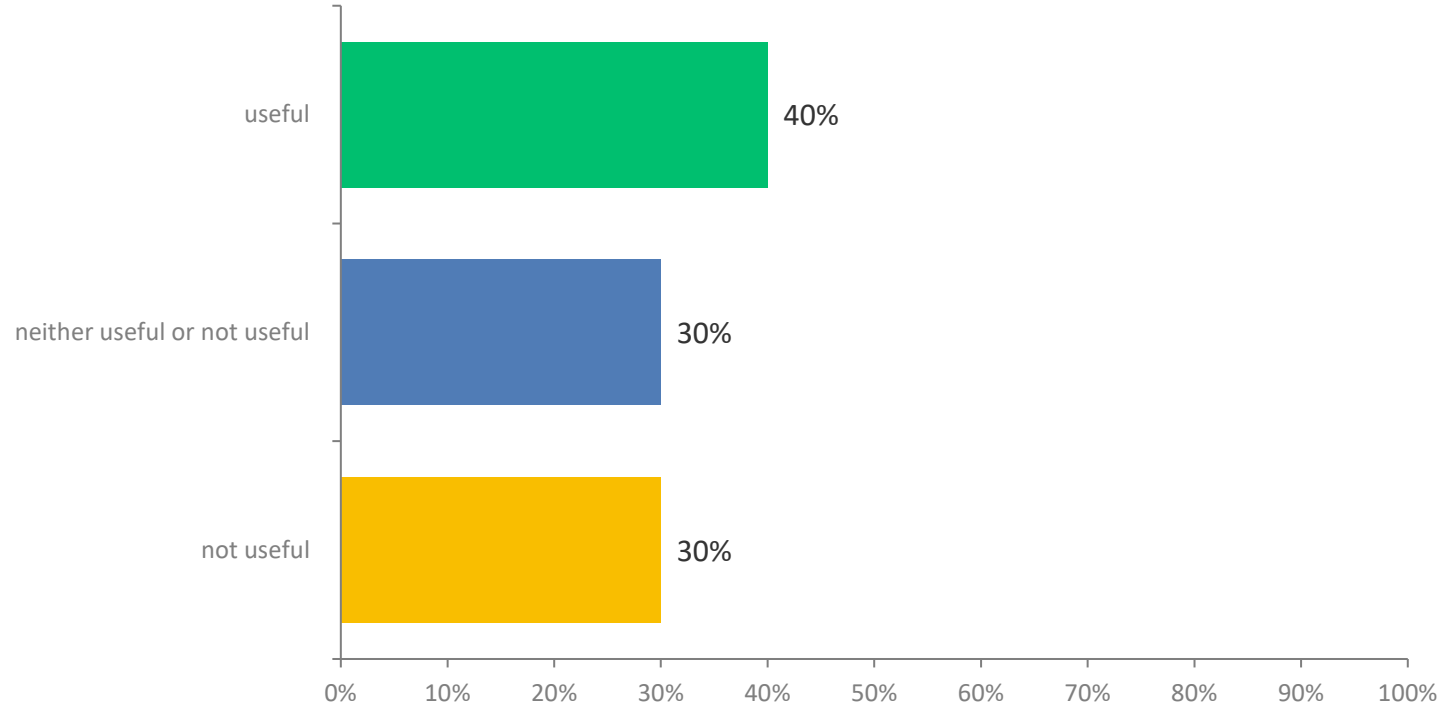
# Q10: Have you ever spoken to your doctor or GP about getting support for your emotional wellbeing and mental health?

Answered: 38 Skipped: 86



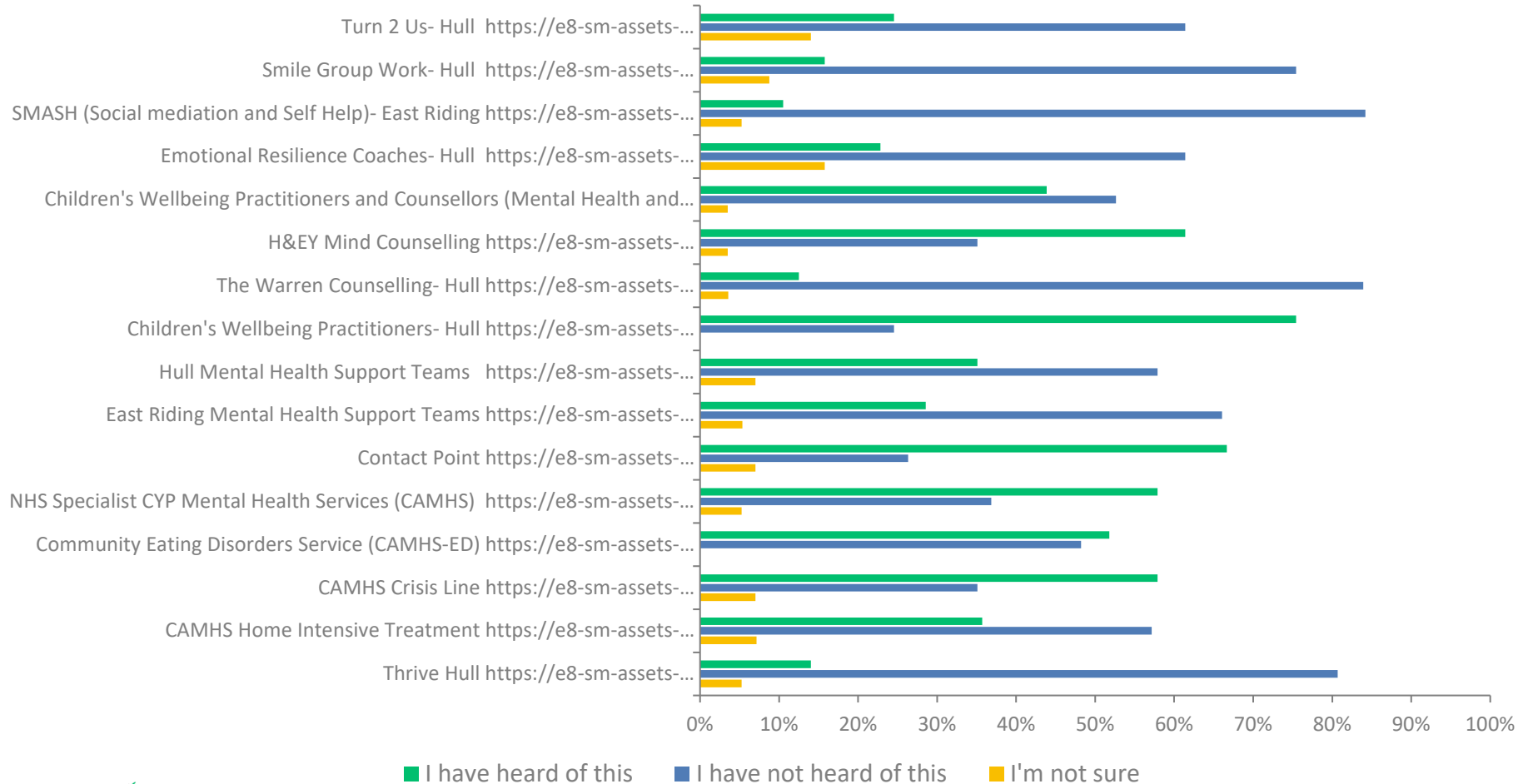
# Q11: How useful was your doctor or GP when supporting you with your emotional wellbeing and mental health?

Answered: 20 Skipped: 104





## CYP who have not accessed support



# What does easy access look like?

## CYP

- Clear info on what is available
- Better promotion- in schools, assemblies etc.
- More access to support in schools
- Different options to access- phone, face to face, website, apps etc.
- Anonymity
- Trusted adults with better understanding and knowledge- e.g., teachers, doctors family
- Self-referral

I'm not sure really, probably speaking up or searching up mental health support to get the help you need

I think this can be easy to access with people going to schools, explaining.

Being able to call numbers for help and access easy websites

As of right now I have no idea. I'm 18 soon, so too old for CAMHS but too young for an adult service.

Regular sessions. at least in my experience. i was over the moon when i got referred to the nurse to talk about my issues. i was sad that it only happened once

Being able to contact someone and get a quick reply

Anonymous and easy to access

Show more in school

GP's should be more encouraging

Easy to find information about services

Online chat bots Anonymous support groups

online access

Accessible in all places even at college and school and at work

a website that you can submit your worries to, along with a way to contact you. someone will reply with advice and support asap. choice of text, email or call response

Letting an individual vent about their feelings and sometimes just listening instead of providing solutions even though solutions sometimes are needed

Not waiting for months.

Easy access would be schools and posters or online advertising campaigns

talking to doctors and CAHMs

Free confidential option

Helping when someone needs it

Well-being support at school

Make it more prominent in schools by having more people available to come into them

Being able to reach someone who can help you quickly online

places to go/ numbers to ring

Therapy or school nurses for sessions to talk to you

Not needing permission from parents, being able to choose whether the counsellor is male or female for personal comfort

Speaking to someone

talking to people

let them and their parents be aware of the services

Being able to say you need help and then getting it immediately and not having to wait several years like I did. I was truly failed by the system.

talking to a responsible adult

I have no understanding how to get help

always having someone to talk to

post box in school

free access to someone who you can speak your mind and worries to. not just online or on phone but in person too.

easier and free if you ever need support, or anyone else needs it

going somewhere that calms me down

people coming into school and talk to us

people coming into schools and talking about it and maybe having a website

easier access at school

Somewhere near a Dr. Over the phone to talk

post box in school

Group structured well-being sessions in person and online 1-1 sessions Having a needs assessment before hand

like youth centre

Easy access to information and services. Possibly groups where parents can take their children to play and talk to practitioners about their worries and situation in a safe and non intimidating environment

I'd be able to understand who I need to contact first and where that will lead onto.