Digital CYP Review

Findings Report

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Contents

Introduction

A Children and Young People's (CYP) Mental Health Digital Review 2022 was developed in partnership with the Humber, Coast and Vale Health and Care Partnership Children and Young People's Mental Health Workstream and Hull and East Yorkshire Mind.

Background

The pandemic has had a significant impact on young people who were already experiencing problems with their mental health. It has both increased mental health need and made it harder to access support. Face-to-face services and peer support groups were cancelled. While it has been easier to access online or phone support, this does not meet the needs of some young people.

A survey from Mind nationally shows that almost nine in ten (88%) young people said that their mental health had got worse due to the pandemic. Reasons given for this included a loss of routine, social isolation and difficulties accessing online support.

Other research shows there has been an increase in symptoms of anxiety and depression amongst young people aged 15- 24, during the pandemic. A survey conducted by Young Minds (Jan 2021), found 75% of young people struggled to cope during lockdown stating loneliness, isolation, changes to academic learning, concerns about the future, and other fears had affected their mental health and wellbeing.

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 to support children and young people's mental health and wellbeing.

Funded by NHS England, from 14th February 2022 to 15th March 2022, a rapid CYP Digital Review took place to identify gaps in digital provision of CYP mental health and emotional wellbeing services in the Humber, Coast and Vale area. The area stretches along the east coast of England from Scarborough to Cleethorpes and along both banks of the Humber. Humber, Coast and Vale incorporates the cities of Hull and York and large rural areas across East Yorkshire, North Yorkshire and Northern Lincolnshire.

Feedback from the young people involved in the review will enable a strong youth voice and presence and will help to improve future delivery of services. This review involved a youth-led research study to provide insights into young people's perceptions and experiences of using digital mental health platforms.

In addition, the findings of this review will be shared with the CYP MH Task and Finish Group and place based leads to provide governance and strategic recommendations to support the wider young people's Mental Health and Emotional Wellbeing Strategy in the local area.

The Current Digital Landscape

According to Ofcom, in 2020, the majority of all children aged 5-15 in the United Kingdom accessed online platforms for recreational or educational purposes. Electronic devices such as laptops, tablets and smartphones were the most popular devices. One in five children who had been home schooling during the national lockdowns, did not have access to appropriate equipment for their home-learning needs.

The pandemic highlighted not only young people's reliance on digital technology, but the social and economic disparities, including digital exclusion and digital poverty, emphasising the need for more support, improved access to technologies and digital inclusion.

The National Scope

In 2020, The Cyber Smile Foundation shared their findings from a study into young people's understanding and perspectives of Digital Wellbeing in the UK. Over 1,000 young people aged 12-16, shared their relationship with technology, and how this impacted their physical and mental health.

Research indicated 60% of young people felt time spent online negatively impacted important areas of their life including sleep, diet, exercise, and study. Their internet and social media usage had doubled during lockdown, with the daily average time spent online among participants aged 12-16 years old increasing from three to six hours per day.

A further study into remote mental health interventions from Youth Access in July 2020, focused on a number of areas including perceptions of remote support, organisational barriers to implementing digital services, emotional safety and stigma, confidentiality, and safeguarding. Research found that whilst remote interventions are not suitable for everyone, online support can lead to positive outcomes amongst young people, including reductions in the severity of clinical symptoms, increased wellbeing and lower levels of suicidal ideation and stigma. The study also showed improved accessibility for those who struggled to access face-to-face services, such as young men, young carers, young people with disabilities, those living in remote locations and LGBTQ+ young people. Other benefits included shorter waiting times and no need to travel to appointments.

Social Media Promotions

As part of the Children and Young People's (CYP) Mental Health Digital Review 2022, a range of social media promotions were run across social media. These promotions were echoed and re-shared by a range of local

authority organisations, local VCSE partners and other partners working closely with children and young people.

Adverts were run across Facebook, Instagram, and Snapchat. The reach of the adverts are as follows:

Snapchat - Reach: 400,000+

Total number of impressions: 346,312

Total number of swipe ups: 2,494

Facebook - Reach: 392,703

Total number of impressions: 546,554

Total number of clicks to website: 537

Instagram - Reach: 88,064

Total number of impressions: 67,872

Total number of clicks to website: 112
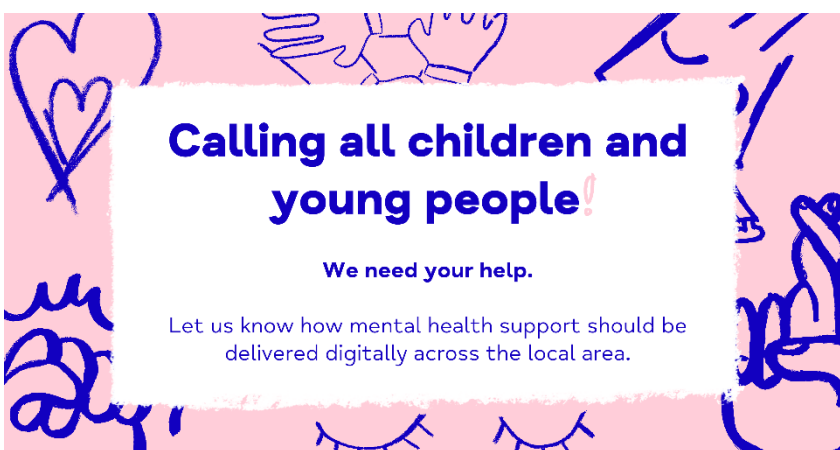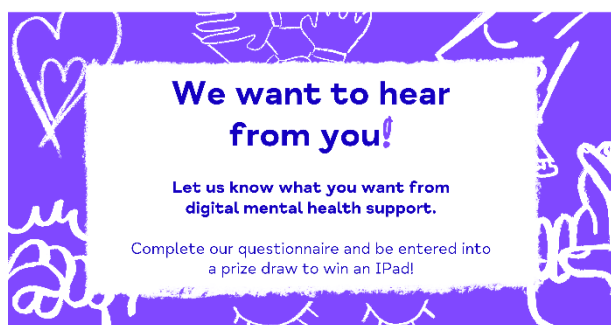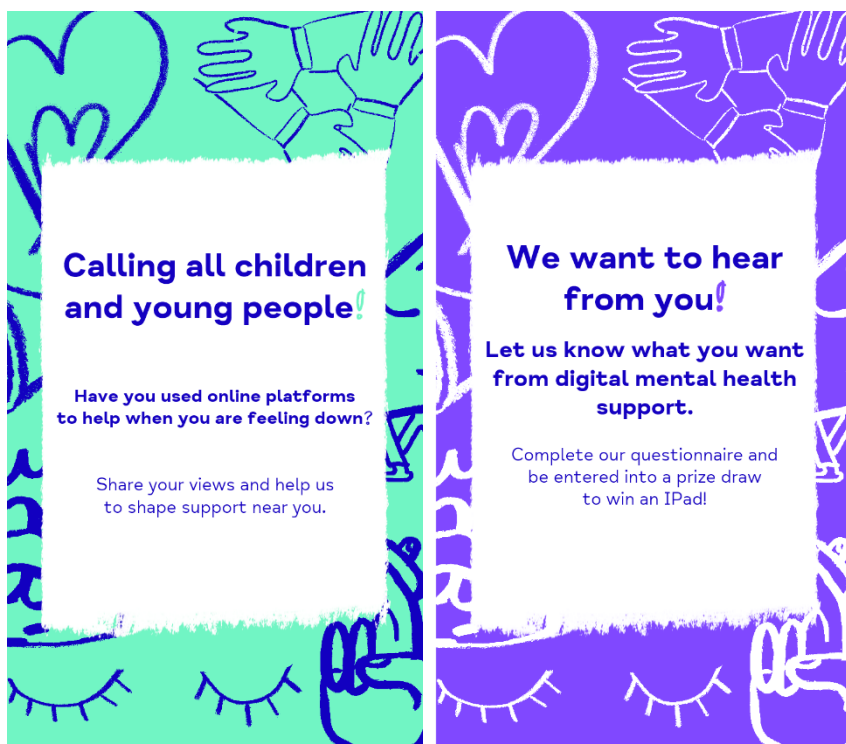
Aims and Objectives

The two key areas of the review involved an evaluation of online mental health support across Humber, Coast and Vale; and an exploration of young people's perceptions and experiences of digital provision. This information was collated through a series of online surveys, and this will be followed by a range of place

based focus groups. The review also included engaging with parents and carers across the local area to understand their thoughts and feelings.

The main aims of the digital review were to:

- Identify gaps in service provision
- Explore universal and self-help services, as well as targeted early intervention and therapeutic services
- Consider diversity and inclusion, and its impact on accessing digital mental health offers
- Identify good practice, innovation and areas young people would like to see improved
- Be mindful of digital poverty, exclusion and intersectional issues of health inequality
- Identify and maximise interoperability links
- Consider a HCV offer but not ignore the place-based differences

A review of online mental health provision across Humber, Coast and Vale was conducted by Hull and East Yorkshire Mind with wider support from the CYP Mental Health Workstream and local place based partners.

A series of surveys were shared, and these are as follows:

- A CYP Digital Mental Health Survey
- A Parent and Carer Digital Mental Health Survey

A mixture of fixed choice, multiple choice, and free-text response questions were used to capture insights. Averages (mean) were calculated using the number of responses per question.

In total, we collected 269 responses - 167 CYP & 102 Parents and Carers.

Overall findings

Results found 68.26% of respondents identified as female and 17.36% male. Other respondent's identities were reported as Transgender (2.40%), Non-binary (8.98%) and self-described gender (2.99%).

Data on age were captured through Survey Monkey. An age breakdown of respondents are as follows: Under 10 (4%), 10-12 years (5%), 13-15 years (37%) and 16-18 years (52.69%). In terms of ethnicity, we had respondents from the following ethnicity: White British (84.43%), Bangladeshi (1.80%), Chinese, Black British, Caribbean, White and Asian, African (all 1.20%), Irish (1.8%), White and Black Caribbean (2.40%) and other (6.59%).

Locations of respondents

- Hull — 20%
- East Riding — 22%
- North East Lincolnshire — 8%
- North Lincolnshire — 10%
- York — 15%
- North Yorkshire — 25%

Age

- Under 10
- Age 10-12
- Age 13-15
- Age 16-18

Under 10: 4%
Age 10-12: 5%
Age 13-15: 38%
Age 16-18: 53%

Sexual Orientation

- Asexual
- Bisexual
- Gay
- Straight
- Lesbian
- Pansexual
- Queer
- Other

Asexual: 4%
Bisexual: 14%
Straight: 57%
Lesbian: 4%
Pansexual: 11%
Queer: 5%

Have you ever used digital mental health support?

- Yes
- No

Yes: 41%
No: 59%

Ethnicity

Pie chart legend: ■ White British ■ Bangladeshi ■ Chinese ■ Black British ■ White and Asian ■ Irish ■ White and Black Caribbean ■ Other

Pie chart values: 84%, 7%, 2%, 1%, 1%, 1%, 2%, 2%

If you answered yes to the above, why did you use digital mental health support?	
Was the easiest thing available	I couldn't access face to face support
Easier than talking to someone in real life	It is really easy to access
I feel it's less intimidating	I wasn't comfortable doing it face to face
Waiting times too long	Often free and cheaper
I was in need and had nobody else	Only possibility for support
It is more accessible than face to face	Is the easiest thing available

Overall, what do you think about digital mental health support?

On average, all respondents rated digital mental health 52% affective.

Do you think all services should offer digital and face to face support?

Pie chart: 87% Yes, 13% No

Legend: ■ Yes ■ No

What digital support have you accessed or heard of?

Service	Neither	Used	Heard of
Papyrus	75	2.68	22.32
Beat	76.79	6.25	16.96
Chat Health	8.36	5.36	14.29
Kooth	50	24.11	25.89
Mind	24.11	26.79	49.11
Childline	4.46	26.79	68.75
Young Minds	18.75	22.32	58.93
Buzz Us Text	71.43	3.57	25
How are you feeling website	82.14	3.57	15.18
The Go-To website	84.82	3.57	11.61
Samaritans	19.64	11.61	68.75

Legend: Neither, Used, Heard of
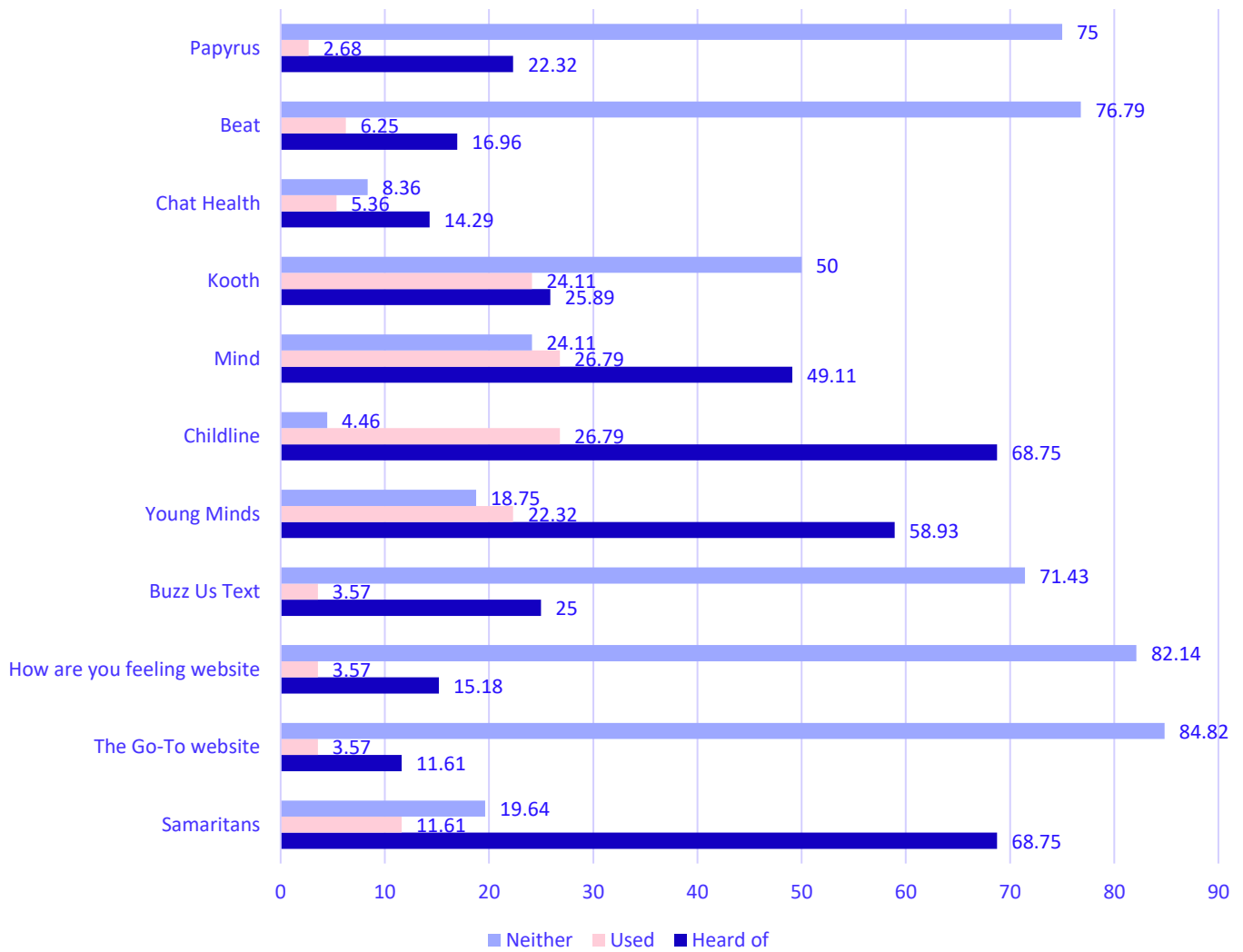
Are there any sites that you would recommend to young people to help with how they are feeling?		
Mind ED	Mind	Better help
Shout (X7)	Childline	Tell Mama
Mind mate	Young Minds	The Mix

What are the main benefits of digital mental health support?
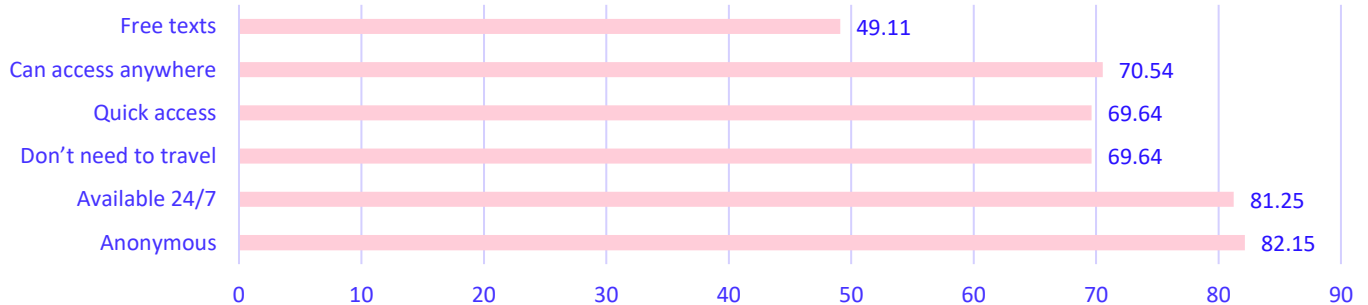
Benefit	Value
Free texts	49.11
Can access anywhere	70.54
Quick access	69.64
Don't need to travel	69.64
Available 24/7	81.25
Anonymous	82.15

If you did need help, when are you most likely to access digital support?

43%

13%

Legend: Morning, Afternoon

How would you prefer to access mental health support in the future?

Category	Preferred
A bit of all of the above	25.89
Text message	10.71
Over the phone	1.79
Mixture of online and face to face	33.04
Face to face	10.71
Online	17.86

Axis: 0, 5, 10, 15, 20, 25, 30, 35

■ Preferred

What would you use to access digital support?

- Phone — 59%
- Tablet — 12%
- Computer — 7%
- Laptop — 21%
- Games console
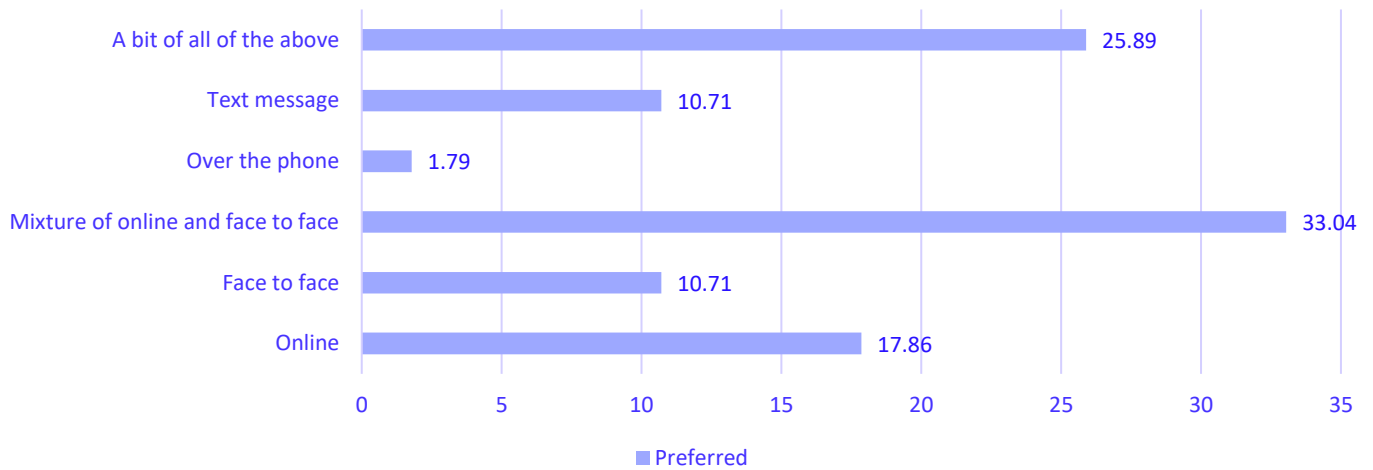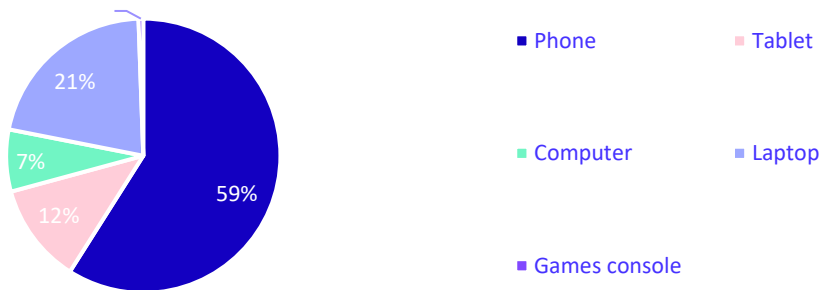
What kind of digital platforms do you prefer?

Platform	Value
Snapchat	5.36
Instagram	3.57
Facebook	1.79
Tik Tok	13.39
Youtube	5.36
Text message	22.32
Website	24.11
App	24.11

Axis: 0, 5, 10, 15, 20, 25, 30
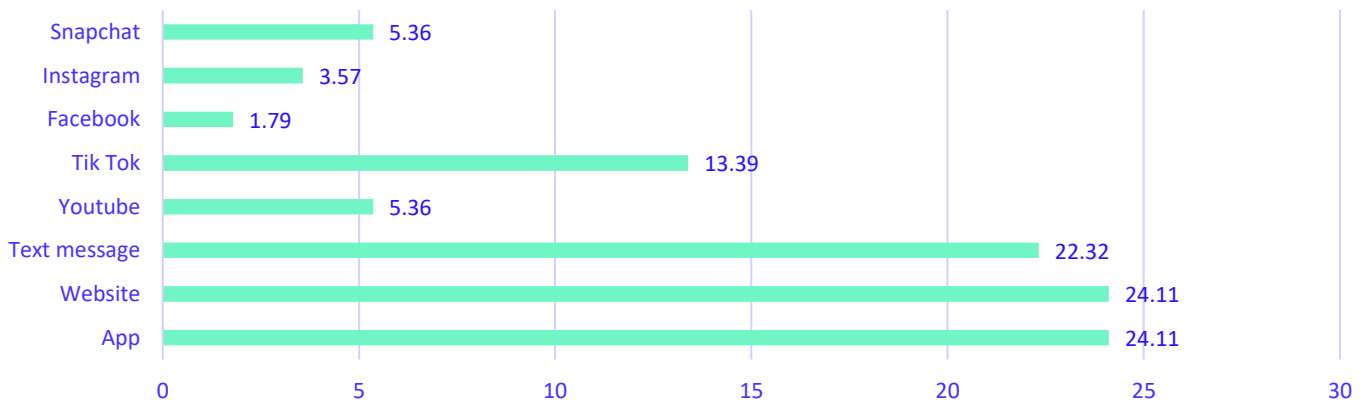
What are the barriers to accessing digital mental health support?

Barrier	Value
I don't know how to find support online	27.68
I can only access when in public	12.5
I have to share my device	14.29
No credit on phone	22.32
No internet or data	34.82
Stigma	34.82
Hard to find a private space to go online	46.43
Prefer to meet people face to face	25.89
Worried it's not anonymous	60.71
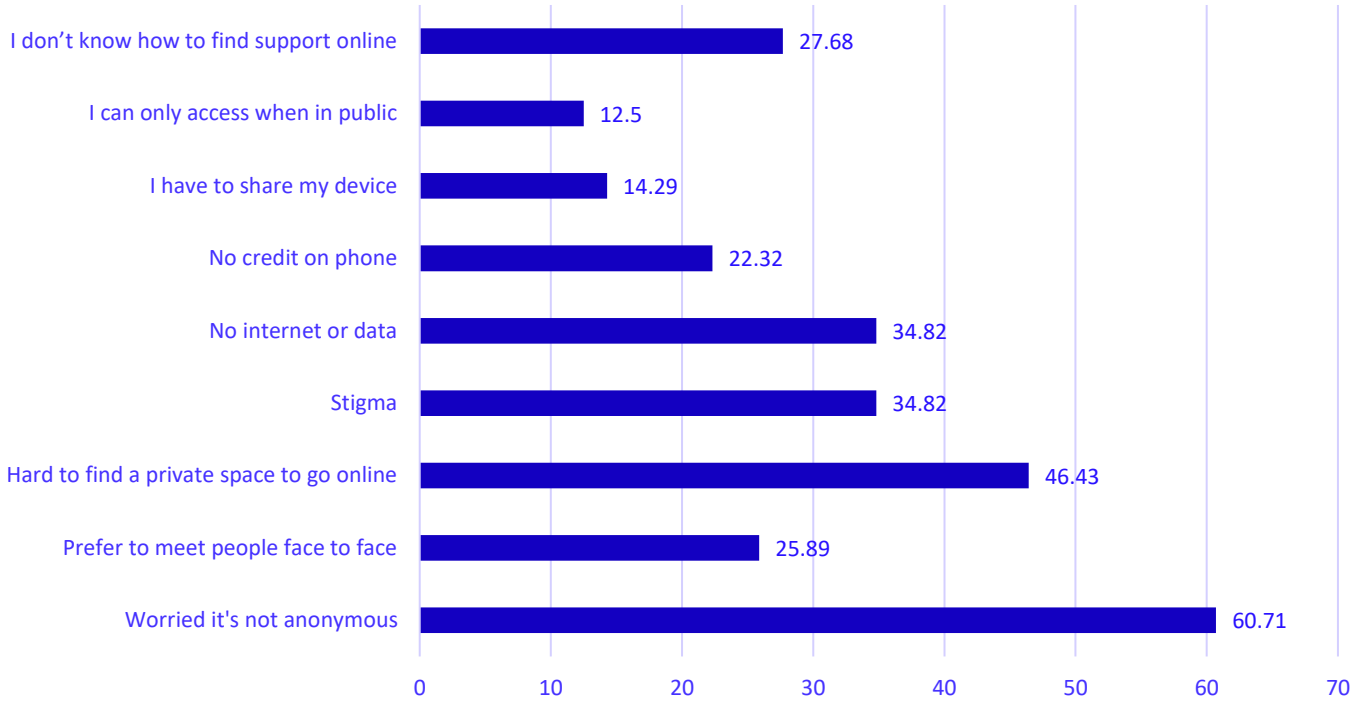
If you have accessed digital mental health support, would you reccomend to a family member or friend?

- Yes: 82%
- No: 18%

Did you feel better after recieving digital mental health support?
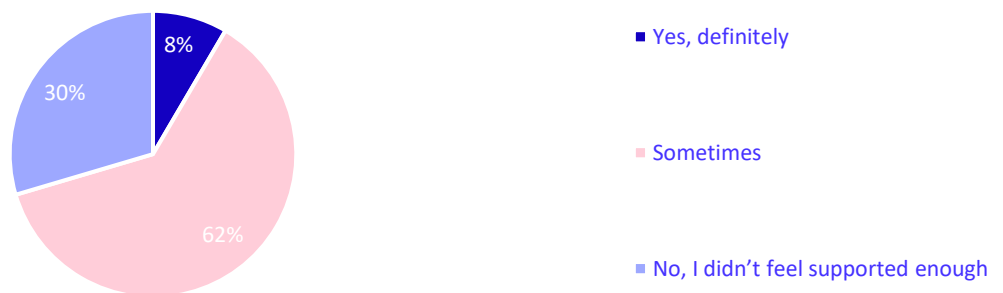
- Yes, definitely: 8%
- Sometimes: 62%
- No, I didn't feel supported enough: 30%

How often do you use digital mental health and emotional wellbeing platforms?

- Every day
- Once or twice a week: 17%
- A few times a month: 24%
- Once every few months: 53%

What would you like to see on digital mental health platforms?

Option	Value
Options to video call a worker	37.5
Tips on how to improve my mental health	60.71
Videos	15.18
Activities	49.11
A community forum	29.46
A chance to talk to other young people	58.04
Live chats	49.11
A text messenger service	64.29
24/7 access to counsellors	78.75
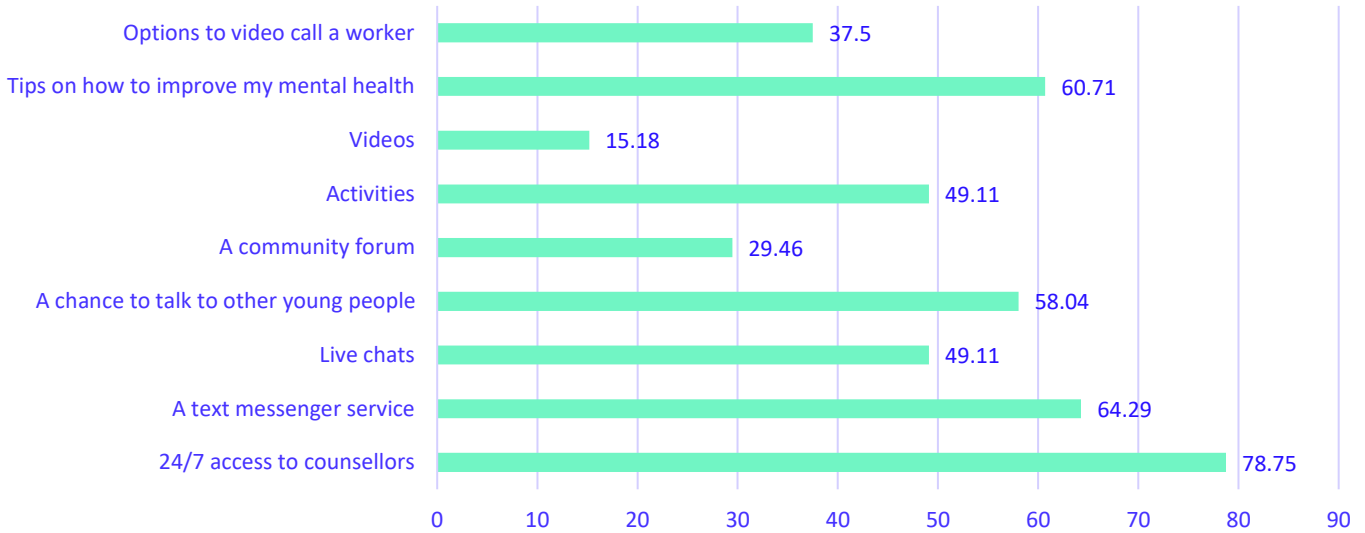
What are the main benefits to accessing digital mental health support?
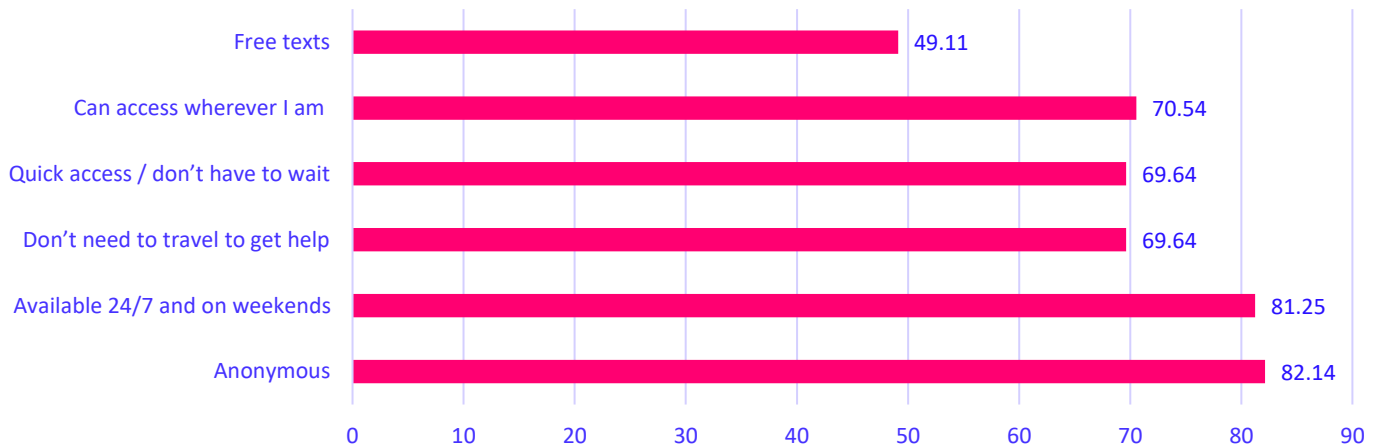
Benefit	Value
Free texts	49.11
Can access wherever I am	70.54
Quick access / don't have to wait	69.64
Don't need to travel to get help	69.64
Available 24/7 and on weekends	81.25
Anonymous	82.14

How often do you use digital mental health and emotional wellbeing platforms?

- Every day — 6%
- Once or twice a week — 17%
- A few times a month — 24%
- Once every few months — 53%

Do you feel that all providers should offer digital and face to face support?

- Yes — 87%
- No — 13%

What do you think are the negative thi[ng]s [a]bout [y]o[u]r digital support? Please explain.
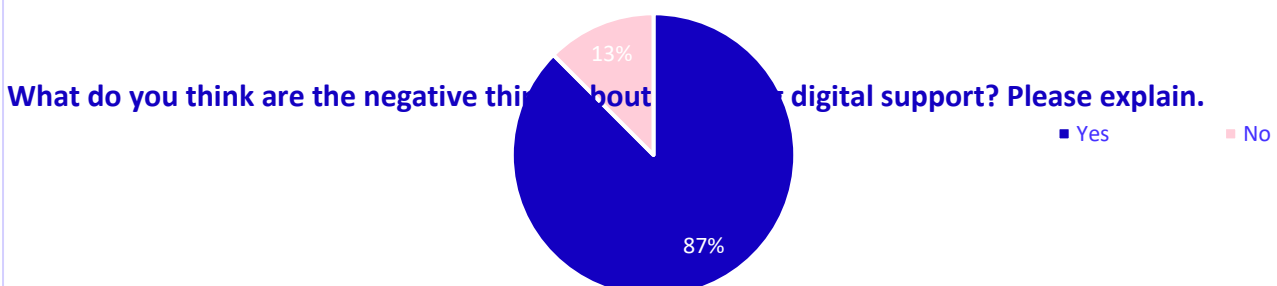
For me personally, it always made me feel like I was doing the wrong thing by accessing digital support instead of talking to my family or someone in person. I felt like I was hiding things from people when I shouldn't have been.

Most seem to be community support, so other members talking to each other, but no actually way of speaking to a counsellor or volunteer

it may not be as effective as face to face support

Sometimes it's better to meet face to face

In some regional areas there is bad internet reception. You may not be allowed access during school hours,

Not always a text service available, sometimes have to wait a long time to speak to someone, don't always receive the right help or referrals

I've found that sometimes they're a bit pushy to end the conversation.

Understandable as I KNOW there's a lot of young people needing support and that if I said I wasn't ready for them to leave yet they wouldn't but my anxiety makes me feel like a burden and scared to say this. So more reassurance that they don't need to end the conversation if I don't feel ready yet would be really beneficial

Where to go.

It doesn't feel particularly secure.

If it got hacked and information shared.

If you have problems with trusting people

Not being able to get a reply as it's very busy

Ummm having to talk to people you don't know?

Someone could spread your private information

Generic messages/tips like "have a cup of tea or a bath" don't help when people are reaching out for help and that kind of mental health help.

Not face to face

Sometimes when I've needed multiple sessions with people on online chats it's hard to re say everything and my probably as well as I accidentally backed out of a live chat when it started to help me so I had to have someone else which I didn't feel wanted to help as much as the other person. Not being in a private place is also a huge problem. It's nice to speak to the same person and built trust when accessing support and with digital you can't do this

Not everyone had access to internet or a private device and you don't built up the relationship with a counsellor like you would in real life

anxiety of someone finding out

Sometimes the live chat people can seem almost condescending and insincere

sometimes it feels like the person on the other side of the phone is trying to end the conversation before you're finished

Theres a lot of stigma. I can image being very paranoid that people are going to find out and jump to conclusions or act differently around you. Especially if the device you use are shared, like a family device or worse a device in school.

Worried people will find the messages.

Not everybody has access to technology. Sometimes it's hard to tell how a person is feeling over text, without seeing or hearing them in real life. A lot of people don't know how to use websites that offer digital support.

Having to give out name and personal information

It often helps me to have face to face because it gives me better support

Accessing it on your own phone could lead to negativity as you then feel you could not use it without being reminded that it is your only access to help.

Sometimes it is hard to read emotions by online communication and face to face meetings help to see how people really are feeling

people might be scared of asking for help

It's general help not catered to specifically one person

Trolling

Sometimes better to talk to someone. A computer can be a barrier

can't always get exact support for what I need

Sometimes there is a wait before you can get help, as well as physical affection isn't available online
It's difficult to get ways to help when you can't be with someone that has ways of helping you

Children and Young People - Want to join Focus Groups

28%

72%

- Yes
- No
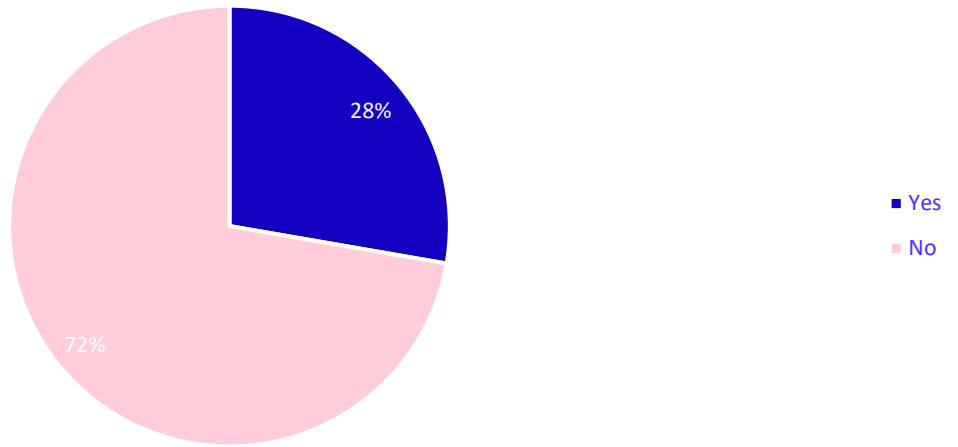
Findings by localities

How old are you?

Age by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
16-18 Years	47.06	50	21.43	62.5	60	61.9
13-15 Years	35.29	41.67	71.43	31.25	32	30.95
10-12 Years	5.88	5.56	7.14	6.25	4	4.76
Under 10	11.76	2.78	0	0	4	2.38

Under 10 ■ 10-12 Years ■ 13-15 Years ■ 16-18 Years
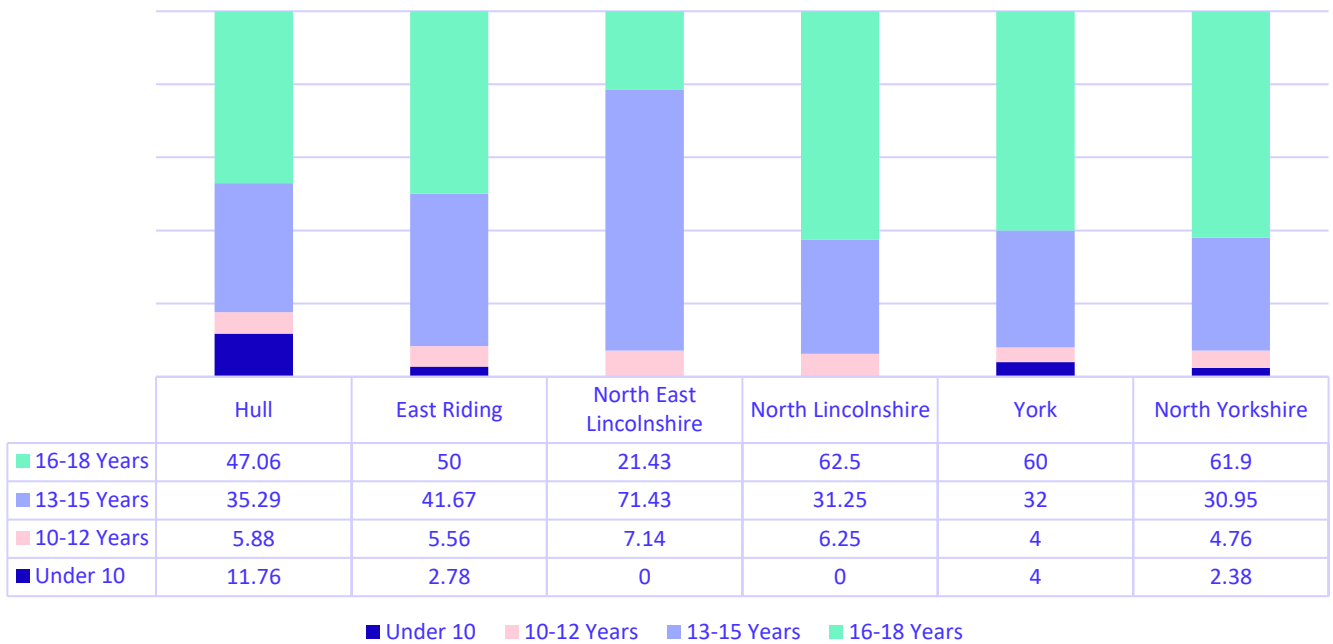
How do you identify?

Gender Identity by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
Self described	2.94	2.78	0	0	8	2.38
Non-Binary	8.82	22.22	0	0	4	7.14
Transgender	5.88	2.78	7.14	0	0	0
Female	58.82	61.11	57.14	87.5	72	76.19
Male	23.53	11.11	35.71	12.5	16	14.29

■ Male ■ Female ■ Transgender ■ Non-Binary ■ Self described
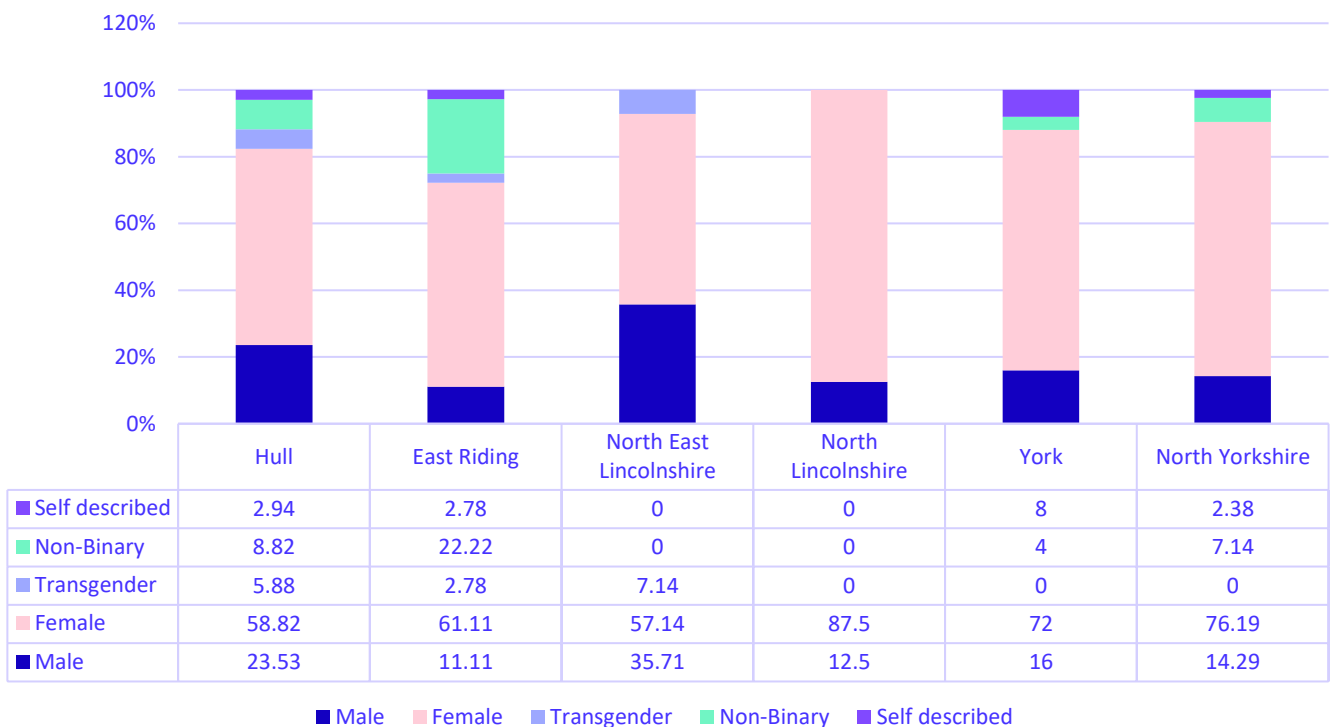
Have you ever used digital Mental Health Support?

Digital mental health support accesed - By Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
No	70.59	61.54	50	42.86	53.33	64.39
Yes	29.41	38.46	50	51.14	46.67	35.71

■ Yes   ■ No

How often do you use digital mental health and emotional wellbeing platforms?

How often you access digital support by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
Never	58.82	50	33.33	28.57	53.33	32.14
Once every few months	11.76	23.08	25	57.14	13.33	46.43
A few times a month	5.88	15.38	16.67	0	26.67	
Once or twice a week	11.76	7.69	16.67	14.29	6.67	7.14
Every Day	11.76	3.85	8.33	0	0	0
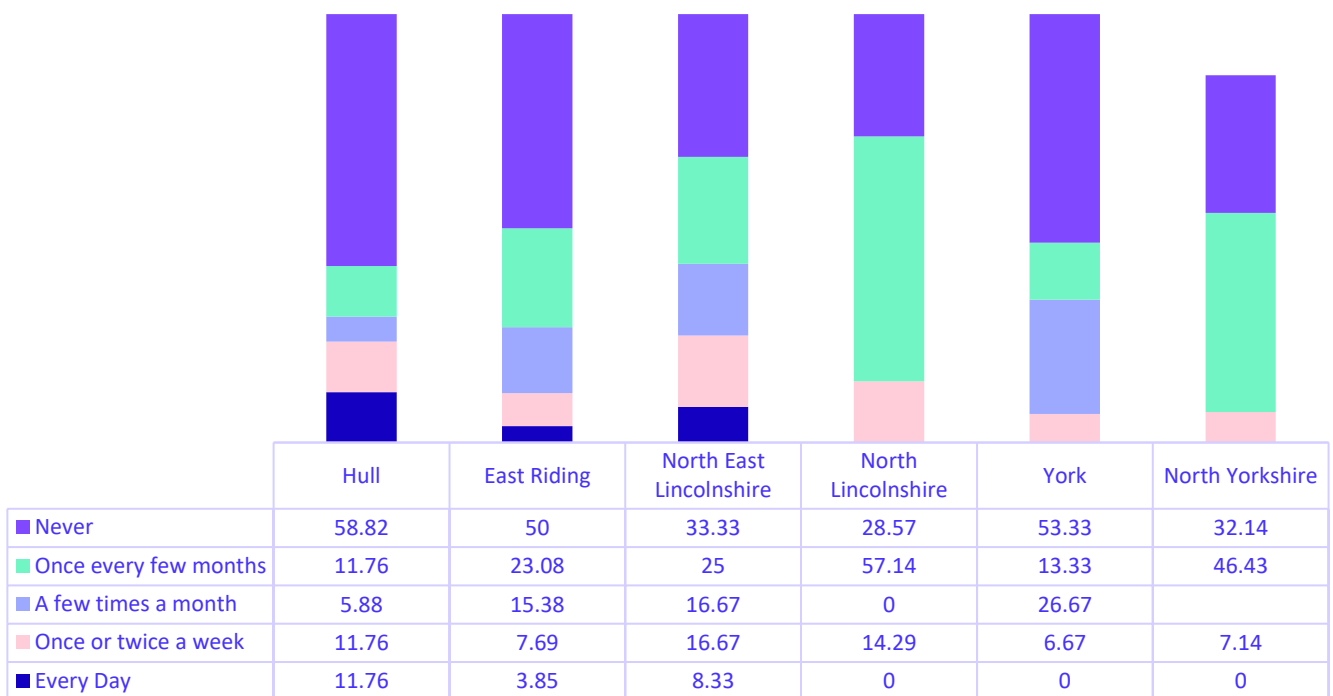
What would you use to access digital support?

Devices used to access support by Area
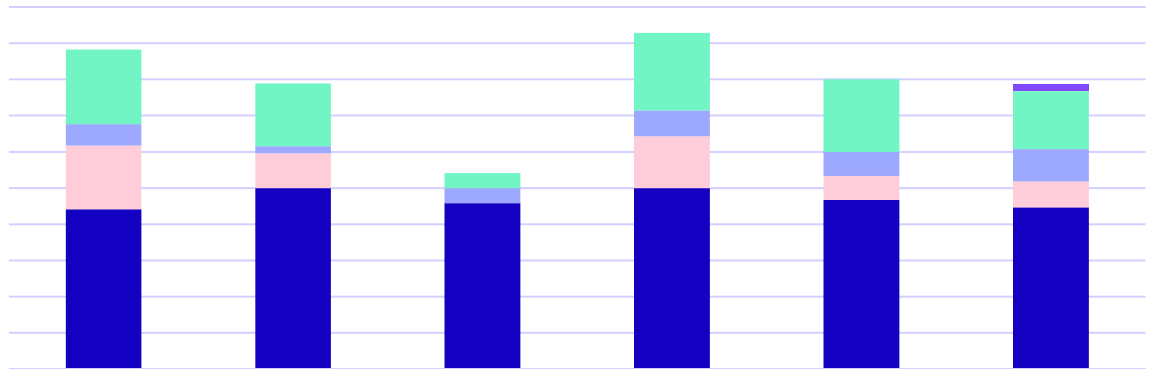
	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
Other	0	0	0	0	0	0
Games Console	0	0	0	0	0	3.57
Laptop	41.18	34.62	8.33	42.86	40	32.14
Computer	11.76	3.85	8.33	14.29	13.33	17.86
Tablet	35.29	19.23	0	28.57	13.33	14.29
Phone	88.24	100	91.67	100	93.33	89.29

Phone ▪ Tablet ▪ Computer ▪ Laptop ▪ Games Console ▪ Other

If you did need help, when are you most likely to access digital support?

When will you access digital support by Area
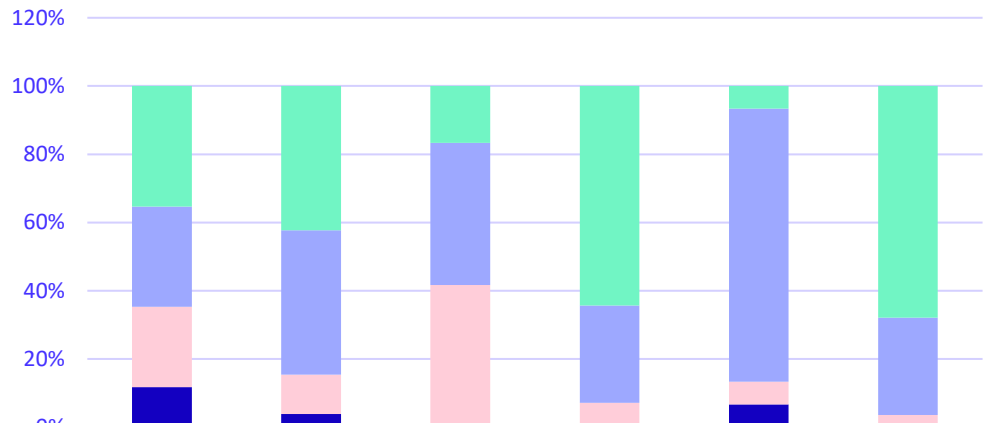
	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
During the night (After 10pm but before 8am)	35.29	42.31	16.67	64.29	6.67	67.86
Evening (up to 10pm)	29.41	42.31	41.67	28.57	80	28.57
Afternoon	23.53	11.54	41.67	7.14	6.67	3.57
Morning	11.76	3.85	0	0	6.67	0

▪ Morning ▪ Afternoon ▪ Evening (up to 10pm) ▪ During the night (After 10pm but before 8am)

What would you like to see on a digital mental health and emotional wellbeing platform?

Things you would like to see by Area
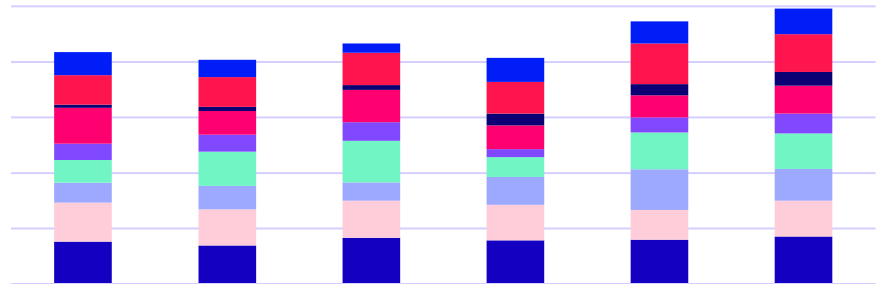
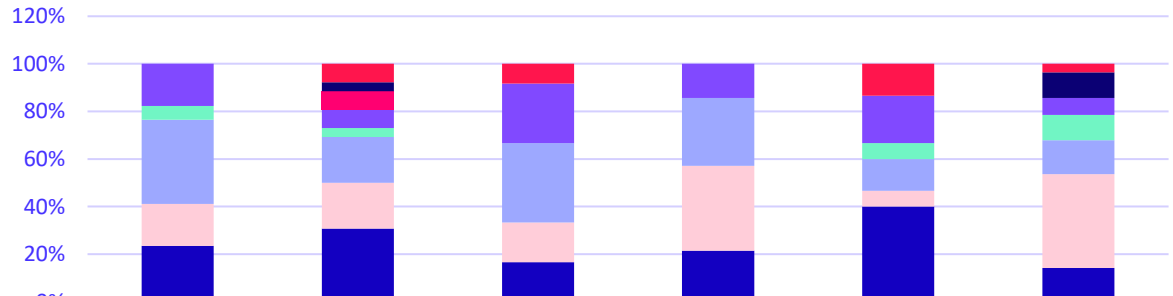|	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
Option to video call a worker	41.18	30.77	16.67	42.86	40	46.43
Tips on how to improve your mental health	52.94	53.85	58.33	57.14	73.33	67.86
Videos	5.88	7.69	8.33	21.43	20	25
Activities	64.71	42.31	58.33	42.86	40	50
A community forum	29.41	30.77	33.33	14.29	26.67	35.71
A chance to talk to other young people	41.18	61.54	75	35.71	66.67	64.29
Live chats	35.29	42.31	33.33	50	73.33	57.14
A text messaging service	70.59	65.38	66.67	64.29	53.33	64.29
24/7 access to counsellors	76.4	69.23	83.33	78.57	80	85.71

What digital platforms do you prefer?

Prefered digital platforms by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
Snapchat	0	7.69	8.33	0	13.33	3.57
Instagram	0	3.85	0	0	0	10.71
Facebook	0	7.69	0	0	0	0
TikTok	17.65	7.69	25	14.29	20	7.14
YouTube	5.88	3.85	0	0	6.67	10.71
Text message service	35.29	19.23	33.33	28.57	13.33	14.29
Website	17.65	19.23	16.67	35.71	6.67	39.29
App	23.53	30.77	16.67	21.43	40	14.29

Legend: ■ App ■ Website ■ Text message service ■ YouTube ■ TikTok ■ Facebook ■ Instagram ■ Snapchat

How would you prefer to access mental health support in the future?

Prefered access to digital platforms by Area

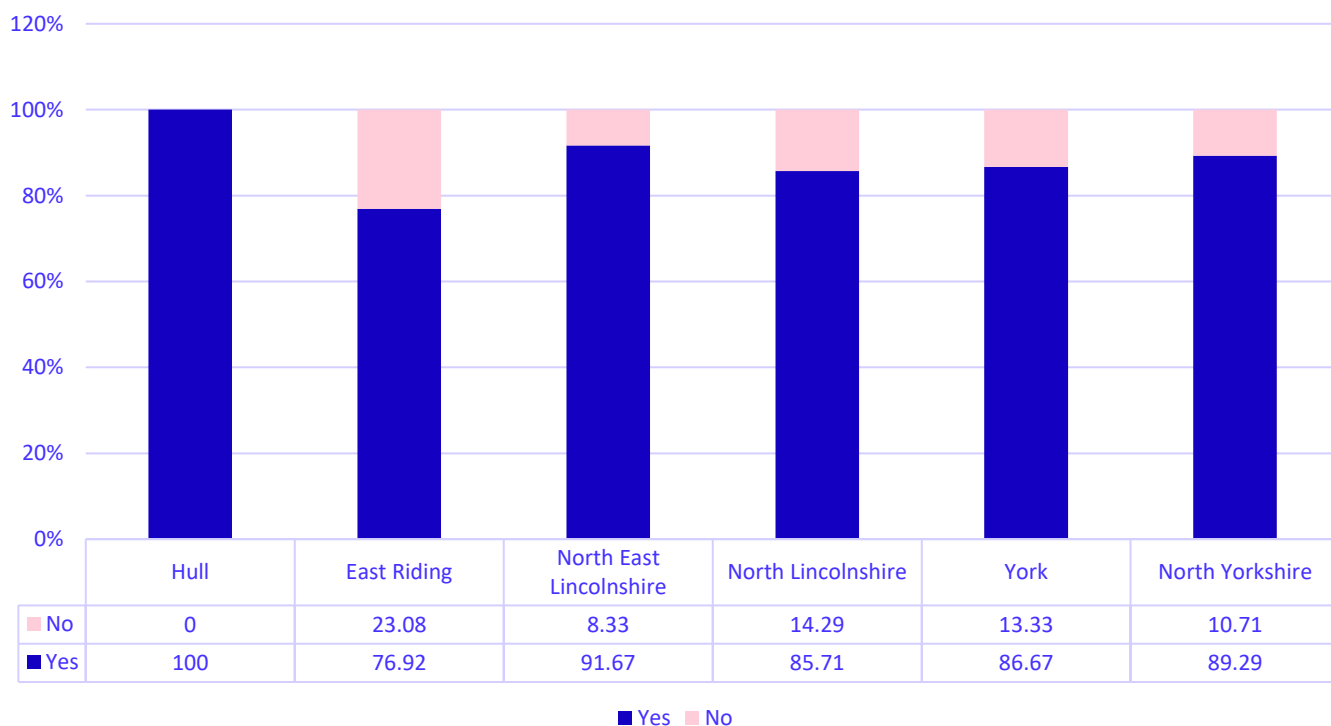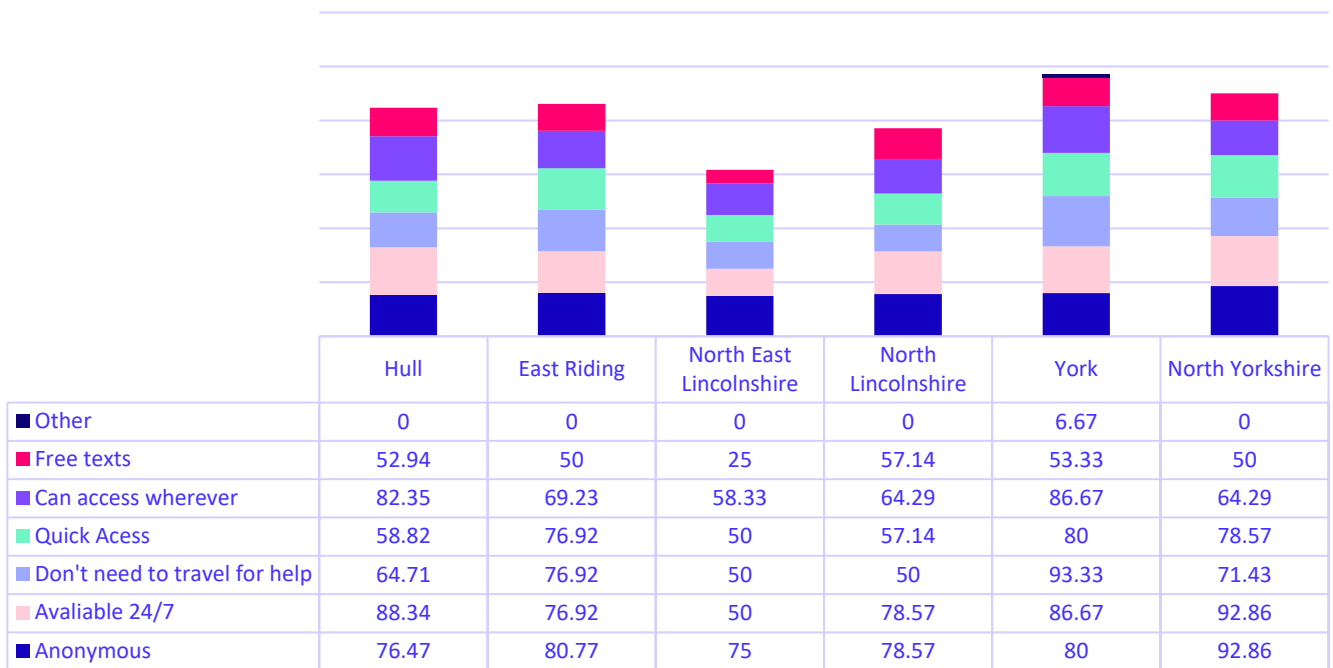|	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
■ A bit of everything	17.65	26.92	16.67	35.71	26.67	28.57
■ Over the phone	0	7.69	0	0	0	0
■ Mixture of online/face to face	47.06	30.77	25	28.57	26.67	35.71
■ Text message service	5.88	11.54	16.67	14.29	6.67	10.71
■ Face to Face	17.65	11.54	8.33	7.14	6.67	10.71
■ Online	11.76	11.54	33.33	14.29	33.33	14.29

■ Online   ■ Face to Face   ■ Text message service   ■ Mixture of online/face to face   ■ Over the phone   ■ A bit of everything

Do you think all services should offer digital and face to face support?

Should all services offer face to face and digital support by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
■ No	0	23.08	8.33	14.29	13.33	10.71
■ Yes	100	76.92	91.67	85.71	86.67	89.29

■ Yes   ■ No

What do you think are the main benefits of digital mental health support?

Benefits of digital mental health support by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
■ Other	0	0	0	0	6.67	0
■ Free texts	52.94	50	25	57.14	53.33	50
■ Can access wherever	82.35	69.23	58.33	64.29	86.67	64.29
■ Quick Acess	58.82	76.92	50	57.14	80	78.57
■ Don't need to travel for help	64.71	76.92	50	50	93.33	71.43
■ Avaliable 24/7	88.34	76.92	50	78.57	86.67	92.86
■ Anonymous	76.47	80.77	75	78.57	80	92.86

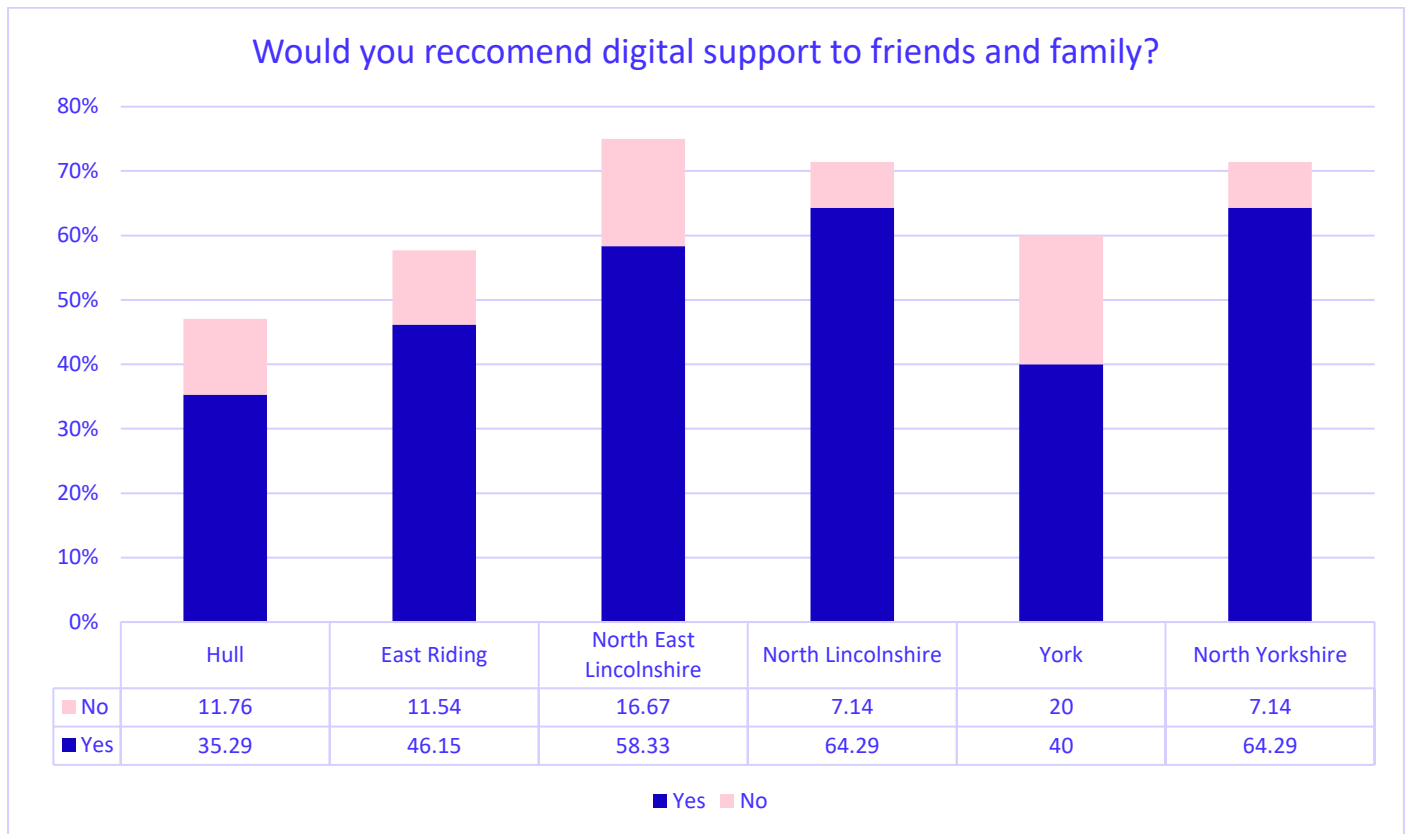■ Anonymous ■ Avaliable 24/7 ■ Don't need to travel for help ■ Quick Acess ■ Can access wherever ■ Free texts ■ Other

What do you think could be improved about digital mental health support?

What could be improved about digital support by Area

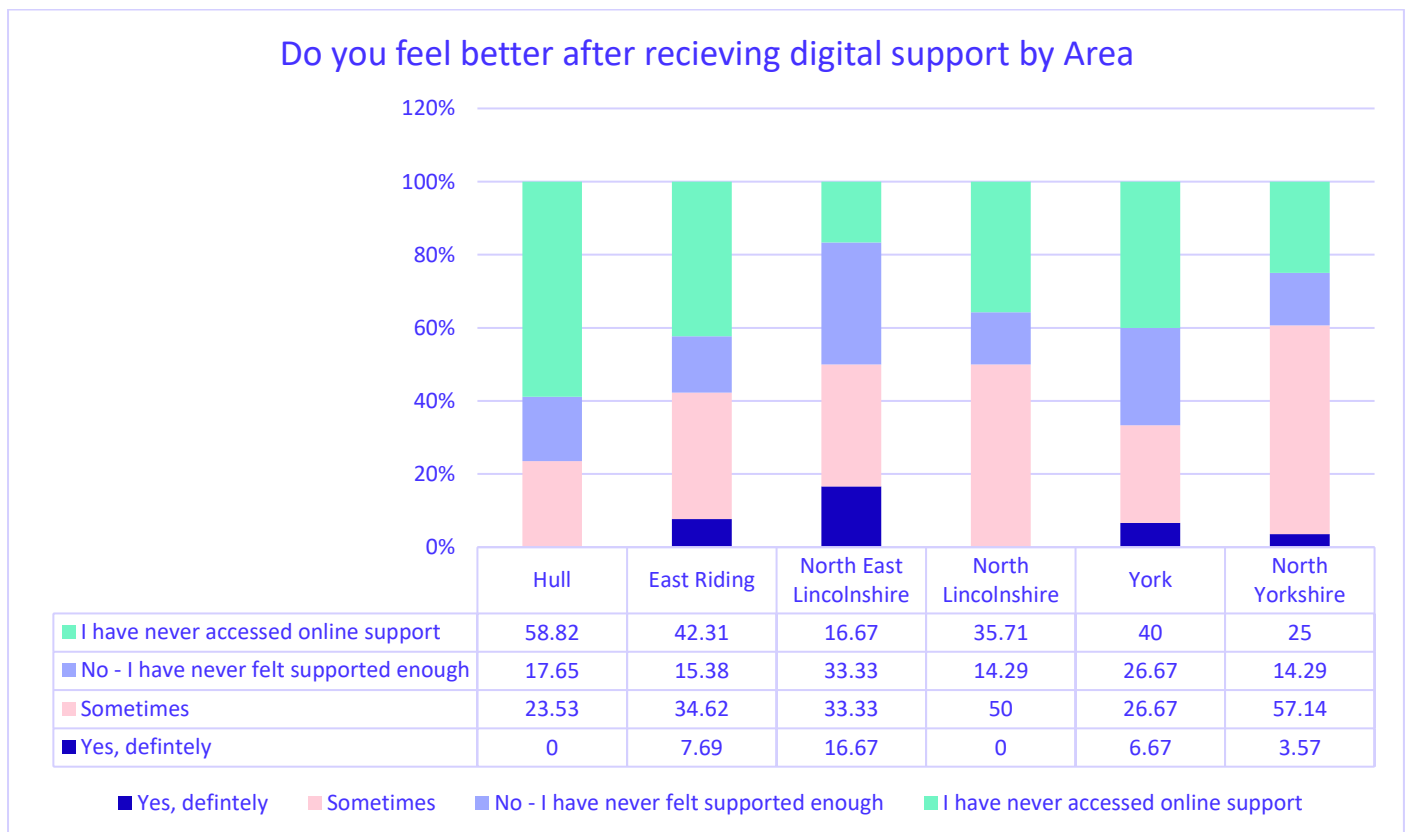|	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
■ Other	5.88	3.85	8.33	0	6.67	0
■ Understanding of privacy	23.53	38.46	50	0	0	28.57
■ Easy to use	23.53	11.54	8.33	7.14	20	17.86
■ Awareness	23.53	23.08	8.33	64.29	66.67	28.57
■ Accessibility	23.53	23.08	25	28.57	6.67	25
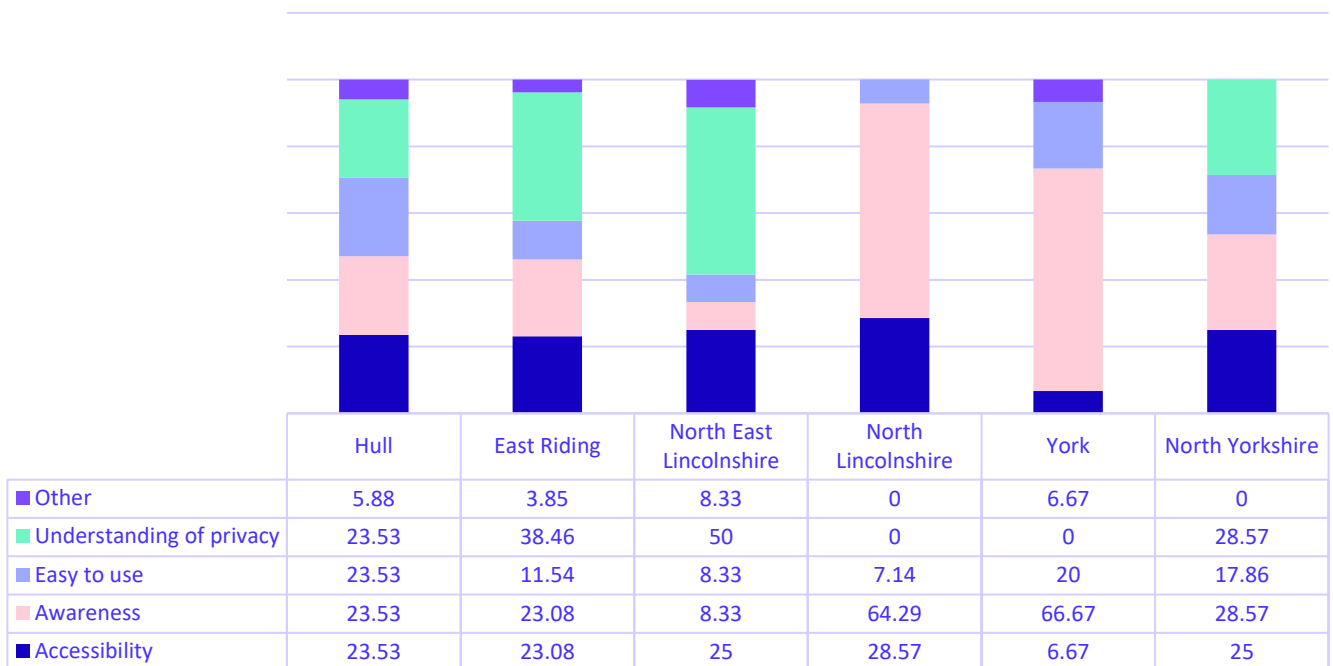
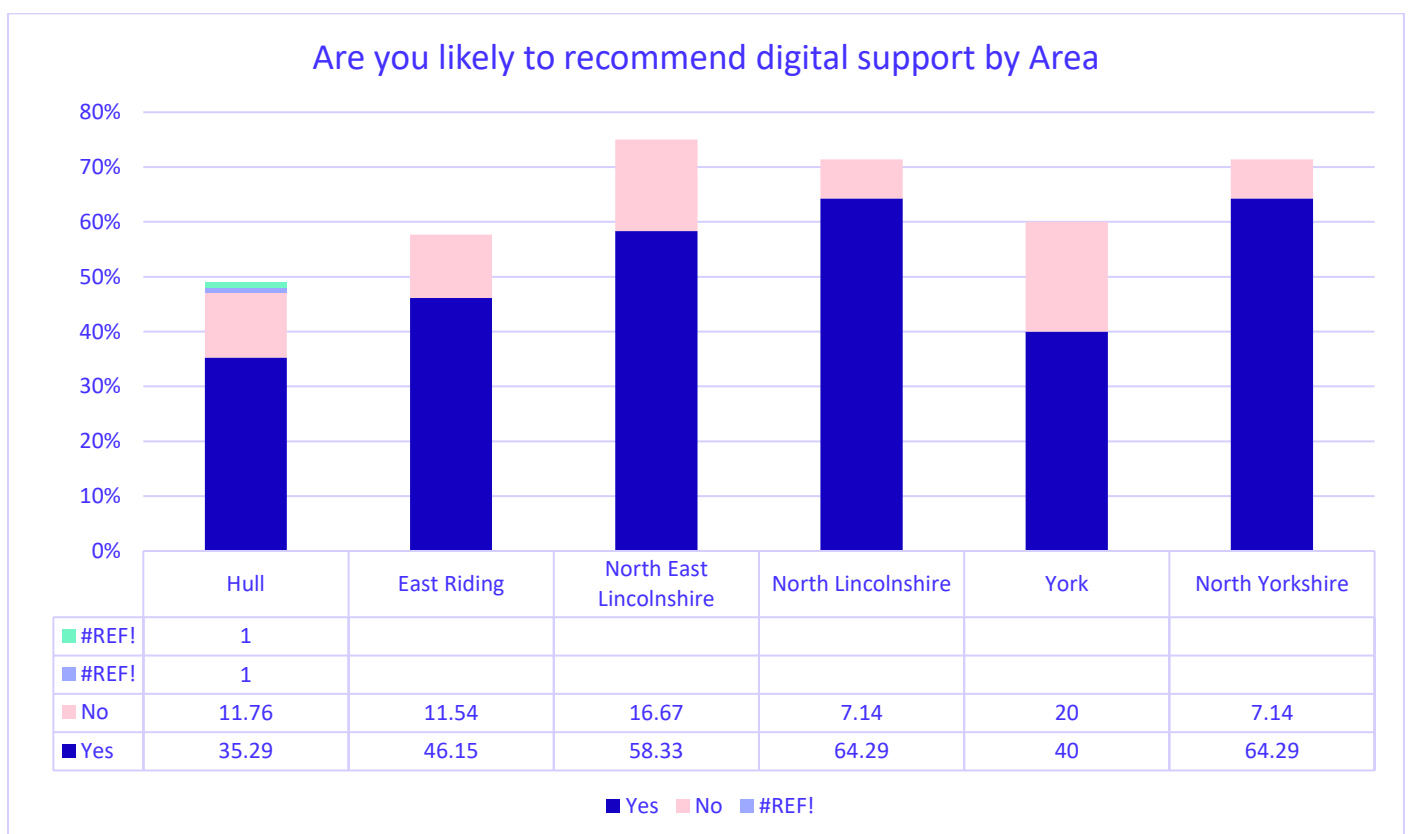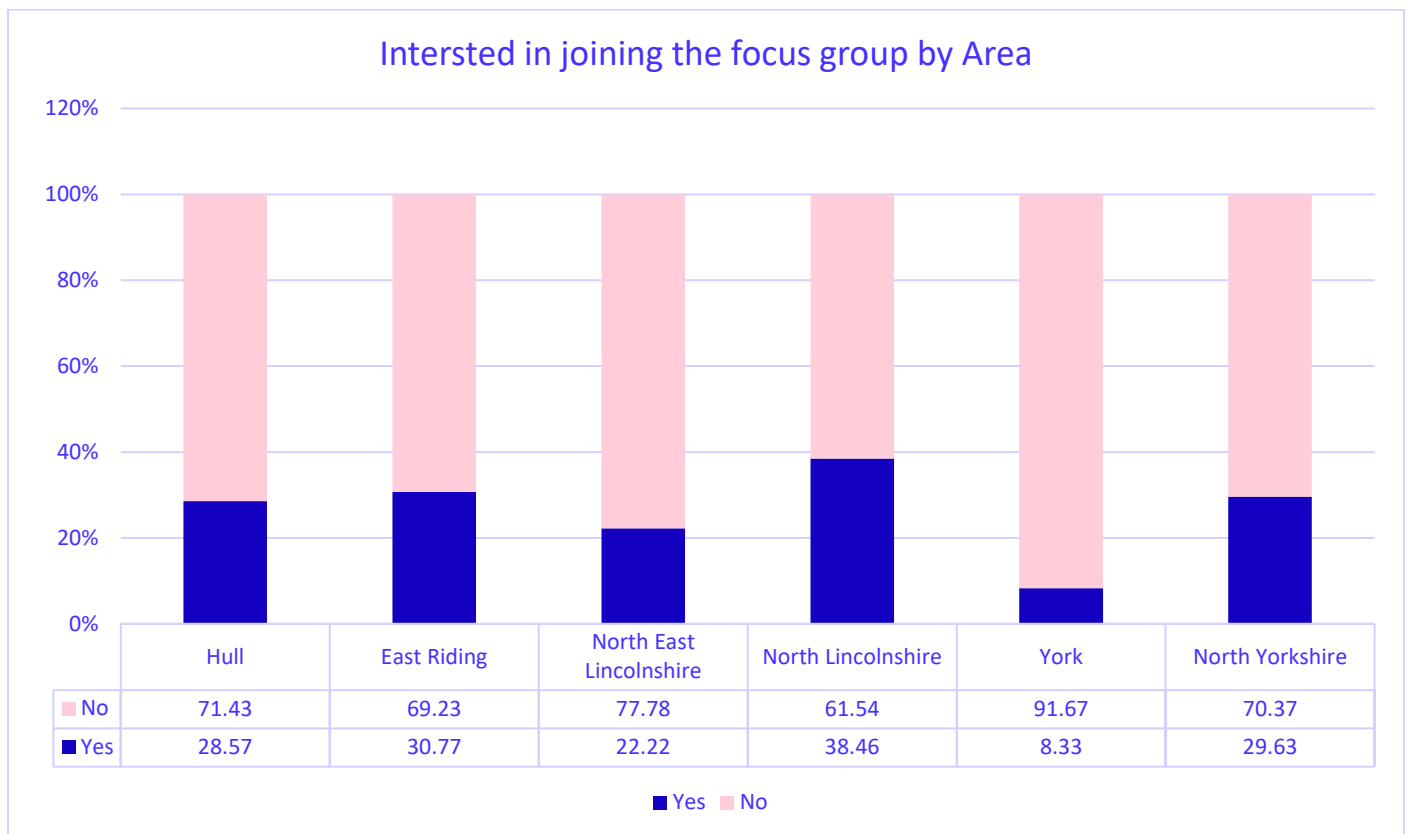■ Accessibility ■ Awareness ■ Easy to use ■ Understanding of privacy ■ Other

If you have accessed digital mental health support, would you recommend it to a friend or family member?

Would you reccomend digital support to friends and family?

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
No	11.76	11.54	16.67	7.14	20	7.14
Yes	35.29	46.15	58.33	64.29	40	64.29

■ Yes ■ No

Do you feel better after receiving digital mental health support?

Do you feel better after recieving digital support by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
■ I have never accessed online support	58.82	42.31	16.67	35.71	40	25
■ No - I have never felt supported enough	17.65	15.38	33.33	14.29	26.67	14.29
■ Sometimes	23.53	34.62	33.33	50	26.67	57.14
■ Yes, defintely	0	7.69	16.67	0	6.67	3.57

■ Yes, defintely ■ Sometimes ■ No - I have never felt supported enough ■ I have never accessed online support

We are looking at developing a focus group. Would you like to be involved in joining our focus group?

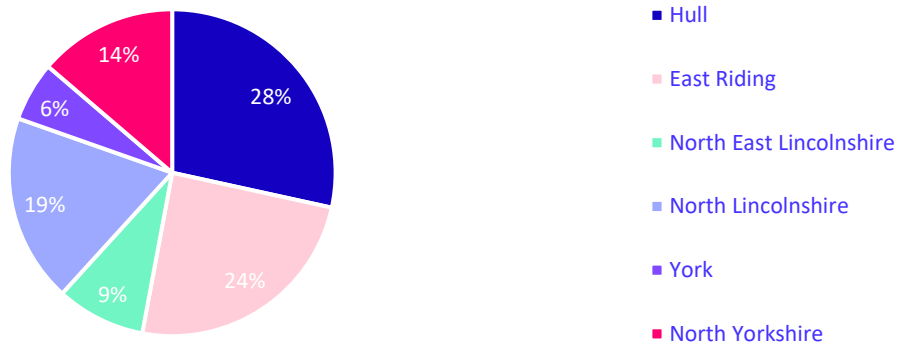## Intersted in joining the focus group by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
No	71.43	69.23	77.78	61.54	91.67	70.37
Yes	28.57	30.77	22.22	38.46	8.33	29.63

■ Yes ■ No

Are you likely to recommend digital support by Area

	Hull	East Riding	North East Lincolnshire	North Lincolnshire	York	North Yorkshire
#REF!	1					
#REF!	1					
No	11.76	11.54	16.67	7.14	20	7.14
Yes	35.29	46.15	58.33	64.29	40	64.29

■ Yes ■ No ■ #REF!

Parent and Carers

22

102 parents and carers completed our survey.

Results found 90.20% of respondents identified as female and 5.88% male. Other respondent's identities were reported as Transgender (0.98%), Non-binary (0.98%) whilst 1.66% preferred not to say.

Data on age were captured through Survey Monkey. An age breakdown of respondents are as follows: 18-24 (8.82%), 25-34 years (19.61%), 35-44 years (41.18%), 45-54 years (23.53%), 55-64 (4.90%) and 65+ (1.96%). 18.63% were single parents whilst 77.45% were not. 3.92% preferred not to say.

Locations of respondents

- Hull
- East Riding
- North East Lincolnshire
- North Lincolnshire
- York
- North Yorkshire

Which of the following best describes your current relationship status?

Married	Widowed	Divorced	Separated	In a domestic partnership or civil union	Single	Prefer not to say
53.92	1.96	3.92	0.98	16.67	19.61	2.94
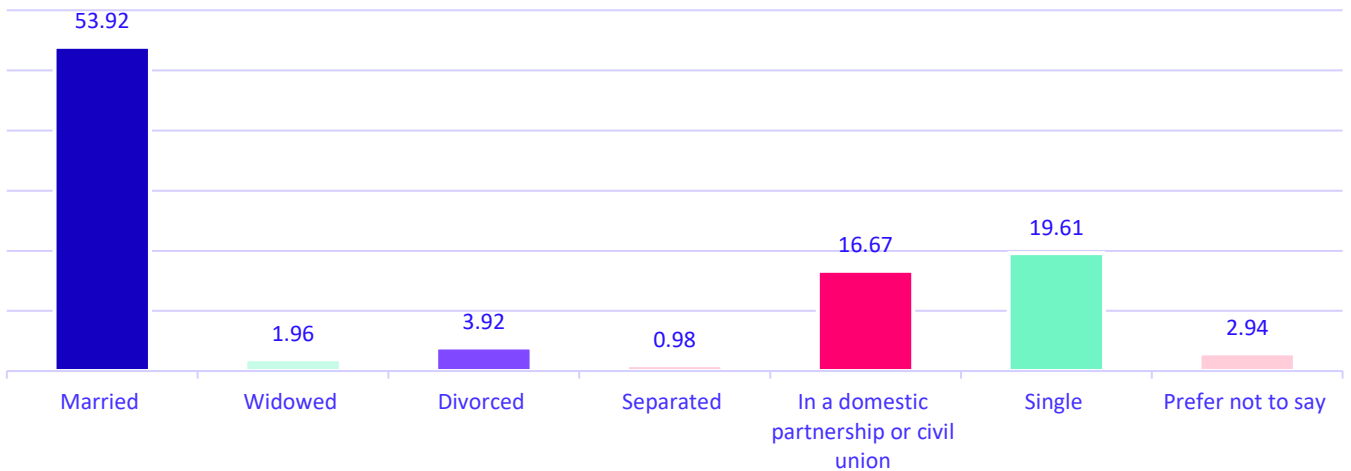
How old are the young people in your care?

- Under 10
- 10-12 years

What is your sexual orientation?

83.33
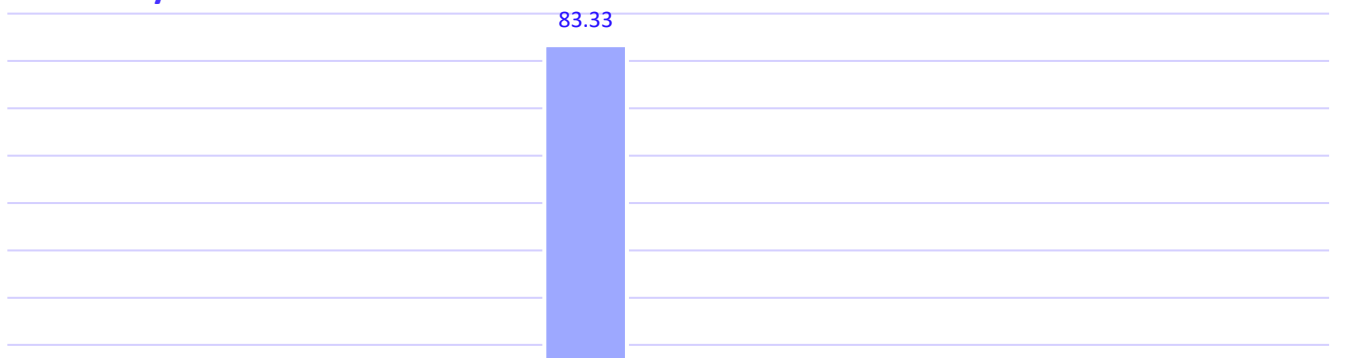
How many children do you have?

Legend: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 5+

- 1: 35%
- 2: 39%
- 3: 18%
- 4: 7%
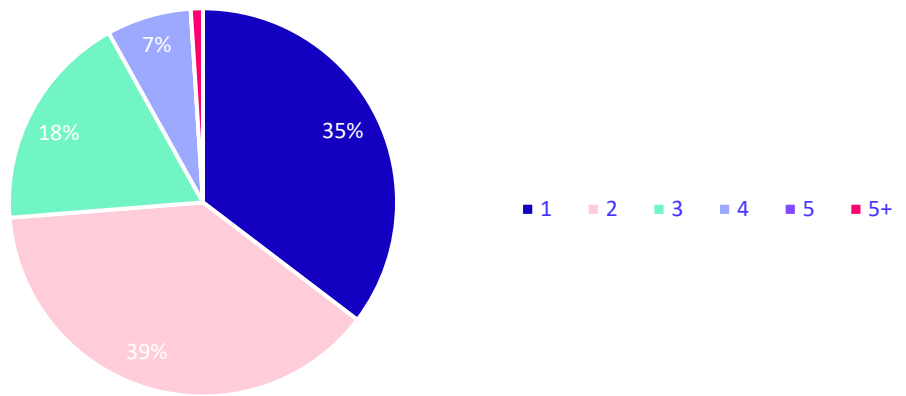
## Do you know if your child or young person has heard of or accessed any of the below to help with their mental health?
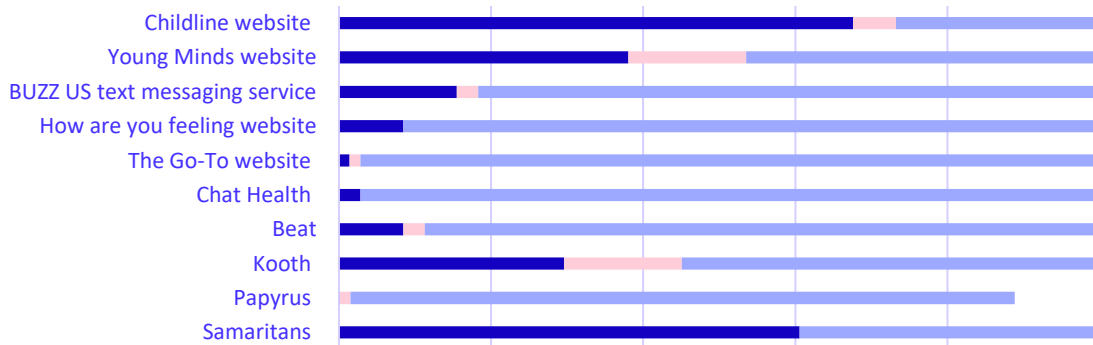
	Samaritans	Papyrus	Kooth	Beat	Chat Health	The Go-To website	How are you feeling website	BUZZ US text messaging service	Young Minds website	Childline website
■ Heard of	60.56	11%	29.58	8.45	2.82	1.41	8.45	15.49	38.03	67.61
■ Used	0	1.41	15.49	2.82	0	1.41	0	2.82	15.49	5.63
■ Not sure	39.44	87.32	54.93	88.73	97.18	97.18	91.55	81.69	46.48	26.76

health and social wellbeing platforms" before?

- Yes: 23.39
- No: 50.7
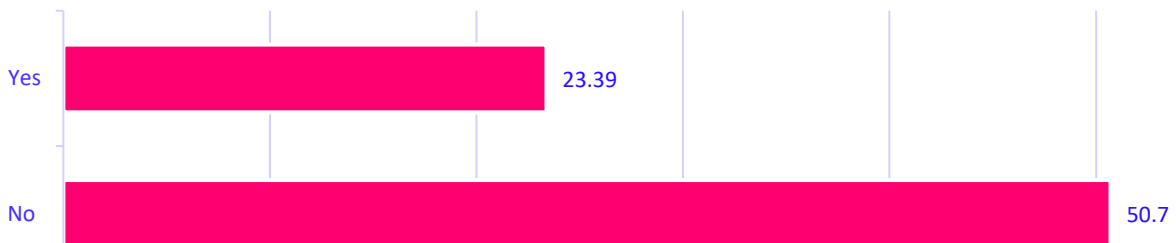
Other respondents answered to "If yes, do you know why they used it? If no, what stopped them?" as seen below:

"As was struggling with negative thoughts"
"They wanted face to face"
"I'm not sure how they used it but they said it was helping them when I said they should look into it"
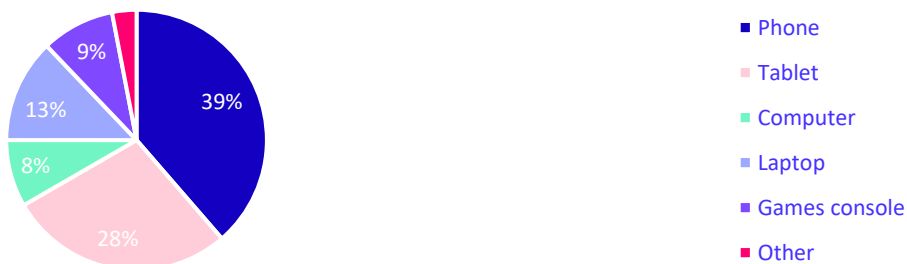"Looked at a couple of sites, but did not use as they did not feel it would benefit them"
"Didn't want to talk to someone but wanted support"
"They get very anxious about talking to people online - I think through years of online safety training in school!"

Do you know how often your child uses digital mental health and emotional wellbeing platforms?

Legend:
- Every day
- Once or twice a week
- A few times a month
- Once every few months
- Never
- Not sure

Pie chart values: 9%, 16%, 48%, 25%

How do you think your child or young person would prefer to access digital support?

Legend:
- Phone
- Tablet
- Computer
- Laptop
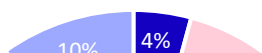- Games console
- Other

Pie chart values: 39%, 28%, 8%, 13%, 9%
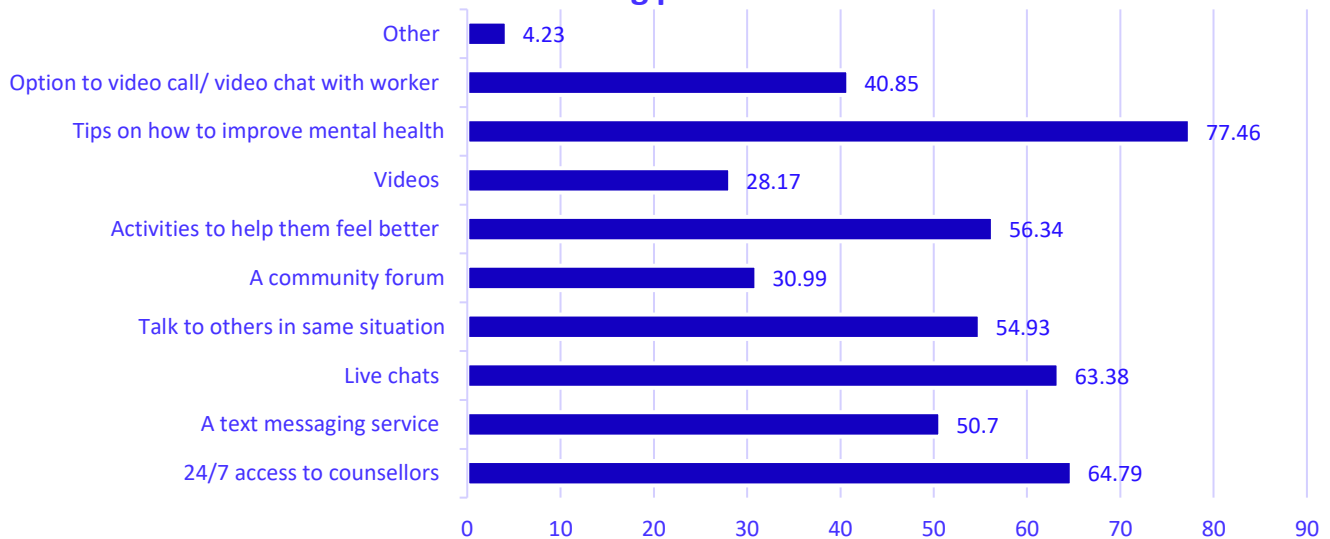
"Would never use digital support"
"Group support offered in school"
"School, they are trying to support me and my daughter and find a way to get her help"

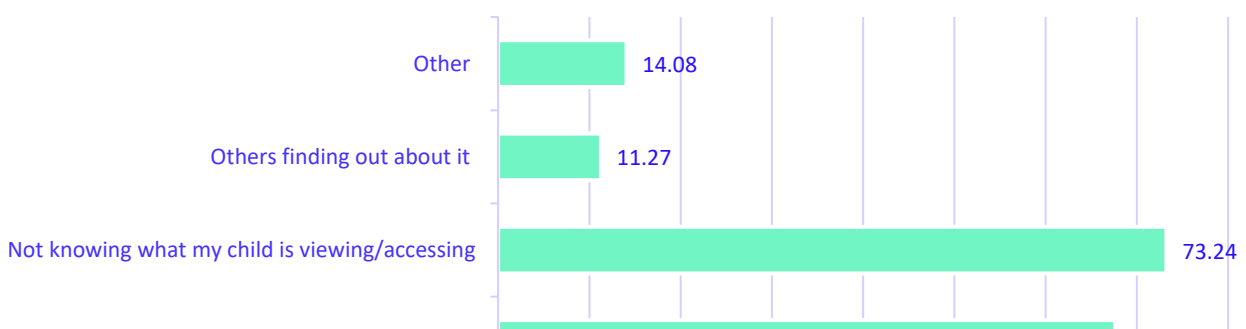## When would your child be most likely to access digital support?

Partial pie chart values visible: 10%, 4%

As a parent/carer, what would your child like to see on a digital mental health and emotional wellbeing platform?

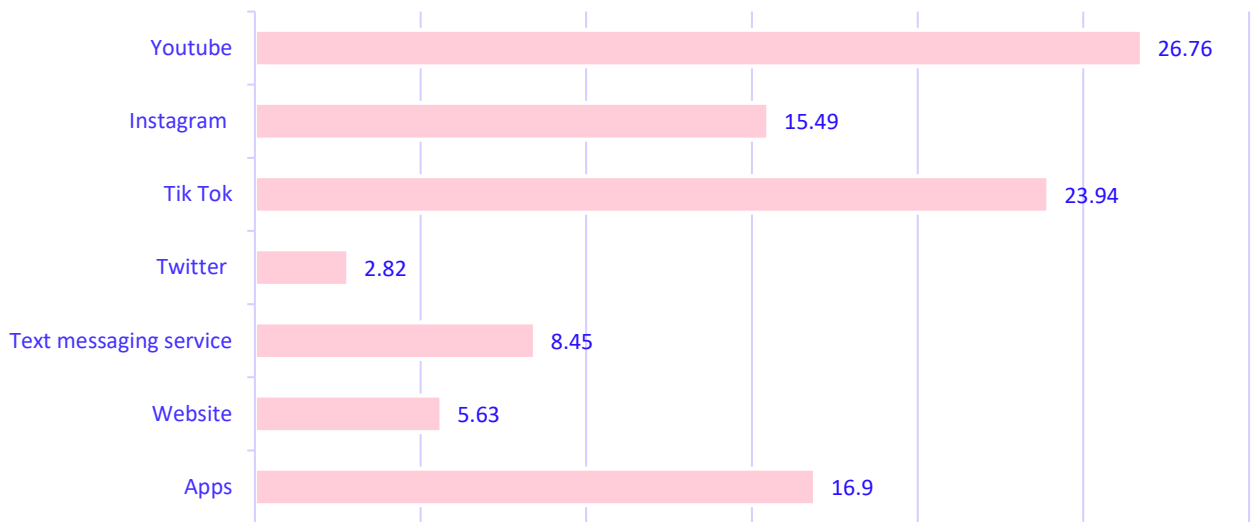| Category	Value
Other	4.23
Option to video call/ video chat with worker	40.85
Tips on how to improve mental health	77.46
Videos	28.17
Activities to help them feel better	56.34
A community forum	30.99
Talk to others in same situation	54.93
Live chats	63.38
A text messaging service	50.7
24/7 access to counsellors	64.79

Other answers were:

"Support and mentoring specific to neurodivergency eg autism adhd etc" and "Face to face".

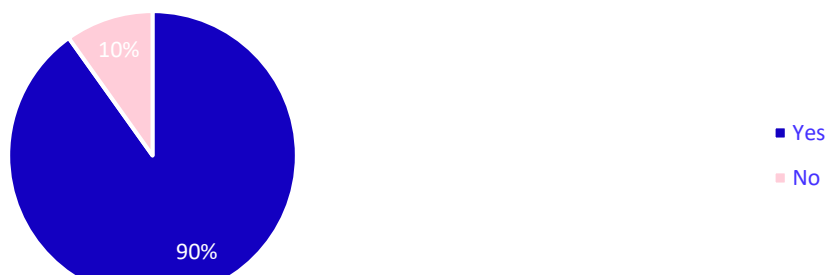## As a parent/carer what worries you about young people accessing digital support?

Category	Value
Other	14.08
Others finding out about it	11.27
Not knowing what my child is viewing/accessing	73.24

26

What digital platfroms does your child most commonly use?

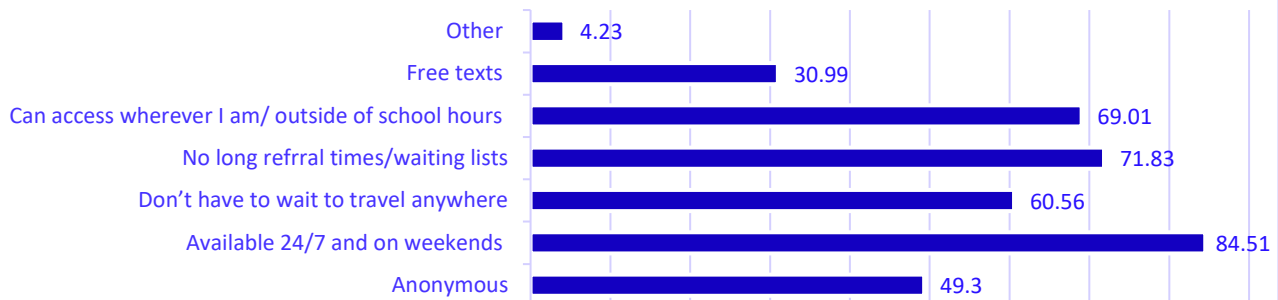| Platform	Value
Youtube	26.76
Instagram	15.49
Tik Tok	23.94
Twitter	2.82
Text messaging service	8.45
Website	5.63
Apps	16.9

How do you think your child young person would prefer to access digital mental health support in the future?

Method	Value
Via text	8.45
Over the phone	1.41
Mixture of online and face to face	61.97
Face to face only	12.68
Online only	15.49
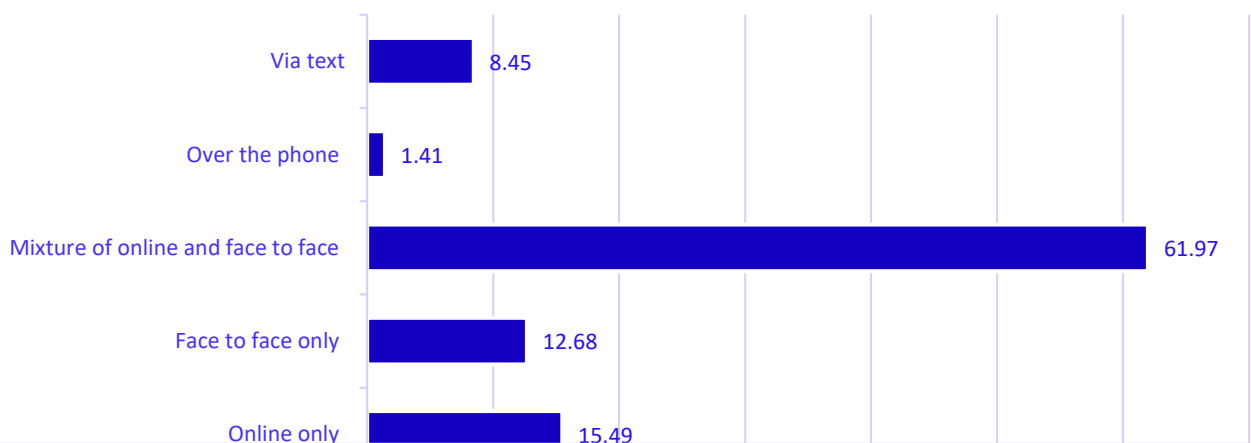
Do you think all services should offer online and face to face support?

10%

90%

- Yes
- No

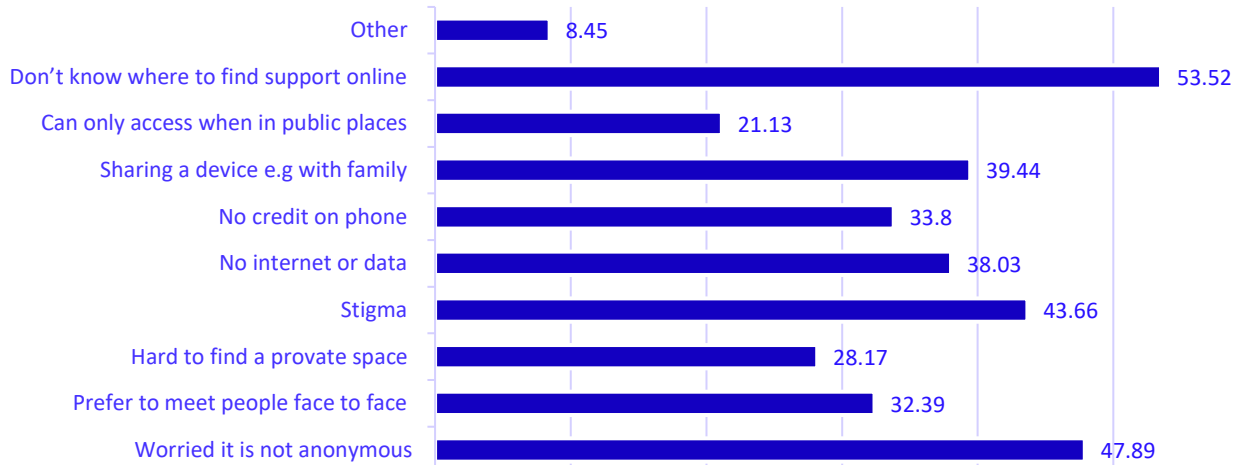## What do you think are the main benefits of children and young people accessing digital mental health support?

Category	Value
Other	4.23
Free texts	30.99
Can access wherever I am/ outside of school hours	69.01
No long refrral times/waiting lists	71.83
Don't have to wait to travel anywhere	60.56
Available 24/7 and on weekends	84.51
Anonymous	49.3

"Other" answers included:

"May not be comfortable with a face to face interaction"

"It is how they seem to prefer to communicate so all of the above"

What do you think are the main challenges faced by young people in accessing digital mental health support?

Category	Value
Other	8.45
Don't know where to find support online	53.52
Can only access when in public places	21.13
Sharing a device e.g with family	39.44
No credit on phone	33.8
No internet or data	38.03
Stigma	43.66
Hard to find a provate space	28.17
Prefer to meet people face to face	32.39
Worried it is not anonymous	47.89

Other answers included:

"As I said, my daughter doesn't have any of these issues, just that the support available online is to basic to be helpful support not suitable or applicable as autistic/adhd and approach is totally different"

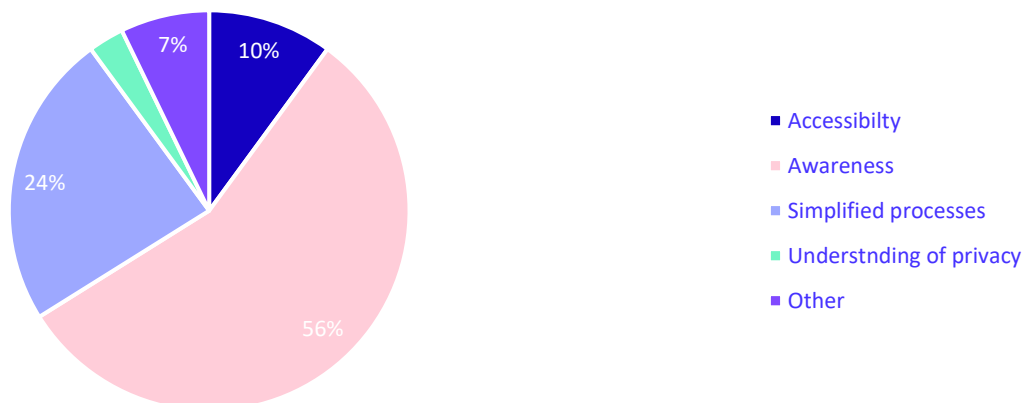"Find difficult confiding in others, especially due to reduced information about the services"

"Perhaps not knowing what help is out there"

"The support can often feel that it doesn't apply to them if they have general worries, or feel that they are not 'bad' enough to actually need the support. Self-conscious about knowing what to expect, do not always appreciate the benefits or how it can be used"

"Don't like talking on the phone"

| What do you think are the negative things about young people accessing digital support? Please explain.	
Too young to access	Struggle to take on board information given online
Easier than talking to someone in real life	It is really easy to access
Isolation	Lack of consistency
Feeling detached	Service less personable
Inaccurate information	Not engaging
Not seeing the same counsellor	Reliance on technology
Difficult to monitor	Uncommitted
Safeguarding issues	Increased screen time
Lack of quality	Cannot see trigger signs

What do you think could be improved about digital mental health support?

- Accessibilty — 10%
- Awareness — 56%
- Simplified processes — 24%
- Understnding of privacy — 7%
- Other — 7%

If your child or young person has accessed digital mental health support, did you know if they felt better after receiving this?

- Yes definitely — 10%
- Sometimes — 20%
- No — 15%
- They have never accessed digital support — 55%
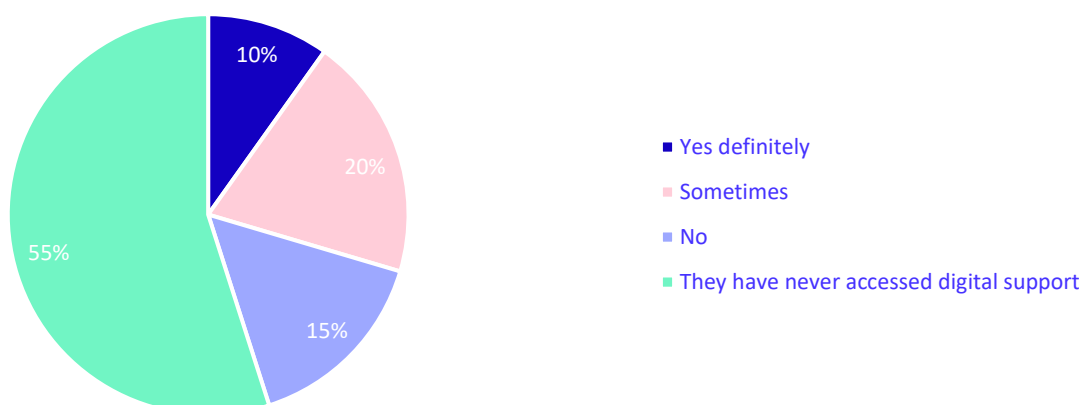
If you or your child or young person was struggling, would you know where to look / go for help?

- Yes
- No

75%

25%
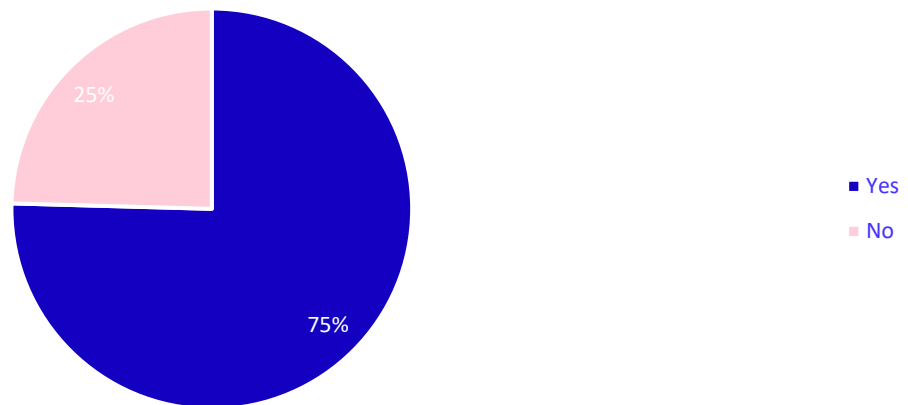
Do you have any further comments?

I think this is geared towards older children. I wouldn't have a clue (barring CAMHS) who to go too to access mental health support for my young children.

Why not improve CAMHS, provide youth centres. That would have greater impact than a poorly delivered digital service to tick a box

We've been trying for about 3 years now and we're no further forwards.

I think there should be better early help for face to face and not just CAMHS

The wait times and lack of resources in services such as Early Help and CAMHS can leave you stranded and unable to access the crisis point help you need

We need better services, accurate diagnostic, and a human face of the NHS.

MH for young people is appalling/non existent and is far too prescriptive in ne lincs

"Better mental health support for our children and families.

Better mental health support within school and teachers To have actually training and Better understanding would help!!!!!!"

Digital service are good for children that have issue with travelling.have aocial peoblems.but should still offer face to face locally too.

It would be beneficial if mental health would receive more regard from authorities and health professionals, as the problem is rising. I would like to see more advertising about help with mental health

Mental health for SEN children needs to be improved and supported in and out of schools.

Digital ACcess to MH support is tailor-made for teenagers, but reliability and consistency of services have been main barrier to getting help.

Young minds matter stopped face to face visits through covid and are still very limited with f2f appointments now! My child struggled to engage in zoom consultations and the support has been very poor due to lack of face to face and difficulties with engagement online. It has been a farce!

Personally I think early intervention would be helpful from younger ages of making all aware of feelings/thoughts and how it's okay to have these to break the stigma

"Childrens mental health across the city NEEDS an overhaul asap. I can't get my 7 year old the help she desperately needs. She's had so much trauma in her life and needs help :(no service wants to speak to or help us. If they do speak to us we get "oh yeah she clearly needs help, but unfortunately we can't help." It's so frustrating! I'm ripping my hair out with the services across our city. It's disgusting :(

No information is readily available across the city for us parents to access about childrens mental health support."

In my experience young people can be reluctant to search out support and need the support of peers/parents/schools to have support in place. This can lead to a reluctance to sign up to online support that they have to take the lead with.

Only that last year our experience with mental health help for our daughter aged 13 in York was shocking, a let down, disgusting, not there! We were alone after attempted suicide and had to deal with it. We were promised false things that never happens and cahms were useless. I had to search online for help and thankgod we were able to.

I personally think that information and leaflets or emails should be sent to parents (via school if easier) informing them of what is available so that we can download the MH apps onto the kids telephones - so that they are already installed if and when the children need to access them.

Digital is not the way to go just to bring down waiting times. Better access to local services and more counselling attached to schools readily accessible for children to turn to. I've heard of Kooth but my child would not access it prefers to speak face to face.

Lack of mental health services for primary aged children in Hull

I think there needs to be more understanding for the parents/carers dealing with a young person and their mental health as it has a massive diverse effect on those around the perosn who is suffering

Developing a service like this would be exceptionally useful in reducing waiting times and referrals by early intervention

Good luck with your mission

Not at this time thank you

Next steps

Following on from this review, a series of focus groups are going to be held to continue the review and find out more about what children and young people, and their parents and carers want from local mental health services in terms of a digital offer.

The percentage of those who asked to be involved are as follows:

Children and Young People

Children and Young People - Want to join Focus Groups

28%

72%

■ Yes
■ No
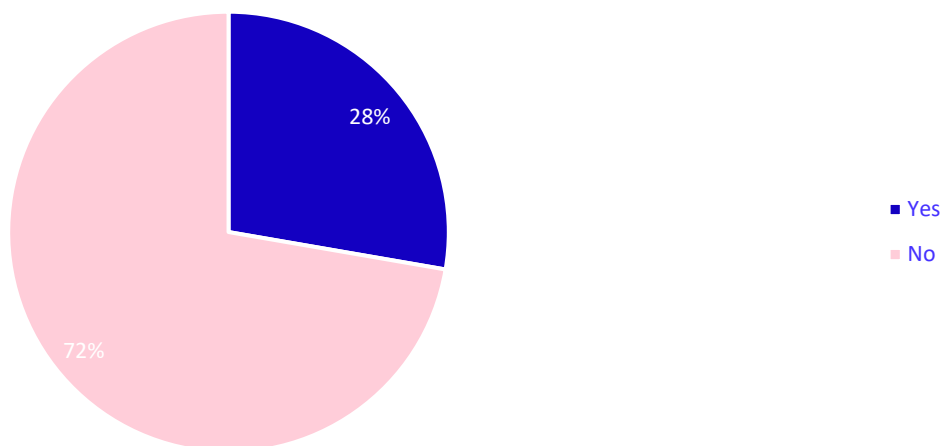
Parents and Carers

Parents and Carers - Want to join Focus Groups

10%

90%

■ Yes
■ No