

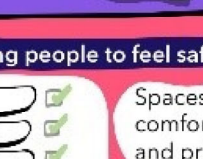
Our Minds Our Future



Engagement

Stage 1

The views of 1700 young people collected via a survey and of the young people's steering group were brought together to produce the youth led charter



Stage 2

...held with young people exploring whether the asks of the charter were important to them and why

Stage 3

Five focus groups were delivered with 55 young people



What would GOOD look like

in youth mental health services?

KEY ASKS
and how we will know if they are WORKING

Make the service affordable for young people

Ask 1

- 'Pay as you can' service models
- Clear, accessible signposting about services
- More support in youth clubs and schools
- Transparency about costs

Help young people to feel safe and welcome

Ask 4

- Spaces feel comfortable and private
- Young people are greeted and treated with positivity

Examining the asks of the charter

Choosing key indicators

...for what good might look like for services implementing these

Don't make young people wait longer than necessary

Ask 2

- Flexibility with number of sessions
- Check-in call within 24 hours of referral
- Range of support to meet a range of needs

Give young people clear information about the service

Ask 5

- Resources are trialled with a diverse range of young people
- Simple language and flexible communication
- Regular text or email reminders

Focus on young people's needs and issues

Ask 8

- Individual needs are understood and appreciated
- Young people have space to share in their own time
- Targeted strategies for different communities
- Innovative therapeutic tools are offered

Don't discriminate against young people

Ask 3

- Services and outreach in areas that need it most
- Accessibility options and information
- Diversity in the workforce
- Training for staff

Listen to young people and respect their story

Ask 6

- Ongoing and up-to-date training for staff on being non-judgemental
- Personalised support plans
- Understanding regularly confirmed with young people

Young people have hope they can make positive changes

Ask 9

- Young people have personalised goals and timelines
- Services do monthly check-ins by text or phone
- Professionals are engaged and show listening and eye contact
- Positive outcomes and milestones are celebrated

Keep information confidential

Ask 7

- Being clear when information has to be shared and who it has to be shared with
- Personal information stored safely and securely
- Confidentiality regularly explained in the best way for each young person

Include young people in decisions

Ask 10

- Feedback is gathered regularly in a range of ways... and is used meaningfully
- Specific feedback on key decisions through focus groups and surveys
- More education on mental health in schools in a range of formats