

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



**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**

Introduction

A Pan-Sussex Children and Young People's (CYP) Mental Health Digital Review 2021 was developed in partnership with Kent Surrey Sussex Academic Health Science Network (KSS AHSN) and YMCA DownsLink Group (YCMA DLG). This review also involved a youth-led research study to provide insights into young people's perceptions and experiences of using digital mental health platforms. The findings were analysed and evaluated by KSS Insights.

Background

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 April 2021 to July 2021, a rapid CYP Digital Review took place to identify gaps in digital provision of CYP mental health and emotional wellbeing services (age up to 25) in Sussex.

Feedback from the young people involved in the review, enabled a strong youth voice and presence with the creation of **Digital Youth Ambitions** (page 18) to improve future delivery of services. In addition, a **Sussex-wide CYP Task and Finish Group** provided governance and **Strategic Recommendations** (page 17) to support the young people's Digital Youth Ambitions and feed into the Sussex CYP Mental Health and Emotional Wellbeing Strategy. The aim was to provide insight into the development of a Sussex Health Care and Partnership (SHCP) Digital Strategic Roadmap; and the planned SHCP Digital Mental Health Strategy.

Initial areas young people asked to be included:



CYP Digital Review Overview

Young people from a range of youth and mental health services across Sussex, were involved in all aspects of this review.



To evaluate the current digital provision in Sussex, young people from YMCA DLG's [e-wellbeing](#) youth participation group evaluated and expanded upon the digital mapping research KSS AHSN had previously undertaken.

Through consultation with KSS Insights, and CYP mental health and emotional wellbeing providers within the Sussex CYP Digital Task and Finish Group, the young people identified **digital offers in Brighton and Hove, East Sussex and West Sussex; target groups; “intended” benefits for CYP** (e.g. treatment, therapy, self-help, IAG); **gaps in provision; barriers to access** and various other criteria including **diversity and inclusion**. See page 19, for a detailed breakdown of the young people's findings in the Pan-Sussex Digital Review. These services were then mapped into the quadrants of the [THRIVE Framework](#) (page 11) - an integrated and needs led approach to delivering mental health services for children, young people and their families.

Broadening our Reach



To ensure a wide range of young people's voices were heard, and to diversify our findings on young people's experiences, **a survey was distributed to more than 80 young people across Sussex** connected to different youth and mental health services; a youth-led [Digital Wellbeing Event](#) was hosted by the youth ambassadors; and young people from Sussex Partnership NHS Foundation Trust's (SPFT) **Youth Research Café** were consulted in a focus group for their feedback.

Young people were asked to anonymously share their views on digital mental health platforms in Sussex, including access, perceived barriers, their preferences, concerns, and any issues connected to privacy. See pages 9 to 16 of this report, for the analysis and evaluation. Based on these findings, **Strategic Recommendations** from the CYP Digital Task and Finish Group were devised, alongside **Digital Youth Ambitions** co-produced with young people.

Strategic Oversight

The Sussex CYP Mental Health Digital Task and Finish Group was set up to provide oversight, disseminate the findings from the review, cascade the digital youth ambitions and support the implementation of the recommendations. Representation within the group included the CYP Mental Health Implementation Lead, Programme Coordinator and Senior Analyst from **KSS AHSN**; Head of Therapeutic Services and Digital & Engagement Lead from **YMCA DLG**; Chief Clinical Information Officer, Chief Digital and Information Officer, Clinical Digital Director from **SPFT**; 16-25 Public Health Lead from **West Sussex County Council**; ICS Mental Health

Programme Lead for CYP and Digital Programme Director from **SHCP**; Senior Manager CYP from **Sussex NHS Commissioners** and the young people involved in undertaking the research.

The aim of the Sussex CYP Mental Health Digital Task and Finish Group was to ensure the findings from the review, including the digital youth ambitions and strategic recommendations will be embedded within local transformation plans, the emerging Sussex CYP Emotional Wellbeing and Mental Health Strategy, future system-wide and service transformation and identified as a priority within digital and CYP mental health workstreams.

Members of the Task and Finish Group will disseminate the review through various networks including Sussex CYP Mental Health Operational Delivery Forum, Foundations for Our Future Project Group, Sussex ICS Digital Board, SPFT's CDS Digital Board, Brighton and East Sussex Children's Oversight Boards, West Sussex Children's First Board, Clinical and Professional Informatics Leadership Forum, West Sussex Emotional Wellbeing Provider Forum, Sussex Youth Research Café and ARC KSS CYP Mental Health Research Network.


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

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



	60%
of young people said they'd like a mixture of online and face-to-face	
	38%
of young people said they would prefer face-to-face only	
	7%
of young people said they would like online only	

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

DIGITAL WELLBEING!









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?

YMCA

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

17
in West
Sussex

Digital Offers

11
in East
Sussex

16
in Brighton
and Hove

Some key research findings were...

85%

of young people said online mental health support was useful

66%

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

27%

of young people were referred to online services by their GP

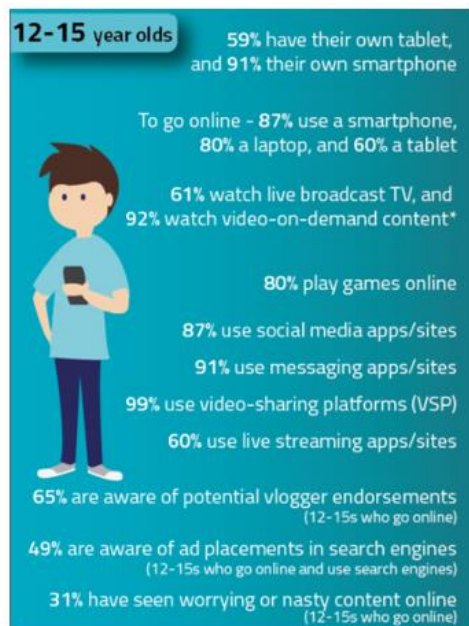
19%

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



The Current Digital Landscape

Part of the CYP Digital Review involved an assessment of key literature, including examples of innovation within the digital landscape in Sussex and nationally.



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.

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.

Sussex CYP Mental Health Local Transformation Plans (LTPs)

Brighton and Hove, East Sussex and West Sussex's Local Transformation Plans (LTPs) outline their ambitions to improve the mental health of children and young people. Previous Sussex LTPs vary in terms of their inclusion of digital interventions, with little or no reference to a regional CYP mental health digital strategy. For example, [Brighton and Hove Local Transformation Plan \(2018\)](#) does not outline digital interventions or a digital strategy but it encourages young people to access services when, where and how they choose to, embracing in digital and social media. The plan does note they will **consider how to improve the use of digital technology to drive quality mental health services** and they support a young person-run website www.e-wellbeing.co.uk (previously, findgetgive.com) where young people, parents and carers, can seek help and online tools from their peers in a youth-friendly way.

Whilst there is no digital strategy outlined within the [West Sussex Local Transformation Plan \(2019\)](#), it highlights research by YMCA DownsLink Group into young people's perceptions of digital interventions to inform the development of an online counselling offer. There were some references to the use of digital services e.g., YMCA Dialogue's e-wellbeing encrypted services for online counselling and groupwork programmes, with young people presenting with mild to moderate emotional wellbeing and mental health needs. The West Sussex LTP also highlighted the assessment of optimal digital approaches supporting self-harm prevention interventions.

The **East Sussex Local Transformation Plan (2019)** places emphasis on evidence-based treatments for children and young people, with references to online interventions, such as online counselling services to improve the support given to young people, particularly outside of school hours. Whilst there was little emphasis on a digital strategy, the LTP states further exploration into online engagement work, including 'Mind your Head' app and 'virtual online tours' used in Hampshire and Sussex allowing children and young people to engage with services using new technologies.

As areas develop their current LTPs in September 2021, there is an opportunity to embed the Digital Youth Ambitions and Strategic Recommendations identified through this review, to develop and improve the range of digital interventions across Sussex.

Sussex-wide Reviews

[Foundations for our Future](#) is a review into young people and their families' emotional health and wellbeing support across Sussex. The review identified several key themes and 20 recommendations to improve the experiences of young people and their families so they can access the support they need. Key areas included the development of a strategic plan for emotional health, wellbeing and mental health in Sussex; identifying gaps in the pathway to support and improve accessibility; effective partnership working between services; co-production and co-design with young people; and allowing children and young people to have a greater say in how resources are spent. In addition, strategically, the review aims to explore online consultations, including advice and support from specialist services, general practitioners, social prescribers and others, alongside the use of other digital options.

This guide, co-created with young people across Sussex, is to help young people prepare for phone or online mental health appointments!

Ready, Set, Connect!

It's OK to feel **worried** or **nervous** before an **online** or **telephone** mental health **appointment**. YMCA Right Here has created this guide with **practical tips** and **suggestions** to help you (or a young person you know) feel **more prepared** before, during, and after the appointment:

Struggling to cope? Find help here:
 SAMARITANS
 Call us free 24/7 on **116 123**
 samaritans.org
 shout
 Text on 0800 85258

In the weeks before:

- Write down your thoughts, feelings, or questions about your appointment
- Choose your appointment space (e.g. a private room or quiet outdoor area)
- Talk to someone you trust about your experience of the appointment, if you feel comfortable doing so
- Plan some time for yourself before and after the appointment
- Check the details you were given about accessing the appointment (e.g. making sure your phone/device will be suitable)

In the hours before:

TECH CHECK!

- Test your mic and speaker
- Check your device is charged
- Turn off any distracting notifications
- Watch '[Getting ready for your online session](#)'

BREATHE...

- Have a pen and paper ready if you like to take notes
- Wash your face, brush teeth and hair - this helps you feel 'ready'!
- Let school/college/work know if you need time off for your appointment

During your appointment:

Know that it is normal for the odd glitch to happen, or a long pause, or people talking over each other.

If there is anything that you don't understand, you can ask questions such as, "Can you explain that to me...?"

After your appointment:

- Speak to your trusted person to let them know how it went.
- You might like to have some time away from the screen and go for a walk.

Privacy & Confidentiality
 Your professional will make sure that your appointment is kept confidential (even if they see you in their own home).
 They may have to tell someone if they think you or someone else might not be safe. Usually the professional will try to tell you know first.

Find more support and information @
 e-wellbeing | i-Rock | WHERE do you go FOR
 Switchboard
 Connecting you to LADO support

Find more info about the RESEARCH FOR THIS GUIDE HERE.

Guide produced by: **YMCA RIGHT HERE**
 YMCA DOWNLINK GROUP

Sussex NHS Commissioners | Young Healthwatch Brighton and Hove

[Ready, Set, Connect](#) was delivered in partnership with Sussex NHS Commissioners and Young Healthwatch Brighton & Hove in 2021. This solution-focused youth-led consultation took place to gain insight into young people's (aged 16-25) barriers to accessing online video and telephone mental health appointments. Barriers highlighted were **communication and trust; privacy and confidentiality; lack of confidence and anxiety; technology; and stigma and fear of being judged**. Young people co-produced a digital guide in the form of an [infographic](#) (above) to help other young people prepare for remote mental health appointments. Content included information on privacy and confidentiality, services providing support, and practical tips and strategies on how to prepare in the weeks, days and hours before an appointment. Young people also [co-produced a video](#) with therapists from YMCA Dialogue, to help others prepare for online video therapy sessions.



concordia
Live. Learn. Experience.

healthwatch
West Sussex

Doc Tour - your pocket guide to health care appointments

Healthwatch West Sussex met up virtually with NCS (National Citizen Service) graduates to find out how they felt about accessing healthcare by themselves.

The graduates felt there were barriers to access that made them feel stressed, anxious or worried about making or attending appointments by themselves.

I don't know which professional I am going to be seeing.

I don't know how to make an appointment.

I don't know what to expect when I get to my appointment.

I don't like not knowing how long I'll wait in the queue.

I don't like the pressure of short appointment times.

The graduates came up with a solution: 'Doc Tour.'

This is their idea for an app that young people can use to feel more comfortable about making and attending health appointments. With 'Doc Tour', you could:

- Watch a virtual tour of your GP surgery, showing where to go and what to expect when you arrive.
- Find out which professional you will be seeing, and a profile of who they are, their likes, dislikes and hobbies.
- Be able to chat privately and directly with a professional.
- Have a symptom checker so you can be confident about needing to make an appointment.
- Tells you where you are in the queue while you are waiting for your appointment.
- Being able to give the professional your notes before the appointment.
- Lets you send ideas to improve the app
- Read FAQ's

Healthwatch West Sussex will be sharing these ideas with the people who make decisions about services in West Sussex, including the Children First board and the people working on Foundations for our Future. What will they do with the grad's 'Doc Tour' idea?

Health Watch West Sussex and graduates from **National Citizen Service** shared valuable insights into young people's perceptions when accessing healthcare during the pandemic. Many students felt their experiences of mental health were often ignored and felt the help provided was not equipped to support them or accessible to young people.

The solution was an app called **Doc Tour** – a pocket guide to healthcare. The app was designed to help young people prepare for online health care appointments using a digitally inclusive approach.

See image (left) for more information on the app co-designed with young people to help their peers comfortably book online appointments. The aim is to improve communication when young people express their mental health needs, with a view to enabling them to receive easily accessible support in the run up to their appointments.

To help raise awareness of Doc Tour, the young people also suggested promoting the app through social media, particularly aimed at schools.

The COVID-19 pandemic resulted in a rapid shift from in-person to online therapeutic interventions. Funded by ARC KSS, [Interactions online: Zoom or Room](#) ("Zoom or Room") was a research initiative undertaken by the University of Sussex in 2021, to assess therapists' experiences when meeting CYP clients online in comparison to in person face-to-face sessions. The study also evaluated the factors linked to engaging in more connected conversations.

Based on the findings, research-informed [guidelines](#) were created for employers, parents and practitioners to help them make the best of their online therapy sessions. Guidance included how best to participate in and deliver online interventions with appropriate planning, setting ground rules and devising strategies to reengage clients who may have 'tuned out'.

GUIDELINES FOR USING ONLINE THERAPEUTIC INTERVENTION

GROUPS

KEY MESSAGES

Some groups can work well online, e.g. training, meetings with a clear agenda, multi-disciplinary teams

Group members can find it harder to connect socially and build rapport online as it's harder to have informal conversations. Create opportunities for social connections at key points, e.g. breakout groups, chat, adding in-person sessions

A recorded presentation sharing the results of this study, can be found here: <https://vimeo.com/552807158>

Insights from Sussex CYP Mental Health Digital Review 2021

The two key areas of the review involved an **evaluation of online mental health support across Sussex**; and an **exploration of young people’s perceptions and experiences** of digital provision. This information was collated through an online youth-led wellbeing event, focus group, and survey distributed to young people across Sussex.

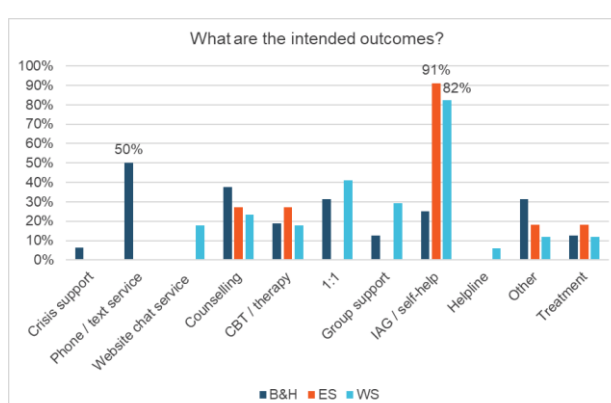
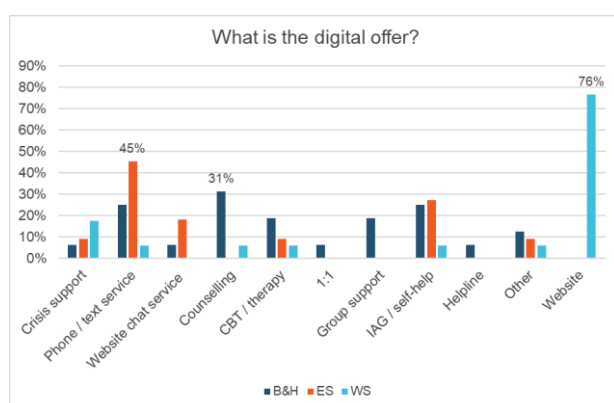
The main aims of the digital review were to:

- Identify gaps in service provision
- Explore universal and self-help services, as well as targeted early intervention and therapeutic services
- Evaluate clarity of messaging and how accessible services are for young people
- 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 Sussex-wide offer but not ignore the place-based differences

Findings from the Review

A formal review of online mental health provision across Sussex was conducted by youth ambassadors from YMCA DownsLink Group, with wider support and governance from the CYP Mental Health Digital Task and Finish Group. The young people identified 44 digital offers across Sussex, with 16 in Brighton and Hove, 17 in West Sussex, and 11 in East Sussex from a range of providers. The offers were assessed using the same criteria across the three regions of Sussex, and mapped out into the THRIVE model (see pages 11 to 12).

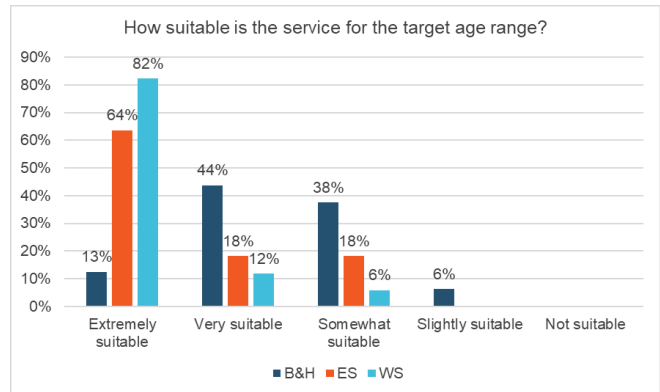
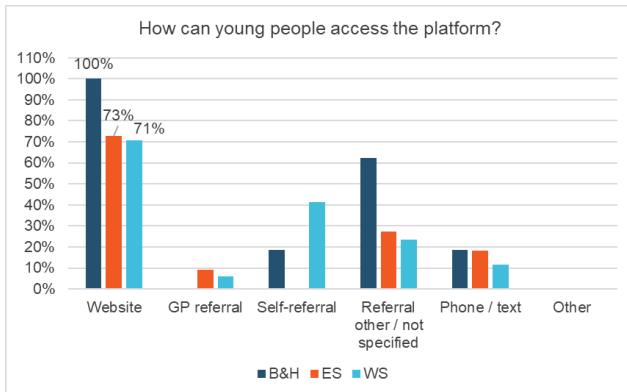
The digital offers varied across regions. Brighton and Hove offered the largest variety of options, whilst East Sussex primarily had phone and text services, and West Sussex website-based support. When the young people explored digital offers and intended outcomes for each region, their interpretation of these questions were very similar, but the feedback differed between regions. For instance, West Sussex reported more on the outcomes, and there was a difference in the proportion of phone and text services for Brighton and Hove.



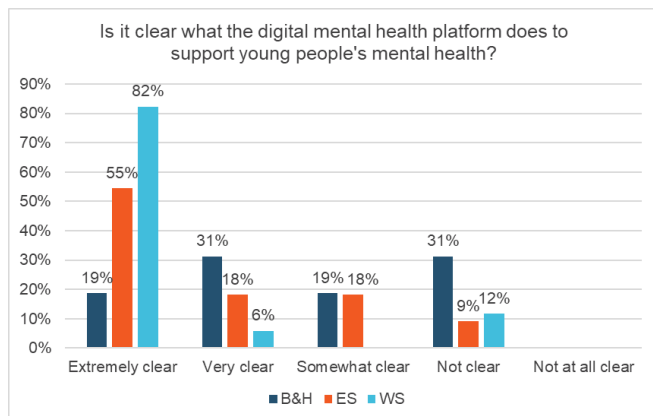
The primary offer of support across East Sussex and West Sussex was information, advice and guidance (IAG) or self-help; whilst for Brighton and Hove, phone and text service was found to be on offer across half of services. The young person’s perceived offer of direct crisis support was only found in Brighton and Hove (6% of services), and a helpline service was only identified in West Sussex (6% of services). Some platforms in West Sussex provided clear, accessible details for crisis support, whilst other services had this information buried within their websites.

The primary method for accessing the platforms across all areas was via websites. For both Brighton and Hove and East Sussex, “referrals other/not specified” were the second most common way of accessing the platform, with self-referral the second most common option for West Sussex. Referral forms included under “other/not specified” may also include self-referral forms. When considering all methods of referral, such access methods were provided by 81% of services in Brighton and Hove, 71% of services in West Sussex, and 36% of services in East Sussex. Few services were identified as being accessed through GP referral.

All services were deemed at least slightly suitable, with the majority of services across East Sussex and West Sussex considered extremely suitable. There was a higher proportion of services considered “somewhat suitable” within Brighton and Hove, compared to the other areas.



Notes on diversity and inclusion were mixed across areas, and across services within areas. Some platforms were found to be text-heavy, whereas others included mixed media such as photos, videos, experiences of young people, and interactive quizzes. Consideration of diversity and inclusion was found to vary across platforms, with some considered to be clearly diverse and inclusive, and others not.



When considering clarity of service provision, most services identified in West Sussex (88%), and East Sussex (73%), were considered extremely or very clear. Brighton and Hove was identified as having the highest proportion of services which were considered to lack clarity on how the platform supports young peoples’ mental health (31%), however West Sussex (12%) and East Sussex (9%) also had services with a lack of clarity.

Main Insights from Young People’s Desktop Research		
Brighton and Hove (Amaani, 21)	East Sussex (Fiona, 21)	West Sussex (Phoebe, 22)
<ul style="list-style-type: none"> Variety of creative support for young people Less developed online presence to promote these creative services Variety of 1:1 text service and online support but lack of groupwork support available Counselling clinical help Offers for a broad age range (11-25) Good gender split – not discriminatory Diversity and inclusion were either good or nothing at all (need to bridge this gap) Self-referral process may be a bit of a long, daunting feat for young people Services should be joined to support young people completing self-referrals 	<ul style="list-style-type: none"> Services need to communicate with each other to improve young people’s engagement Lack of input from young people. One platform had good content, but had mostly adults (30+) sharing feedback on video Mostly IAG and lots of block text on digital platforms (needs more graphics and videos from young people) Self-referral forms need to be simplified Not much information for the 18-25 age group More information targeted at young people’s needs 	<ul style="list-style-type: none"> Self-referral process is good but needs to be simplified. Young people may want to independently seek help by themselves without schools or parents’ involvement 11-25 good variation of services available for IAG, specific treatments, support groups, text service and 1:1 support Not enough diversity on websites Websites need to have more variety of information, be more dynamic and creative in connection to age of group For a couple of websites, logins were required to see the information. Should have an interface beforehand within initial info and guidance encouraging them to sign up.

THRIVE Mapping of Digital Services

The digital mental health CYP offers for **Brighton and Hove**, **West Sussex** and **East Sussex**, were mapped against the THRIVE model by the young people involved in the research. For a full break down of the services and a full audit of young people’s perceptions and findings on each service, please see Appendices starting from page 19.

Note, whilst every effort has been made to include Sussex-wide online mental health support for young people with input from the CYP Digital Task and Finish Group, due to the changing nature of digital platforms, we cannot guarantee all services have been captured in the digital mapping activity.





Click [here](#) for more information on the **THRIVE Framework** - an integrated and needs led approach to delivering mental health services for children, young people and their families.

** Additional digital offer included in the THRIVE model after original findings (see page 19 onwards)*

Young People’s Perceptions and Experiences

CYPs’ perceptions and experiences of digital mental health services were captured through:

- A Digital Wellbeing Event, using Mentimeter
- Sussex Youth Research Café
- A Survey Monkey questionnaire

Feedback from the three sources were collated to identify key findings and emerging themes. 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.

With over 80 surveys received, the views of 63 respondents (completed surveys) were captured across the three sources; 39 from Survey Monkey, 12 from the digital wellbeing event, and 12 from SPFT’s Youth Research Café. The latter of which had an average of 6 respondents per question. Results found 79% of respondents identified as female and 21% male, with no respondents indicating non-binary. Data on age and gender identity were captured through Survey Monkey.

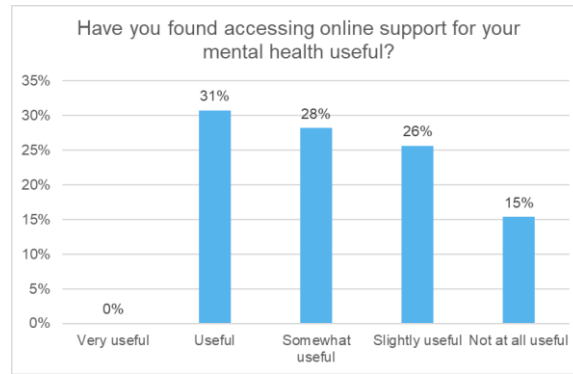
The benefits of online mental health support with regards to accessibility were noted by some:



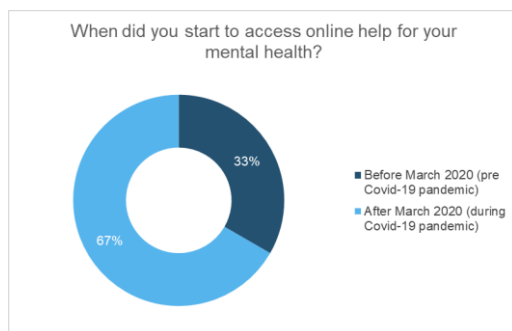
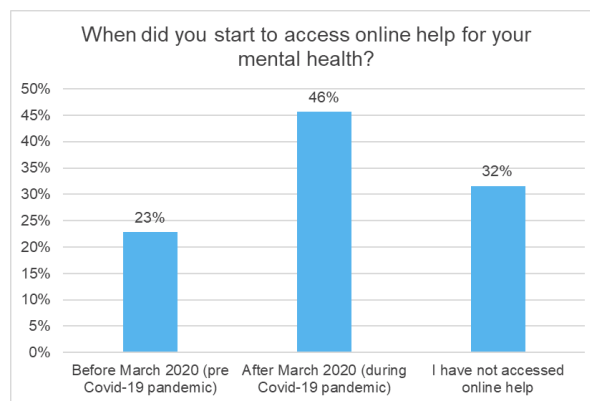
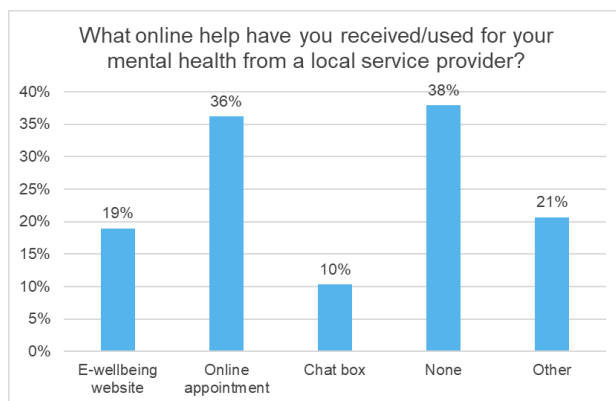
Accessing Mental Health Support

Around 66% of respondents had used online mental health support in the form of either an online appointment (36%), e-wellbeing website (19%), or chat box (10%). Of the 21% that indicated “other”, responses included a nurse chatline, Kooth (no longer in Sussex), CAMHS, MoodGym, SilverCloud, social media, and therapy via Zoom, amongst others.

Of those who had accessed online mental health support (71%), 85% felt it had been at least slightly useful, with 31% reporting it had been useful. Online support was indicated as “not at all useful” by 15% of respondents.



Reported uptake of online mental health support varied across questions, with an average of 32% of respondents indicating that they had not accessed online mental health support (range 29% – 38%).

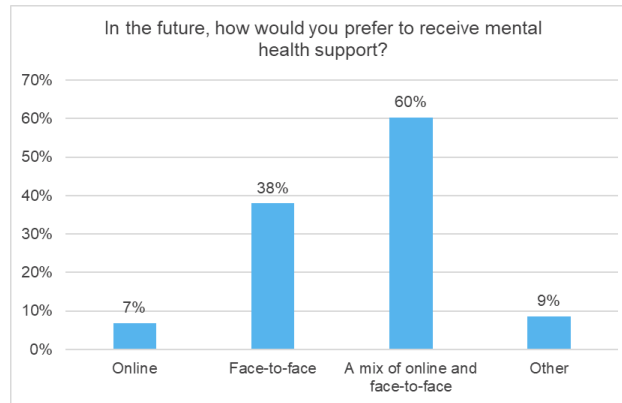


Over two thirds of respondents accessed help for their mental health. Of those who did access support (68%), over two thirds (67%) gained access after March 2020 (during the COVID-19 pandemic), compared to 33% who had started before.

Of those young people who had accessed online mental health support (87%), over a quarter started to use online mental health support following a referral from their GP (27%), whilst 19% had their counselling moved online.

For the 29% who indicated “other”, responses included:

- Self-referral
- Hospital referral
- Preference for online support, rather than in person (face-to-face)
- Previous lack of support and long CAMHS waiting lists
- Lack of availability from other NHS mental health services



When asked how young people would like to receive mental health support in the future, a **mixture of online and face to face** was the preference across respondents (60%), with 38% indicating they would prefer face-to-face, and only 7% choosing online only.

What needs to be improved?

A free text response question, “*If you have not accessed online help for your mental health, why?*”, captured reasons for not accessing online help. Thirty-six comments were thematically analysed, with two core themes emerging: **barriers to access**, and **lack of awareness**. Other themes included a **preference for face-to-face support** and **not requiring support**.

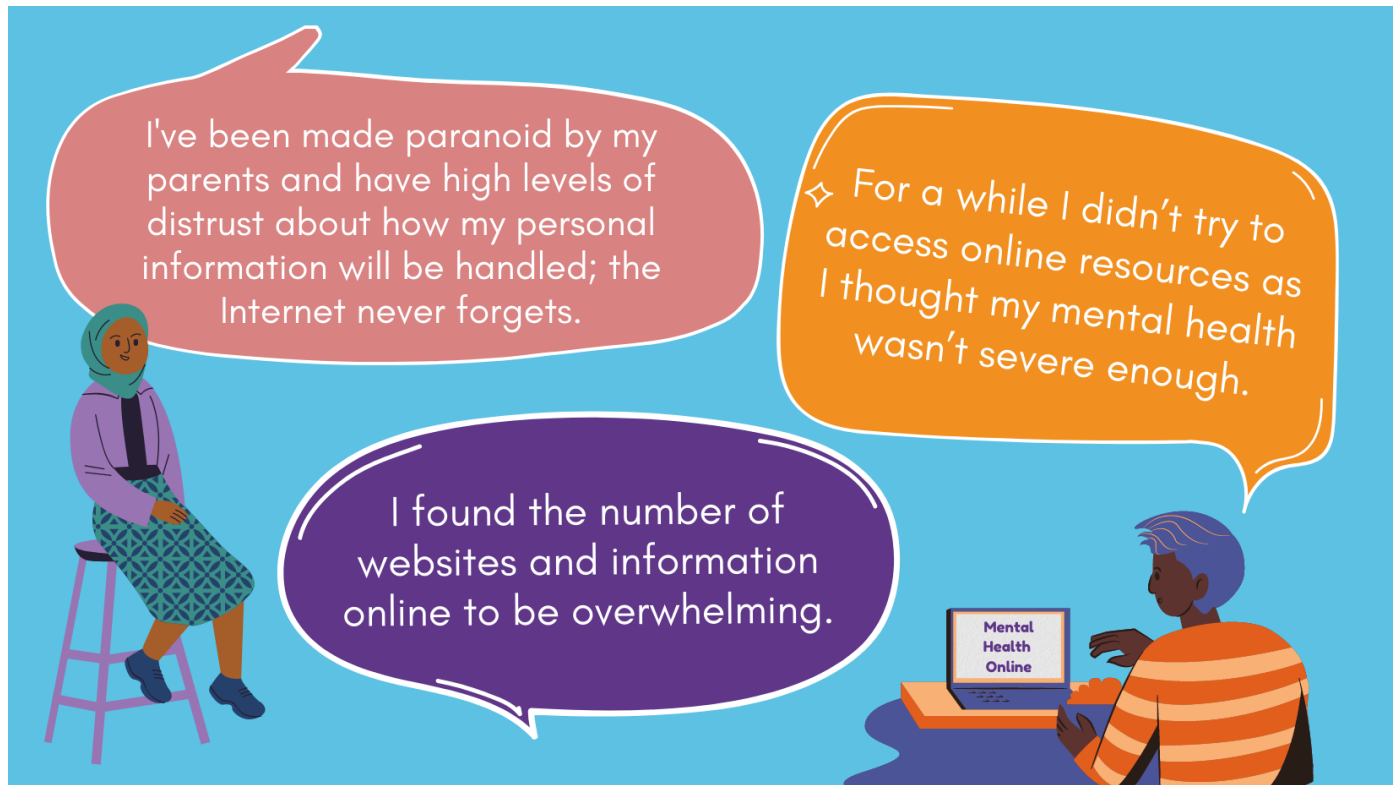
A free text response question, “*What could be improved? (about online mental health support)?*”, captured reasons for not accessing online help. Fifty comments were thematically analysed, with three core themes emerging: **accessibility**, **awareness**, and **support/understanding**.

Identified sub-themes are included in the following table:

Barriers to Access		
Negative experiences	Awareness and Accessibility	Support/understanding
<p>Lack of support</p> <ul style="list-style-type: none"> ○ Feeling undermined by professionals ○ Subsequent lack of trust ○ Passed around the system ○ Overwhelming choice of resources <p>Time</p> <ul style="list-style-type: none"> ○ Long waiting times ○ Personal time constraints ○ Lack of trust of online support <p>Impracticalities of online support</p> <ul style="list-style-type: none"> ○ Privacy issues 	<p>Streamlining resources</p> <ul style="list-style-type: none"> ○ Reducing waiting times ○ Increasing provision ○ Providing different methods (e.g., group support) ○ Widening availability times ○ Digital poverty and exclusion ○ Choice of support accessed <p>Awareness</p> <ul style="list-style-type: none"> ○ General awareness ○ Awareness within school/college/university 	<p>Improve support and understanding within resources and from professionals</p> <ul style="list-style-type: none"> ○ Improvements to content, including wider focus (current focus on anxiety and depression) ○ Collaborative approach (being treated like a person); contributing to and giving feedback on materials for young people

Fourteen comments were made about future provision of mental health support. Some respondents indicated a preference for phone-based support, whilst others noted that people with different conditions may benefit from different methods of accessing support. Limitations with body language over online sessions was noted as a drawback to online support by a couple of respondents.

Why respondents had not accessed online mental health support:



Further quotes highlight previous negative experiences which have caused a lack of trust and lack of support, subsequently affecting why online support was not accessed:



Final Recommendations and Next Steps

Through consultation with KSS AHSN, YMCA DLG and the CYP mental health and emotional wellbeing providers within the Sussex CYP Mental Health Digital Task and Finish Group, young people identified 44 **digital offers in Brighton and Hove, East Sussex and West Sussex; target groups; “intended” benefits for CYP** (e.g., treatment, therapy, self-help, IAG); **gaps in provision; barriers to access** and fed back on other criteria including diversity and inclusion.

The key recommendations to feed into **Digital Youth Ambitions** (below) for online mental health platforms are:

- Widen the range of service provision, other than IAG based content.
- Ensure promotion of inclusion and diversity across all platforms.
- Consider making text-saturated sites more engaging through the use of images, videos, interactive elements, and real stories.
- Consider the accessibility of content with regards to reading age, language, and other methods of presenting information (as outlined above).
- Clearly signpost crisis support.
- Improve content to capture youth voice, for example, using case studies from individuals aged under 25 years, and including young people in videos and podcasts.
- Ensure continuity and connection through resources and services involved.

Strategic Recommendations from the CYP Mental Health Digital Task and Finish Group

- Develop a **Sussex-wide CYP Mental Health Digital Strategy** which includes principles of developing digital solutions, implementing digital working and digital ambitions co-produced by young people.
- Ensure the digital strategy is **embedded** within the emerging **Sussex-wide CYP Mental Health and Emotional Wellbeing Strategy** and aligned to the agreed SHCP Digital Ambitions.
- Develop a **Sussex Digital CYP ICS Mental Health Workstream**. Ensure multi-agency representation by young people within this workstream. Use it as a forum to spread digital innovation.
- Ensure digital agenda is fully embedded within **Local Transformation Plans** and **Foundations for our Future**.
- Create clear links with the dynamic **digital and creative sectors across Sussex** through Wired Sussex, Further Education Colleges and Universities. Ensure the digital mental health strategy identifies clear links between education, opportunity and employment.
- Ensure **online self-referral information** and forms for Single Point of Access (SPOA) are developed in consultation with young people.
- Encourage **creative solutions** for groupwork and support organisations to deliver this.
- Offer **digital training** (particularly for groupwork) ensuring a base line assessment of digital maturity, confidence and skills of partner organisations. Develop a training offer for organisations on how to maximise digital working and development, facilitated by youth ambassadors linked with existing digital skills and inclusion work to maximise its reach.
- Create a **Digital Guide** to help young people prepare when accessing digital services (include information on privacy and confidentiality, services providing support and practical tips).
- Identify **youth representation on the Clinical and Professional Informatics Leadership Board** - ideally a youth ambassador.
- Ensure **CYP Digital multi-agency and young people representation** within the emerging mental health collaborative digital enabling group and governance structure to support digital innovation.

Digital Youth Ambitions (Youth Voice)

- Increase visibility or provide more online resources and support for the **18-25 age group**.
- **Raise awareness** within schools, colleges and universities so young people know what's available.
- Provide additional funding to **help digital providers communicate more creatively**.
- Provide **support and alternative access** for young people experiencing **digital poverty**.
- Ensure **diversity and inclusion are embedded** within digital solutions so there are people from ethnic backgrounds shown in images and videos of young people to their peers. Where possible, include a **diversity statement**.
- Provide more **training and support** to organisations delivering **groupwork** to young people.
- Join up **services so they work together** and help them **share good practice** on how best to communicate digitally with young people.
- **Simplify the self-referral process** so it's less daunting, and young people have the option of either doing this independently or being supported by professionals.
- Improve **clarity of messaging about the digital offer**, particularly for online platforms where logins are required.
- Ensure **more visibility of gender specific resources** for boys, LGBT+ and non-binary young people.

Please continue below for a full list of digital platforms the young people found during the desktop research.

Note, whilst every effort has been made to include Sussex-wide online mental health support for young people, due to the changing nature of digital platforms, we cannot guarantee all services have been captured in the digital mapping activity.

For more information or to provide feedback on this review, please contact **Becca Randell, from KSS AHSN** at becca.randell@nhs.net or **Nicola Harvey, from YMCA DownLink Group** at nicola.harvey@ymcadlg.org.

Appendix A – Children and Young People’s Mental Health Digital Activity BRIGHTON & HOVE (Young Person’s Research and Perspective)

Brighton & Hove Engagement Activity	Website	Email	What is the digital offer?	How suitable is the service for the target age range?	Target Age Group (anything between 11-25)	What options of support are available?	How can young people access the platform? e.g. log onto a website, send a text message, fill in a referral form
Dialogue Virtual (Face to Face) Counselling including LGBT, ASC/LD and BAME young people (YMCA)	https://www.ymcadlg.org/what-we-do/health-and-wellbeing/ymca-dialogue-counselling-services/	enquiries@ymcadlg.org	E-counselling services	Very suitable	Parents of young people.	Counselling, CBT, self-help, 1:1, phone service.	Website view, referral form.
Silvercloud (part of Brighton & Hove Wellbeing)	https://www.brightonandhovewellbeing.org/guided-self-help	spnt.brightonwellbeing@nhs.net	clinician supported online CBT-based programme	Somewhat suitable	age 18+	CBT, Courses	Website view, referral form.
e-wellbeing Digital Online Counsellors (YMCA)	https://www.brightonandhovewellbeing.org/cyp-ewellbeing	spnt.brightonwellbeing@nhs.net	Website chat service	Somewhat suitable	age 13+	Treatment, 1:1, counselling therapy	Website view, referral form
e-wellbeing encrypted platform for CYP (Mind District)	www.ewellbeing.minddistrict.co.uk/en/	spnt.brightonwellbeing@nhs.net	Guided Self-help, video/psychoeducational modules alongside Counselling, CBT or support work	Suitable	age 13+	Treatment, 1:1, Self-help, counselling therapy	Website view, referral form
e-wellbeing website	www.e-wellbeing.co.uk	e-wellbeing@ymcadlg.org	IAG, coronavirus support, signposting to other services, Crisis support	Extremely suitable	age 13-25	IAG, signposting, crisis support.	Website view, referral form.
Vocalise	https://audioactive.org.uk/sign-up-for-vocalise/	info@audioactive.org.uk	Signing and songwriting for women, non-binary and gender variant individuals.	Very suitable	age 13-19	Engagement activity for mental health.	Website view, self-referral form.
Room to rant	www.audioactive.org.uk/room-to-rant/	marina@audioactive.org.uk	Rap and spoken word sessions for young men or non-binary.	Very suitable	age 16-25	Engagement activity for mental health.	Website view, referral form.
Allsorts youth project	https://www.allsortsyouth.org.uk/young-people	youth@allsortsyouth.org.uk	Group and emotional support	Very suitable	age 11-25	Group, 1:1 and advocacy.	Website view, referral form
Young Oasis	https://www.oasisproject.org.uk/contact-us/#youngoasis	referrals@oasisproject.org.uk%20info@oasisproject.org.uk	Therapy	Very suitable	age 15-18	Phone service, counselling	Website view, referral form
Survivors network	https://survivorsnetwork.org.uk/get-help/	info@survivorsnetwork.org.uk	Phone service, counselling, workshops and groupwork	Very suitable	11-25 (all ages)	Counselling, phone service,	Website view, referral form
Possibility People	https://www.possibilitypeople.org.uk/how-we-can-help/	work@possibilitypeople.org.uk	Helpline	Slightly suitable	Young people, carers and their families.	Phone service	Website view, telephone number
Chat Health	https://www.sussexcommunity.nhs.uk/services/chathealth-text-messaging-service/108923	Direct text service	Text service	Extremely suitable	age 11-19	Text service	Website, telephone number
Young Carers project	https://carershub.co.uk/services/services-for-young-carers/young-carers-	Direct text service	Text service	Somewhat suitable	age 11-18	Text / telephone service	Website, self-referral

RISE	https://www.riseuk.org.uk/	helpline@riseuk.org.uk	Counselling	Very suitable	all ages	Groups, 1:1 therapy, phone service	Website, self-referral form
Back on track	https://www.brighton-hove.gov.uk/back-track-brighton-hove	youstina.brais@brighton-hove.gov.uk	Counselling, 1:1, IAG	Somewhat suitable	age 15-18	Counselling, self-help, phone service.	Website view, referral form
MindOut LGBT Mental Health	www.mindout.org.uk/get-support/mindout-online/	info@mindout.org.uk	Text service, IAG, groupwork, training	Suitable	age 18-25+	LGBTQ mental health support service	Website online chat function, text messaging chat function

Brighton & Hove Engagement Activity	How clearly is the site positioned as a digital mental health platform for young people?	How easy is it for young people to access the content?	How is information presented?	Is the digital platform linked to another service?	Notes on diversity and inclusion
Dialogue Virtual (Face to Face) Counselling including LGBT, ASC/LD and BAME young people (YMCA)	Very clear	Easy	Video, text and graphics	Charity/NHS	No evidence on diversity and inclusion, only text used.
Silvercloud (part of Brighton & Hove Wellbeing)	Not clear	Neutral	Text	Charity/NHS	No evidence on diversity and inclusion, only text used.
e-wellbeing Digital Online Counsellors (YMCA)	Somewhat clear	Neutral	Text	Charity/NHS	No evidence on diversity and inclusion, only text used.
e-wellbeing encrypted platform for CYP (Mind District)	Not clear	Neutral	Text, video and graphics	Charity	Some photos and videos including diverse individuals.
e-wellbeing website	Extremely clear	Very easy	Video, text and graphics	Charity	Shows inclusion and diversity with photos and videos used on website
Vocalise	Not clear	Neutral	Text	No	
Room to rant	Not clear	Neutral	Text	No	Some photos including diverse individuals.
Allsorts youth project	Extremely clear	Very easy	Video, text and graphics	No	Very diverse and inclusive of gender, race and sexuality.
Young Oasis	Very clear	Easy	Text and graphics	No	Diverse in race and gender representation
Survivors network	Very clear	Very easy	Video, text and graphics	No	Diverse in gender presentation.
Possibility People	Somewhat clear	Neutral	Text and graphics	No	Diverse in disability representation.
Chat Health	Very clear	Very easy	Text	NHS	Open to all
Young Carers project	Somewhat clear	Neutral	Text	Charity	Open to all
RISE	Very clear	Extremely easy	Video, text and graphics	Charity	
Back on track	Not clear	Not easy	Text	Council	
MindOut LGBT Mental Health	Extremely clear	Neutral	Text, video and graphics	Charity	Very clear it's a Lesbian, Gay, Bisexual, Trans & Queer Mental Health Service

Appendix B – Children and Young People’s Mental Health Digital Activity EAST SUSSEX (Young Person’s Research and Perspectives)

East Sussex Engagement Activity	Website	Email	Named Contact if applicable	What is the digital offer?	Target Age Group (anything between 11-25)	How suitable is the service for the target age range?	What are the intended Outcomes e.g. treatment, self-help, 1:1 counselling therapy, IAG - information and guidance	How can young people access the platform? e.g. log onto a website, send a text message, fill in a referral form
Connexions360 – ESCC website for young people: Education, employment, training, health and advice, money, things to do, travel, your rights.	https://www.c360.org.uk/	connexions360@eastsussex.gov.uk	n/a	Other: information	13-19	Very Suitable	IAG, Self-Help	Website View
E-motion (Impact Initiatives) – Free online counselling for young people aged 12-18 years who live in East Sussex	https://www.e-motion.org.uk/	frankie@e-motion.org.uk	Frankie	Website chat service , Crisis Support	12 to 18	Extremely suitable	IAG, Counselling therapy	Website log-in
Web-based access to sexual health services (sexwise)	https://www.sexwise.org.uk/	hello@sexwise.org.uk	n/a	Other: information	16+?	Extremely suitable	IAG	Website View
East Sussex School Health Service – text-based service delivered by school nurses for 11-19 year olds or parents of 5-19	https://www.kentcht.nhs.uk/service/school-health-service-east-sussex/	kentcht_esschoolhealthservice@nhs.net	n/a	Text Service	11-19 and also parents of children aged 5 to 19	Very Suitable	IAG, treatment	Text message, Referral Form
E-Wellbeing website – IAG	https://e-wellbeing.co.uk/	e-wellbeing@ymcadlg.org	n/a	Other: information	12-25 / 25+ page coming soon	extremely suitable	IAG, Self-Help	Website View
Health in Mind (includes Silvercloud East Sussex)	https://www.healthinmind.org.uk	spnt.healthinmind@nhs.net	n/a	Phone service, Other: online therapy	18+	Extremely suitable	IAG, Counselling, CBT therapy	Website View, Referral Form
i-Rock	https://www.sussexpartnership.nhs.uk/irock	irockhastings@gmail.com , irockeastbourne@gmail.com , irocknewhaven@gmail.com	n/a	Other: Video Chat	14-25	Extremely suitable	IAG, Other: Emotional Support	Website View
Mind Out	https://mindout.org.uk/get-support/mindout-online/	info@mindout.org.uk	n/a	Website Chat Service	All Ages	Extremely suitable	IAG, Other: Emotional Support	Website View
Counselling Plus	https://www.counsellingplus.org/counselling-services/how-to-get-referred/	admin@counsellingplus.org	n/a	Other: Video Chat	16+	Somewhat suitable	Counselling Therapy	Referral From GP
Sussex Mental Healthline	https://www.sussexpartnership.nhs.uk/sussex-mental-healthline	n/a	n/a	Phone Service	All Ages	Extremely suitable	IAG	Website View, Other: phone

ESBAS - e-Learning service	https://czone.eastsussex.gov.uk/inclusion-and-send/isend-services/education-support-behaviour-and-attendance-service-esbas/what-is-esbas/		n/a	None	From reception age to support for parents	somewhat suitable	IAG, treatment	Referral form
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East Sussex Engagement Activity	Is it clear what the digital mental health platform does to support young people's mental health? Why?	How easy was it to find information young people may need? E.g. helpline information, crisis support	If relevant, is the information presented in a variety of formats? E.g. videos of young people, easy to read messaging	Is the digital platform linked to another service?	Notes on diversity and inclusion	General Notes
Connexions360 – ESCC website for young people: Education, employment, training, health and advice, money, things to do, travel, your rights.	Very Clear	Easy	Text	No	Accessible language, only available in English, credible information	
E-motion (Impact Initiatives) – Free online counselling for young people aged 12-18 years who live in East Sussex	Extremely Clear	Very easy	Text, Videos, Graphics	No	Only available in English, Accessible Language, Credible information, Clear Confidentiality	A comprehensive, well rounded platform
Web-based access to sexual health services (sexwise)	Extremely Clear	Very easy	Text, Graphics	Charity	Only available in English, Accessible Language, Credible information	
East Sussex School Health Service – text-based service delivered by school nurses for 11-19 year olds or parents of 5-19	Somewhat Clear	Easy	Text	NHS Service	Accessible language, only available in English, credible information, Confidential	
E-Wellbeing website – IAG	Extremely Clear	Very easy	Text, Videos, Graphics, Interactive Tools	Charity	Accessible language, only available in English, credible information	A comprehensive, well rounded platform
Health in Mind (includes Silvercloud East Sussex)	Extremely Clear	Very easy	Text, Videos	NHS Service	Only available in English, Accessible Language, Credible information, Clear Confidentiality	Easy Access Free counselling service
i-Rock	Very Clear	Easy	Text	NHS Service	Only Available in english but concise	usually in person, but virtual due to covid
Mind Out	extremely Clear	Easy	Text, Graphics	Charity	LGBTQ+ Service, very inclusive	Limited evening hours

Counselling Plus	Somewhat Clear	Neutral	Text	Charity	Accesible Language, Only available in English, Credible information	Usually in person, but virtual due to covid
Sussex Mental Healthline	Extremely Clear	Very Easy	Text	NHS Service	Accesible Language, Only available in English, Credible information	A clear and concise service
ESBAS - e-Learning service	Not Clear	Difficult	Text	No	Unclear Website, Lots of text difficult to read if not a native speaker	

Appendix C – Children and Young People’s Mental Health Digital Activity: WEST SUSSEX (Young Person’s Research and Perspectives)

West Sussex Engagement Activity	Website	Email	Named Contact if applicable	What is the digital offer?	Target Age Group (anything between 11-25)	What are the intended Outcomes e.g. treatment, self-help, 1:1 counselling therapy, IAG - information and guidance	How can young people access the platform? e.g. log onto a website, send a text message, fill in a referral form
CHAT health – text-based service delivered by Health Child Programme, SCFT	https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=22988	07480 635424	n/a	Text service	1. 11-19 2. Extremely suitable	IAG from a qualified professional	Text messaging service running Monday-Friday 9am - 4.30pm
E-Wellbeing online counselling, YMCA directory of services and IAG. YMCA Dialogue	official website link https://www.ymcadlg.org/what-we-do/health-and-wellbeing/ymca-dialogue-counselling-services/community-based-counselling-services/	community.counselling@ymcadlg.org	n/a	Crisis support	1. 11-18, additional service for girls/trans women/ non-binary young people ages 16-25 2. Extremely suitable	therapy, counselling	referral from young people, parents and carers or professionals
e-wellbeing encrypted platform for CYP (Mind District)	https://ewellbeing-ws.minddistrict.co.uk/en/	ewellbeing-help@ymcadlg.org	Guided Self-help, video/psychoeducational modules alongside Counselling, CBT or support work	Suitable	age 13+	Treatment, 1:1, Self-help, counselling therapy	Website view, referral form
e-wellbeing website	www.e-wellbeing.co.uk	e-wellbeing@ymcadlg.org	n/a	Website	1. 11-25 2. Extremely suitable	IAG	Website view
Family Assist – pre-birth to 5 support, plans to provide Emotional Wellbeing digital offer to parents	https://west-sussex-family-assist.custhelp.com/	No contact details	professional enquiries only: Luke.Ce@westsussex.gov.uk	Website	1. parents of children pre-birth up to 5 years old 2. Very suitable	IAG	Website log in
Your Space – WSCC information platform	https://www.westsussex.gov.uk/education-children-and-families/your-space/	No contact details	n/a	Website	1. Young person (does not state any specific ages) 2. Extremely suitable	IAG and additional referral services	Website view and/or log-in
BEAT (helpline)	https://www.beateatingdisorders.org.uk/	01925 912 806 Email was challenging to find fyp@beateatingdisorders.org.uk	n/a	Website	1. 18-25+ 2. Extremely suitable	IAG, treatment, 1:1 webchat, support groups	Website view - able to join chat rooms easily
Local Offer (WSCC) information platform for 0-25 CYP with SEND	https://www.westsussex.gov.uk/education-children-and-families/special-educational-needs-and-disability-send/support-and-advice/send-local-offer/	0330 222 8555	n/a	Website	1. 11-25 2. Very suitable	other: links to information about local services, support and events	Website view

Online training e.g. Livingworks START suicide prevention online training 16+, self-harm awareness E-Learning online (Coastal West Sussex MIND), range of free E-learning modules (Coastal West Sussex MIND)	https://www.westsussexmind.org/help_and_support/specialist-services/support-for-younger-people	Tel: 01903 268107 Email: worthinghub@westsussexmind.org ypschanctonbury@westsussexmind.org ypsarun@westsussexmind.org ypsichichester@westsussexmind.org	n/a	Website	1. 16-25 support 2. Extremely suitable	IAG, 1:1 support with a youth worker, group and peer support and regular social activities	Website view and referral form
Youth emotional support service (YES)	https://www.westsussex.gov.uk/education-children-and-families/your-space/health/emotional-wellbeing-and-mental-health/youth-emotional-support-yes-service/#overview	emotionalwellbeing.vps@westsussex.gov.uk yes@westsussex.gov.uk 0330 222 6711	n/a	Website, crisis support	1. 11-18 2. Extremely suitable	IAG, 1:1 and online counselling, group work and 1:1 intensive support	Referral from GP, CAMHS or school nurse, self referral
Allsorts	https://www.allsortsyouth.org.uk/westsussex	westsussex@allsortsyouth.org.uk youth@allsortsyouth.org.uk 01273 721211 / 07383 106472	n/a	Website	1. 11-25 2. Extremely suitable	Youth groups, 1:1 support	Phone enquiry then assessment form
Change grow live	https://www.changegrowlive.org/children-and-young-peoples-therapeutic-service-west-sussex/info	cyptherapy.wsxdawn@cql.org.uk wsvpsms@cql.org.uk	n/a	Website	1. 11-24 2. Extremely suitable	IAG, Therapeutic service (11-18s), Webchat service (under 21s)	Website view, self referral enquiry
SENDIAS - special educational needs/disability service	About us (westsussexsendias.org)	cyp.sendias@westsussex.gov.uk	Heather McIntosh - team leader	Website	1. 11-25 2. Extremely suitable	IAG	Website view, self referral enquiry
Aspens	https://www.aspens.org.uk/childrens-services-in-west-sussex	childrenreferrals@aspens.org.uk	n/a	Website	1. 11-25 2. Extremely suitable	1:1 Buddy scheme support, specialist support services, i.e. positive behaviour support	Website view, self referral enquiry
Life centre - supports individuals that have experienced an unwanted sexual experience	https://lifecentre.uk.com/children-support/	*01243786349	Kathryn Slatter (Chief executive officer) Lots of individuals profiles on the webpage	Crisis support	1. 11-25 2. extremely suitable	IAG, counselling, email counselling, lifecentre helplines, play therapy	self referral
CAMHS	https://sussexcamhs.nhs.uk/	01903 286754	n/a	Website	1. Children and young people (does not specify age) 2. extremely suitable	IAG	Website view
Be Ok - Oakleaf	https://www.sussexoakleaf.org.uk/be-ok-youth-mental-health/	pathfinder.bhtsussex@nhs.net	n/a	Website	1. 16-25 2. extremely suitable	IAG, 1:1, general support, group activities	Website view, self referral enquiry

West Sussex Engagement Activity	Is it clear the digital platform linked to another service?	Notes on diversity and inclusion	General Notes
CHAT health – text-based service delivered by Health Child Programme, SCFT	No	inclusion details different areas the service provides information on i.e. stress and anxiety, bullying, self-harm, alcohol and drugs, sex, contraception and relationships, sensitive issues, other health concerns	Has services all around the UK, local based services for different towns provides easy, confidential and anonymous access to advice and support from a school nurse, it also provides additional information about accessing other services that provide help with emotional health, weight management and healthy relationships
E-Wellbeing online counselling, YMCA directory of services and IAG. YMCA Dialogue	yes, linked to YMCA Downlink Group	highlights a specialist service for girls/young women/transgender women or non-binary young people	the first link takes you to a directory listing the service and what it involves, the directory is linked to another website so has a different layout to the official website (the second link) short term therapy for young people who are experiencing anxiety, low mood, relationship difficulties, self-esteem difficulties, problems sleeping or eating, feeling worried or sad about home or school life, experiencing bullying or experiencing grief
e-wellbeing encrypted platform for CYP (Mind District)	Charity	Some photos and videos including diverse individuals.	
e-wellbeing website	yes, linked to YMCA Downlink Group	nothing specific on webpage	use of colour theme and interactive quiz on initial webpage was very user friendly, linked to lots of information pages within the website covering issues such as anxiety, racism, grief very easy to navigate and contains lots of information including personal stories/blog posts and links to campaigns the service has launched
Family Assist – pre-birth to 5 support, plans to provide Emotional Wellbeing digital offer to parents	No	No information	negative = need to have a login to be able to use otherwise you cannot access any information page is not specifically for young people more pregnant women/women with young children, an alternative webpage might be more useful or user friendly if it is designed for young pregnant individuals specifically as the two groups (pregnant women and pregnant youths can be two very different things)
Your Space – WSCC information platform	no	The support hyperlink includes links for young people, the LGBT+ community as well as individuals with learning disabilities /special educational needs. nothing specific but a range of topic areas on website which suggests vast inclusivity	Lots of different information pages and click through links - very informative and any subject you might want advice on, they will most likely cover it on the website or suggest links to other websites that can offer more specialise support. Topics include, contraception, emotional wellbeing, sexual abuse, disability support, drugs, being a carer, youth justices and offending. When you click on one topic e.g. support, more hyperlink topics come up with different headings breaking down the support you need into different groups i.e. support for families or support for young people. These all have pictures however they are all the same colour and do not stand out as much.
BEAT (helpline)	no	inclusion surrounds different types of eating disorders i.e. anorexia, bulimia	website could benefit from more types of media, including pictures and videos, on some pages all the text is very lengthy, images could break this up or a change in layout of the webpage might make it easier to read/engage with good - lots of IAG surrounding what an eating disorder is, the different types, whether the user might have one, ways to support people
Local Offer (WSCC) information platform for 0-25 CYP with SEND	no	individuals with learning difficulties of disabilities	website has a strong navigation page wanting a postcode to be inputted to suggest services local to the user no specific or relevant information on the actual website, it suggests links to other pages to be used as more of a directory to find other websites with more specific help and guidance

Online training e.g. Livingworks START suicide prevention online training 16+, self-harm awareness E-Learning online (Coastal West Sussex MIND), range of free E-learning modules (Coastal West Sussex MIND)	No	nothing written regarding diversity and inclusion but pictures used on the webpage include individuals with a range of ethnic backgrounds, demonstrating inclusivity	Page has a good breakup of text and lots of click menus to help identify where on the page you would like to go to Offers online training for parents and carers, professionals and volunteers living in west Sussex Suicide prevention training offered to anyone 16+ in west Sussex Mental health modules on the website covering mental health awareness, common mental health conditions, supporting peoples well-being
Youth emotional support service (YES)	no	no information	no official website for the page, linked through another website, gives a less personal experience
Allsorts	No	Page is for individuals that identify as lesbian, gay, bisexual, trans or those exploring gender identity and/or sexual orientation Currently working towards creating a POC and minority ethnic youth group	Good use of colour, use of small boxes break up text and keep key information on the page offers support for individuals within the LGBT+ community You can attend monthly groups to access specialist LGBT+ support, take part in their 'talk it out' service in schools and colleges
Change grow live	no	no specific information but individuals have shared their stories on the webpage and pictures of individuals show a range of genders, ages and ethnicities	Good use of block colours and different size text/keyword hyperlinks. Uses pictures of young people. Personalised stories from people that have used the service/volunteer for it. Uses pictures of young people Offers a range of support and advice for varying topics for a range of ages. Some areas include advice on alcohol, drugs, relationships and health and wellbeing
SENDIAS - special educational needs/disability service	no	text can be spoken aloud if you press a button - very inclusive of those with reading impairments	website has a friendly feel, pictures and names of individuals working for the service are detailed on website
Aspens	no	individuals with special education needs or learning disabilities	advertises the aim of the webpage is to support children and young people to develop skills required to become independent and confident young people through a range of activities at outreach centres, in the community and in their own homes
Life centre - supports individuals that have experienced an unwanted sexual experience	no	Inclusion for anyone that has experienced sexual trauma	Mini profiles of all working for this charity on webpage- this ads a sense of personalisation to the page and the people involved in it Clear descriptions of how the organisation supports individuals and what it can do for them, hyperlinks to other pages of website go into lots of detail on help available Anonymous quotes of peoples experiences seeking help, Lots of reassurance and acknowledgement of peoples potential struggles Statistics on a few of the pages detailing numbers of people supported and or counselling sessions delivered in 2020, the percentage of improvement of clients depression, anxiety, eating disorder, self-esteem etc Self referral for counselling - 18 sessions available with a counsellor, 1hr per week in person or online, Counselling also provided to friends, relatives or close supports of sexual abuse survivors (10 sessions), Play therapy available for children (18 sessions),
CAMHS	CAMHS	nothing specific but range of common problems or life issues suggests range of users	Colourful pictures and background pages, very engaging - click links to different topics i.e. anxiety, eating difficulties, bereavement etc
Be Ok - Oakleaf	No	no specific information but individuals have shared their stories on the webpage and pictures of individuals demonstrate a range of genders, ages and ethnicities.	website emphasises its aim to promote independence and help build resilience

West Sussex Engagement Activity	How easy was it to find information young people may need? E.g. helpline information, crisis support
CHAT health – text-based service delivered by Health Child Programme, SCFT	no links to crisis support but easy to find information on website
E-Wellbeing online counselling, YMCA directory of services and IAG. YMCA Dialogue	lots of key information on the website, no information or links to crisis support
e-wellbeing encrypted platform for CYP (Mind District)	The platform has information on out of hours support, but you need to have a therapist give you log in details to access the site.
e-wellbeing website	very easy to find crisis support, large button on all pages of website detailing helplines including the Sussex mental Healthline, hopelines, Samaritans non urgent medical help advised to contact local GP or call nhs 111, urgent medial help, in immediate risk of harm go to any A&E or call 999 lots of links to other services
Family Assist – pre-birth to 5 support, plans to provide Emotional Wellbeing digital offer to parents	Service is not necessarily for young people, but individuals that are pregnant/ have young children under the age of 5. Contact details such as the NHS 111 or 999 numbers as well as a midwifery triage number were provided advising women experiencing unusual pregnancy symptoms to contact them
Your Space – WSCC information platform	Couldn't locate any crisis support numbers easily, had to go through lots of different pages to find
BEAT (helpline)	Helpline, studentline and youthline all listed one-to-one web chat suggested 999 listed as emergency contact as well as Samaritans for immediate danger
Local Offer (WSCC) information platform for 0-25 CYP with SEND	No crisis information, links to other appropriate services detailed on a support page

Online training e.g. Livingworks START suicide prevention online training 16+, self-harm awareness E-Learning online (Coastal West Sussex MIND), range of free E-learning modules (Coastal West Sussex MIND)	Has a page on crisis support. Lists different phone numbers and websites including Sussex mental Healthline and the Samaritans as well as 111 or 999/an a&e department Has a crisis prevention service 'staying well' - You can refer yourself (18+)
Youth emotional support service (YES)	Offers numbers for ChildLine, papyrus and Samaritans as well as the Sussex mental health line and either 111, 999 or your local a&e department
Allsorts	Very easy to find crisis support, information on initial website page - text volunteers 24/7 Has a whole page on crisis contacts including ChildLine, Samaritans, stay alive, hopeline uk, west Sussex mind, pathfinder, e-wellbeing, YMCA dialogue
Change grow live	Has a page on crisis support. Lists 111, 999 numbers as well as A&E departments Gives numbers for the Samaritans, citizens advice, ChildLine, young minds, refuge and victim support and a link to the NHS website,
Aspens	none detailed
Life centre - supports individuals that have experienced an unwanted sexual experience	Contact details of their national telephone helpline and national text helpline
CAMHS	interactive questions to see what kind of help you need, 999, local GP, Samaritans, ChildLine, Sussex mental Healthline, youngminds crisis manager
Be Ok - Oakleaf	no crisis support links