

Children and Young People's Emotional Health and Wellbeing Services

Analysis of stakeholder consultation

Summary report

March 2021

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

Since the Grenfell tragedy, the Royal Borough of Kensington and Chelsea has commissioned emotional health and wellbeing support services for the wider community in North Kensington for children and young people in schools and community-based centres, offering a range of activities and therapy, including counselling, art therapy, music therapy, play therapy, and group therapy. We are now two years into the Council's five-year Grenfell Recovery Strategy and the Council is keen to build on the work done by providers to date, and to grow a more universal and inclusive offer which reaches as many children and young people as possible.

We want to make sure that services which support emotional health and wellbeing for children and young people are:

- Providing targeted emotional wellbeing and mental health support to children in community settings that builds resilience and supports recovery taking into account the impact of the Grenfell Tower Inquiry and future decisions about the Tower.
- Celebrating the voices and lived experience of children and young people and ensuring these are at the heart of the services we provide.
- Ensuring that children from all backgrounds can access additional support in a range of community settings.
- Creating a more universal emotional wellbeing and mental health offer that builds resilience across schools and reaches more young people so local children have the support they need to thrive and develop despite the impact of the tragedy.
- Ensuring local schools have specific additional support to sustain children and young people's recovery given the ongoing Grenfell Tower Inquiry and potential decisions about the future of the Tower.

Why we consulted

The legacy from the Grenfell tragedy continues to be challenging for the communities affected, and it is important we take the time to understand the needs and how we can work with our partners and commissioned services to best meet the needs of children and young people at this time. This legacy has been compounded by the impact of the worldwide Covid-19 pandemic. We are keen to build on what we have already heard from parents, children and young people using these services.

Responses from the consultation will inform the commissioning, delivery and evaluation of emotional health and wellbeing support for North Kensington's children and young people to go live later in 2021.



Introduction

Consultation methodology

The Council launched a survey on 27 January, running to 26 March 2021, to gather stakeholders' views on the proposals. In addition, three focus groups were held with children and young people using the service. Two of these groups were facilitated by staff at Kids on the Green and another facilitated by staff at Henry Dickens Centre.

The survey had four main audiences: parents and carers, children and young people, schools and residents or members of the wider North Kensington community. Questions were targeted and therefore respondents were presented with bespoke questions dependant on their circumstances.

To ensure those without access to the internet were able to participate, paper copies of the survey were available on request and for those with other support needs a telephone number was available to request support.

The consultation was promoted via a variety of channels, including social media, the Council's website, e-newsletters and via community organisations. This included the production of a video made in conjunction with the Youth Council inviting children and young people to participate.

Report

A total of 131 surveys were returned by the consultation deadline and a total of 17 children and young people attended the three focus group sessions. This summary report contains an analysis of survey responses and a summary of feedback from focus groups. Please note that in the report where the Henry Dickens Centre is referred to, this is managed by Latimer Community Art Therapy (i.e. one and the same organisation as Latimer Community Art Therapy).

A more detailed report, and appendix document, is available on request; containing more detailed analysis, data tables, comments made by respondents to the survey and more detailed feedback from the focus groups.

Acknowledgements

The Council would like to thank:

- All residents and stakeholders that took the time to feedback their views
- All community and voluntary organisations that have helped promote the survey including the Youth Council
- Kids on the Green and Henry Dickens Centre for organising and facilitating focus groups with service users



Results at a glance

Feedback from the survey

Awareness of services

- Parents and carers were most aware of emotional support services provided by **'Kids on the Green'** (38 per cent), **'Henry Dickens Centre'** (30 per cent) and **'Place2Be'** (29 per cent).
- Children and young people were most aware of **'Kids on the Green'** and **'Latimer Community Art Therapy'** and **'Future Men'**.
- Residents or members of the North Kensington community were most aware of **'Kids on the Green'** and **'Latimer Community Art Therapy'**.

Use of emotional support services

- Two-thirds (66 per cent) of parents/carers indicated their child has used emotional support services since 2018.
- Seven of the nine children/young people responding had used support services.
- A total of 12 of 27 residents or members of the North Kensington community had used emotional support services.
- The majority (15 of 16) of schools indicated that they found services easy to access.

Reasons for not using emotional support services

- Over half of parents/carers indicated that their child had not used these services as they had **'no need for them'** and 44 per cent indicated they had not used them because they are **'unaware of these services'**.
- Over half (eight of 15) of residents or members of the North Kensington community indicated that they had not used these services as they had **'no need for them'** and five indicated they are **'unaware of these services'**.

Services used

- Of those using services, a quarter (25 per cent) of parents/carers indicated that their child was using **'Place2Be'**, with slightly less (23 per cent) using **'Latimer Community Art Therapy'** services in schools. Over a quarter (29 per cent) indicated that their child was using services through **'Kids on the Green'** and a quarter (23 per cent) via **'Henry Dickens Centre'** in the community.
- Three children/young people had used services from **'Future Men'** in their school and three has used **'Kids on the Green'** in the community.
- Six residents or members of the North Kensington community had used **'Kids on the Green'** and three had used **'Latimer Community Art Therapy'**. Seven of the 12 indicated that their experience had been **'positive'** or **'very positive'**.



Results at a glance

Feedback from the survey (continued)

Children's emotional health and wellbeing

- Over half (55 per cent) of parents/carers felt that their child's emotional health and wellbeing had **'improved'** since 2018. However, over a quarter (28 per cent) felt it had **'worsened'**. On average, parents/carers rated their child's emotional health and wellbeing as 6.3 out of 10 (with 10 being very good).
- Three of the seven children/young people indicated that services had **'really helped them'** and three felt they were **'OK'**. On average, children and young people rated their emotional health and wellbeing as 6.3 out of 10 (with 10 being very good).
- Nine of the schools responding felt that the emotional health and wellbeing needs of children and young people had **'significantly worsened'** or **'moderately worsened'** since the Grenfell Tragedy. Whilst five felt it had **'significantly improved'** or **'moderately improved'**.

Contribution of support services

- Of parents that indicated that their child's emotional health and wellbeing had improved, 72 per cent said that support services had contributed to this change.
- Nine of the 12 residents or members of the North Kensington community indicated that services had **'moderately improved'** or **'significantly improved'** their health and wellbeing.

Progress and development at school

- Nearly half (47 per cent) of parents/carers felt that their child's general progress and development had **'improved'**. However, a third (33 per cent) felt it had **'worsened'**.

Other support available in schools

- A total of 13 schools indicated that their school provides other emotional health and well being support. This included **learning mentors**, **art room/therapy** and **Emotional Literacy Support Assistants**.
- The same number of schools (13) also indicated that they commission support services. This included **Educational Psychologists**.



Results at a glance

Feedback from the survey (continued)

Direct commissioning of services by schools

- Six schools were in favour of being able to commission their own support services, whilst four were happy with the current arrangements. Six schools wanted more information in order to make a judgement.

Improving emotional health and wellbeing support

- The most common theme mentioned by parents/carers when asked about improving support was the ***better funding or support for services***.
- The majority of schools responding (11 of 16) would like to see an ***'increased availability of emotional health and wellbeing services available'*** and a quarter would like to see an ***'increased range of emotional health and wellbeing services available'***.
- The most common theme mentioned by residents or members of the North Kensington community when asked about improving support was ***increased provision/funding***.

Emotional health and wellbeing support for parents and carers

- A total of 43 per cent of parents indicated they had received support alongside their child.
- A total of 14 schools indicated that there was a ***'significant need'*** or ***'moderate need'*** for emotional health and wellbeing support for parents/carers.



Results at a glance

Feedback from focus groups

The emotional health and wellbeing services used by children and young people

Across three focus groups, 17 children and young people participated aged 8-16 years old. All were users of Grenfell Emotional Health and Wellbeing (EHW) services delivered by Henry Dickens, Kids on the Green and Latimer Community Art Therapy.

What did children and young people find most helpful about EHW services they accessed?

- Confidence: All participants told us that the EHW services they were using built their self-esteem, provided stability during turbulent times, and had given them a voice and sense of community when they didn't feel heard.
- Range and relevance of activities: participants valued the range and relevance of EHW activities on offer including mentoring, 1:1 support, music, art and film-making. Online interactive formats developed in lockdown e.g. cooking, were popular.
- Engagement in creativity for improving mood and building social skills were raised as key benefits in two focus groups.
- Trust: the importance of trusting relationships between participants and EHW staff was key to children and young people feeling they could ask for help and advice. Services were valued for offering positive role models and as a good distraction.

If you could design an emotional health and wellbeing service that would help others feel better, what would it look like and where would it be?

- Stability: Younger participants were particularly concerned about stability as they've lived through the Grenfell tragedy and now the pandemic and wanted to remain on zoom for EHW support in the future. Older participants wanted to revert to in-person support as soon as possible and felt this was important to maintaining their independence and social skills.
- Community settings: Participants felt it was important that services remained available outside of school to build their life skills.
- Youth Centres: several of the older participants talked about designing more Youth Centres for their local area.
- One stop shop: participants also talked about how in an ideal setting support would be delivered in one convenient location and they would prefer this to signposting out to lots of other mental health services which didn't feel convenient or helpful.
- Online: Some participants found lockdown coincided with improved mental health whilst others had struggled to cope. A choice of online and face to face formats were therefore both needed.

What children and young people told us about how services could be improved

- Flexibility: participants said they wanted more EHW sessions at the weekend and in the holidays.
- Attainment: Participants made the link between school and mental health including assessment pressures and falling behind in their studies due to Covid-19. Access to free tutoring and sports clubs were requested by two of the focus groups.
- Access to talking therapies: one young person expressed dismay about waiting to access talking therapy for a long time [outside of the scope of this service], and this being their preference over medication for their needs.

