



Budleigh Salterton Community Well-being Hub

Youth Engagement Report: July 2014

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About this Report

This report has been produced by Healthwatch Devon - the independent consumer champion for health and social care in Devon.

Healthwatch Devon would like to thank everyone who took the time to respond to this survey, as well as the organisations and individuals who helped to promote the survey through their own networks.

Registered Charity Number: 1155202 Healthwatch Devon CIO

Introduction

Healthwatch Devon, via the Engagement Gateway¹, was asked to gather the views of local young people about the proposed development of a Community Wellbeing Hub at the Budleigh Salterton Community Hospital site. Through engagement work hearing the views of young people, their perceived priority health and social care needs were identified.

This report presents the findings from activities carried out by Healthwatch Devon in May and June 2014. 281 young people connected with Budleigh Salterton participated in this engagement work.

From this we are able to identify the key messages for the future delivery of the hub to ensure it is relevant to, and valued by, local young people.

Key Messages

For Budleigh Salterton's Community Wellbeing Hub to be of value and relevance to young people it should:

1. Provide advice and resources regarding a range of mental health conditions (depression, anxiety, self-harm, eating disorders etc.)
2. Provide a social space for the whole community. Specifically of importance to young people would be provision of a 'cinema' and gym.

Healthwatch Involvement

Healthwatch Devon was asked to gather the views of local young people about the proposed development of a Community Wellbeing Hub for Budleigh Salterton. Having met with project managers and commissioners from Northern, Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG) an engagement strategy was developed.

This identified the target group for engagement as 0-25 year olds living within the Budleigh Salterton area. A mixture of quantitative and qualitative data would be required to give a statistical sample of young people's opinions and specific direct comments.

To meet these desired outcomes two engagement methods were agreed to ensure a good cross-section of young people within Budleigh Salterton had an opportunity to be involved. These were a questionnaire and a series of workshops.

Questionnaire

A framework of questions to be included in the survey was provided by NEW Devon CCG. The questions were further developed by Healthwatch Devon and written in an accessible manner for young people. The questionnaire incorporated both open and closed questions and could be completed with total anonymity to allow young people to express their true feelings without concerns that they might be identified. There was a space at the end of the questionnaire, however, that allowed respondents to leave their contact details if they wished to take a part in a prize draw.

¹ <http://www.healthwatchdevon.co.uk/home/working-together/healthwatch-devon-consultation-gateway/>

The questionnaire was distributed to young people from Budleigh Salterton through formal and informal networks, meetings and was also made available as a mobile application and online link.

Although the survey was available on paper, the main focus of Healthwatch Devon activity was to distribute the mobile application to young people and to encourage them fill it in on their mobile phones.

The questionnaire gathered information from young people, gaining an understanding of which health and care services they use, any gaps and what their needs are. A sample copy is included in Appendix 1.

Focus Groups and Workshops

Focus groups and workshops with children and young people in Budleigh Salterton area were held to obtain more detailed information regarding the need for health and care services. These were facilitated by a children and young people engagement officer from HWD and focused on:

- Workshops at the primary school. Children were introduced to the concept of a Community Wellbeing Hub and asked to think about different health and care services they would like to see included.
- Street consultations where young people were asked what they would like to see in the hub.
- Youth club visits and workshops.
- Engagement at colleges, where a list of different services was presented. Young people voted on which service they would like to be at the Community Wellbeing Hub.

Added Value

Beyond the engagement with young people, the overall awareness of the Community Wellbeing Hub was increased by the promotion of the engagement activities through the following channels:

- the HWD newsletter
- local newsletters
- Woodbury, Exmouth and Budleigh Patient Participation Group presentations
- meeting with Exeter College
- meeting with Exmouth College deputy head teacher
- meeting with Bicton College governors and head teacher
- email with St Marys Primary School head teacher
- emailed information and survey to all local schools
- students at schools and college
- street consultations
- visit to Exmouth clinic
- leaflets in local shops, pubs and pharmacies
- library drop-in
-

Key Findings and Messages

A total of 281 young people from Budleigh Salterton took part in the engagement:

- 96 completed the online survey, with an equal gender split and the majority, 58%, were 15-18 years old.
- Two visits were made to the youth club, meeting 23 young people aged 11-14.

- A visit to St Peter's Primary School to work with Years 5 and 6 engaged 58 young people.
- Two visits to Bicton College engaged a further 92 young people.
- 12 young people were spoken to informally on the street.

A complete data set from the questionnaire and workshop engagement is presented in Appendix 2. Here some key findings are outlined.

Health findings:

1.1 A range of mental health conditions (depression, anxiety, self-harm, eating disorders) were the biggest health issues identified by young people.

1.2 Substance use (quitting smoking, drug use, solvent use) and sexual health and pregnancy were also of high importance to young people.

1.3 The most common place for young people to find help regarding their health is 'the doctors'.

1.4 The most common place for young people to find help regarding their feelings is a mixture of teacher, counsellor, family and friends.

Social findings:

2.1 Cinema and a gym were identified as the most desirable social activities for young people within the hub.

2.2 Local schools are where young people look for advice regarding careers.

2.3 Young people feel there is little or nothing for the under 60's in Budleigh Salterton.

Key Messages

From these findings, Healthwatch Devon identified the following key messages regarding the development of the Community Wellbeing Hub.

Provide advice and resources regarding a range of mental health conditions (depression, anxiety, self-harm, eating disorders etc.)

Mental health was the top issue raised to Healthwatch Devon in 2013-14.² It is recognised as a significant issue for young people, particularly during adolescence.

- One in ten children between the ages of one and 15 has a mental health disorder. (The Office for National Statistics Mental health in children and young people in Great Britain, 2005)
- Estimates vary, but research suggests that 20% of children have a mental health problem in any given year, and about 10% at any one time. (Lifetime Impacts: Childhood and Adolescent Mental Health, Understanding The Lifetime Impacts, Mental Health Foundation, 2005)
- Rates of mental health problems among children increase as they reach adolescence. Disorders affect 10.4% of boys aged 5-10, rising to 12.8% of boys aged 11-15, and 5.9% of girls aged 5-10, rising to 9.65% of girls aged 11-15. (Mental Disorder More Common In Boys, National Statistics Online, 2004)³

² <http://www.healthwatchdevon.co.uk/wp-content/uploads/2014/07/Annual-Report-FINAL-30.06.14-PLAIN-TEXT.pdf>

³ <http://www.mentalhealth.org.uk/help-information/mental-health-statistics/children-young-people/>

It is therefore not surprising that mental health concerns were a priority amongst the young people of Budleigh Salterton.

Therefore the provision of support and advice for young people living with mental health conditions and their friends and carers would be a valuable contribution that the Hub could make to the lives of young people.

Provide a social space for the whole community, with activities specifically for the under 60's. Specifically of importance to young people would be provision of a 'cinema' and gym.

To ensure the Hub is valued and used by young people, and that young people are aware of additional services provided by the Hub, young people need to be familiar and comfortable within the environment. One way to make sure this happens is to provide social activities that young people want to draw them in and familiarise them with the Hub.

The provision of social activities that young people have identified as desirable would enable this to happen. Based on the engagement results we therefore recommend the inclusion of a cinema or film nights and a gym or space for physical activity. These would of course be of interest to a wider demographic than just young people, but young people specific activities may be needed to ensure they are valued as part of the Hub community.

Conclusion

Through the range of engagement tools used, young people connected with Budleigh Salterton have had an opportunity to engage in a creative and relevant way towards the development of the Community Wellbeing Hub. The key messages from young people have been identified and through this report their voices will be heard by decision-makers.

There have been many secondary benefits from this process, promoting the Community Wellbeing Hub to a wider audience. Some creative work of the young people involved in this engagement is already on display at the Community Hospital and has been warmly received. Involving young people from an early stage has also ensured they feel valued as part of the whole community as the Community Wellbeing Hub develops.

Appendix 1

A copy of the paper questionnaire is included on the next three pages. The same questions were available for young people to answer online.

Questionnaire

Please tick as many boxes as you like.

1. Which places or services do you normally use when:

You need help with your health:

Pharmacy/ chemist	Social worker
The 'doctors'	Youth worker
School nurse	Radio programme
Website/ online search	I don't know where to go
Hospital	Other (please specify)

You need help with your feelings:

The 'doctors'	Youth worker
School nurse	A teacher
Website/- online search	Social worker
Hospital	I don't know where to go
Councillor	Other (please specify)

You want advice on: Contraception

Pharmacy/ chemist	School nurse
Sexual health clinic	Youth worker
Specific website	Hospital
A teacher	I don't know where to go
The 'doctors'	Other (please specify)

You want advice on: Your career

Career advisor at school/ college	Job Centre
A teacher	College or further education
Website/- online search	Citizen Advice Bureau
Youth worker	I don't know where to go
	Other

You want advice on: Housing

Citizen Advice Bureau	Website/- online search
District Council	Youth worker
Letting agency	Homeless charity
Housing association	I don't know where to go
A teacher	Other

You want advice on: Benefits/ money

District Council	Youth worker
Citizen Advice Bureau	A teacher
Specific website	Other

You want advice on: Getting a job

Recruitment companies	School/ college
Local businesses	Councillor
Youth worker	Job centre
A teacher	Social worker
I don't know where to go	Other

What places do you use to meet up with your friends?

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What places are there for you to play sports/leisure and relaxation?

Local Leisure Centre	Parkland/ open space
Beauty Centre	There are no places I can use
Sport clubs	Other
School/ college	

What places are there for you to use computers/ technology?

Youth Club	Community Centre
School	There are no places I can use
Internet Cafe	Other
Library	

2. Please tell us about any other places or services you use not already mentioned:

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3. What works well and not well for you about these services? Which places or services should work better? Do you have any suggestions?

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4. Are there any other places or services that you feel could be useful for you, but are not available at the moment?

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5. How do you find out about services/ what's on in your area?

Friends	Posters
Website	Youth club
Newspaper	Community events
Radio	Family
School	Other (please specify)

6. What do you think are 3 the most important health issues for young people?

Sexual health	Quitting smoking
Self-harm	Drugs use/ solvent use
Depression/ anxiety	Pregnancy
Eating disorders	Allergies
Healthy life style	Alcohol abuse
Cancer	ADHD
HIV/ AIDS	Other (please specify)

7. Is there anything professionals such as doctors, nurses or social workers could do better or differently to make sure children and young people are happy and healthy? If yes, please tell us more about it:

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8. Please tell us a little about yourself:

How old are you?	0-5	5-10	10-15	15-18	18-21	21-25
Are you:	Male	Female	Prefer not to say			

Please give us your postode:

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Optional: If you would like to entered in to a prize draw to win £40, just leave us your email address below. We will draw the winning questionnaire by the end of May 2014 and will get in touch with the lucky winner. **We won't use your email address for any other activities.**

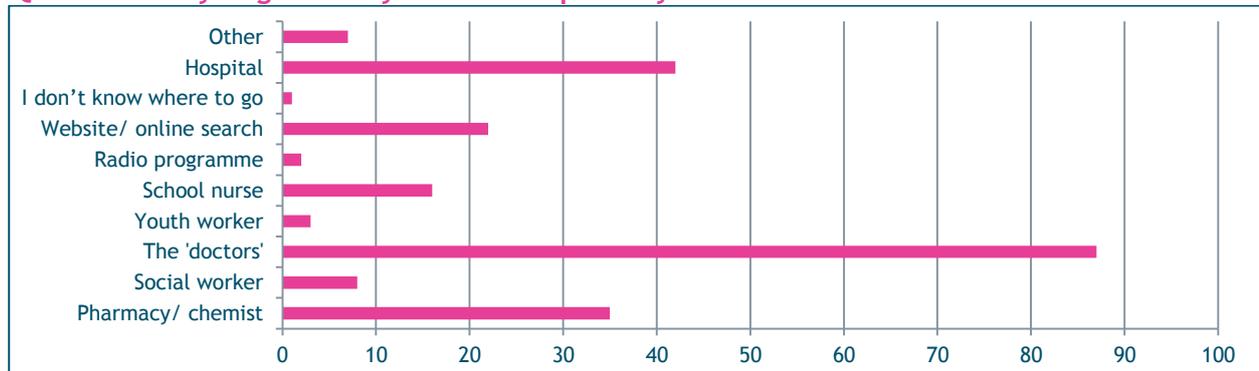
Your email address:

Thank you for completing the questionnaire. It will help Devon Clinical Commissioning Group to shape and design the Budleigh Salterton Community Hub. If you have any questions with regards to the questionnaire or outcomes of the consultation, please contact Aggie Szpinda on aggie@healthwatchdevon.co.uk.

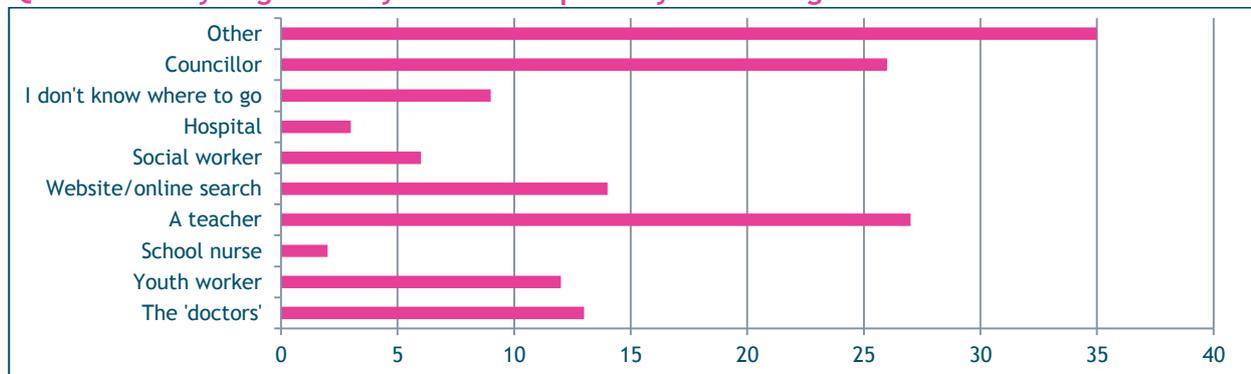
Appendix 2

The results of the questionnaire can be seen over the next 5 pages.

Q1 Where do you go when you need help with your health?



Q1 Where do you go when you need help with your feelings?

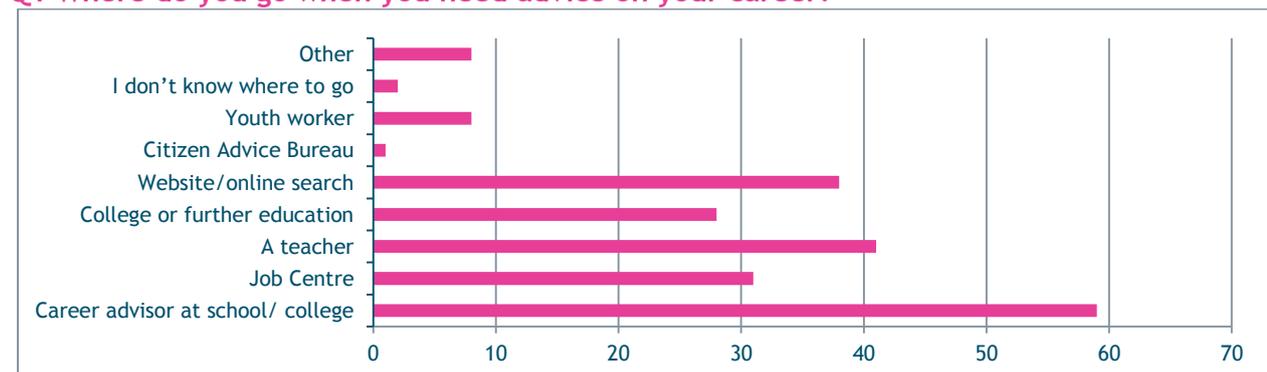


Other: Friends - 20 Family/Parents - 16 Other - 5

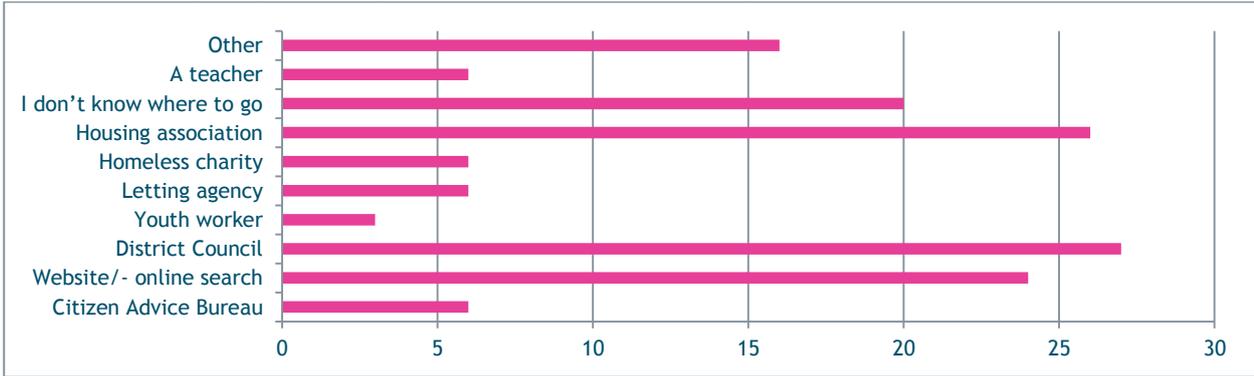
Q1 Where do you go when you need advice on contraception?



Q1 Where do you go when you need advice on your career?



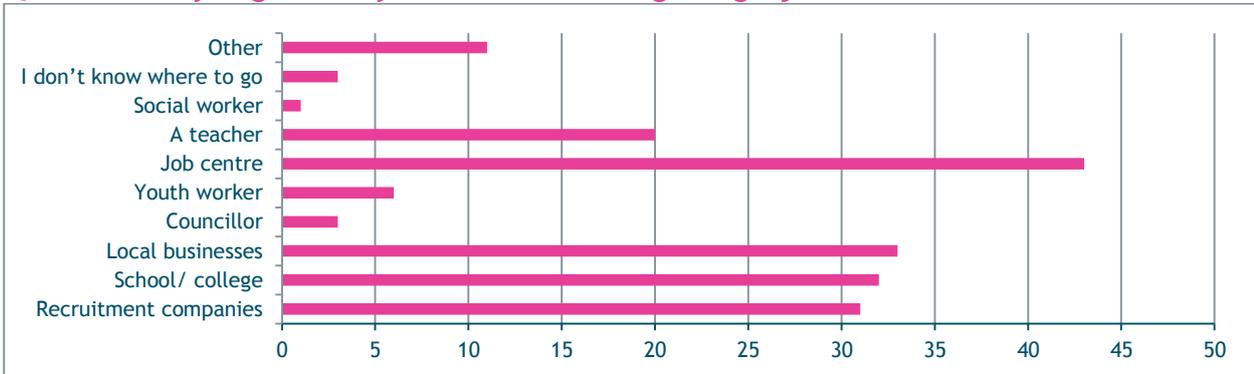
Q1 Where do you go when you need advice on housing?



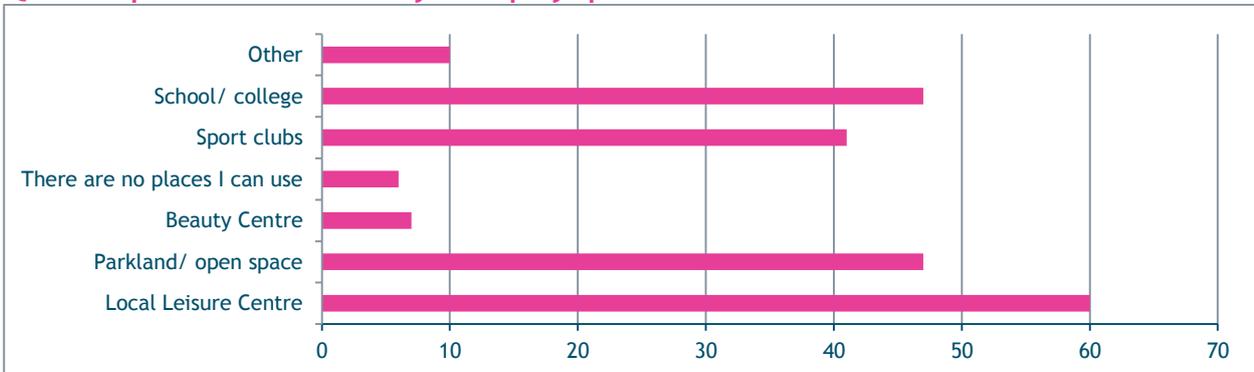
Q1 Where do you go when you need advice on benefits/money?



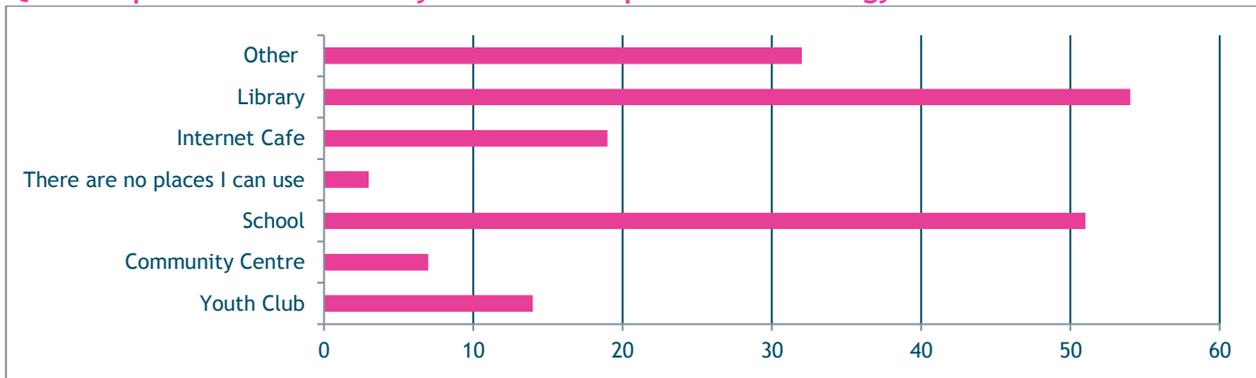
Q1 Where do you go when you need advice on getting a job?



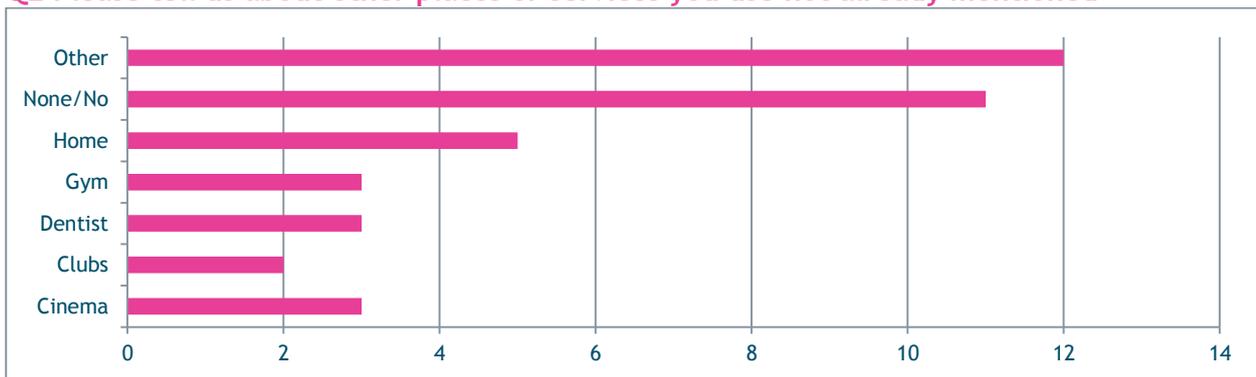
Q1 What places are there for you to play sports / leisure and relaxation?



Q1 What places are there for you to use computers / technology?



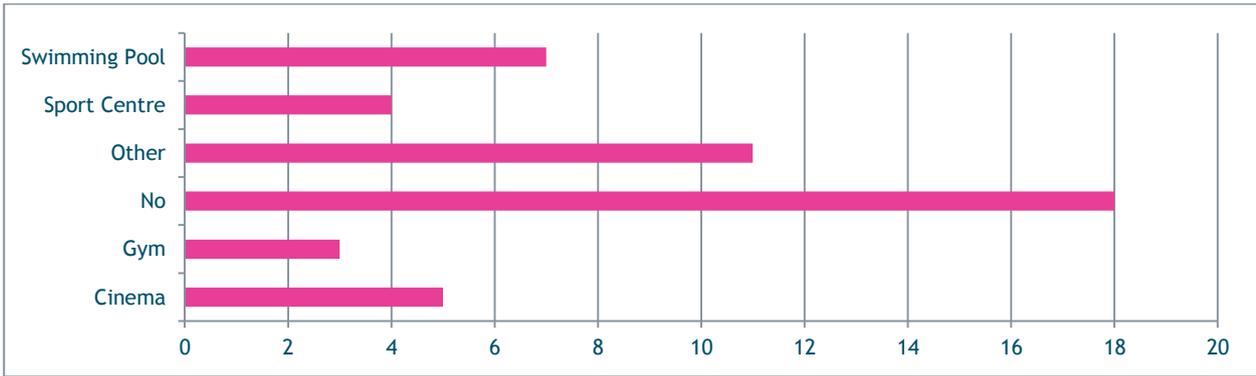
Q2 Please tell us about other places or services you use not already mentioned



Q3 What works well and not well for you about these services? Which places or services should work better? Do you have any suggestions?

- Long wait times 4
- Lack of facilities for mentally and physically disabled people who are often already excluded from all of the above due to other peoples negative attitudes or suitable facilities available or lack of specialist services or adequately trained staff or the disabled persons difficulties
- Full of information and general life knowledge
- Feel that there should be more buses, especially more frequent buses in to college (58 service)
- Need longer library times for those who work
- I think it could be that the doctors see to certain illnesses and diseases quicker for testing.
- Having young children, I find that Budleigh has a massive lack of indoor places for families - a cafe, drop in centre, place would be fab. I love the outdoors and am lucky enough to have a strong social circle and so am always out meeting people - but if you don't there are very limited places to meet up - esp. when the weather is wet
- No - 9
- There are no places or services for people under 60
- Places and services should be more accessible for children with special needs and disabilities
- More hospital appointments available during out of school hours
- More places like internet cafes
- School clubs should encourage all and not just those good at the clubs/sports
- It works well because they give me good advice. they need to reach out and understand teenagers more
- More opportunities to get into photography would like more places to eat out
- Making services more local and accessible to people who attend Bicton college

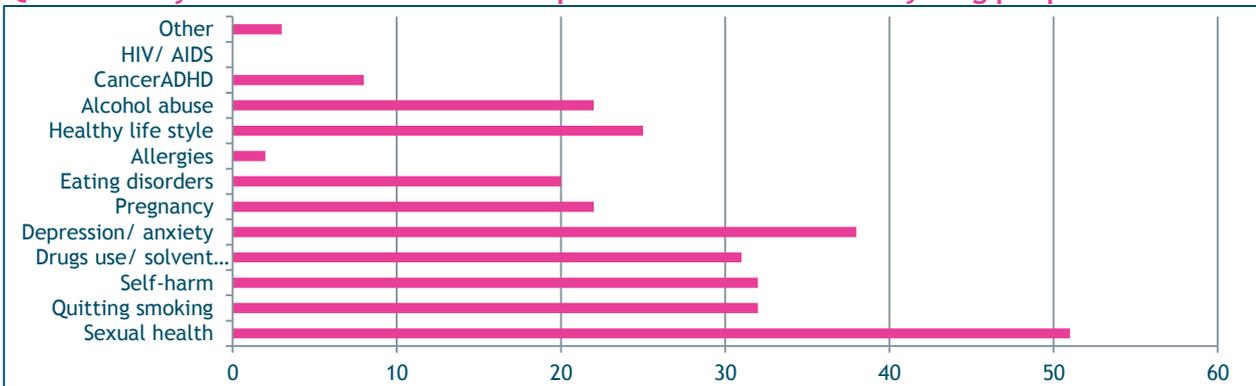
Q4 Are there any other places or services that you feel could be useful for you, but are not available at the moment?



Q5 How do you find out about services / what's on in your area?



Q6 What do you think are the 3 most important health issues for young people?

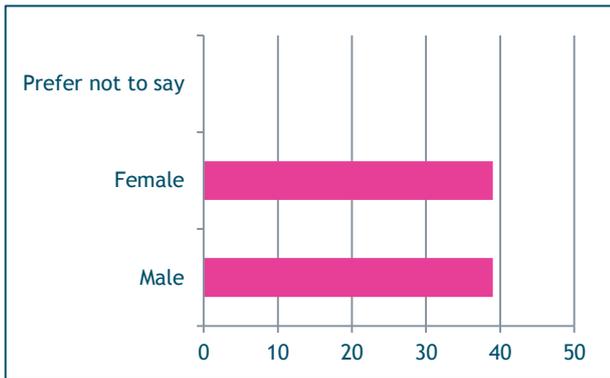


Q7 Is there anything professionals such as doctors, nurses or social workers could do better or differently to make sure children and young people are happy and healthy? If yes, please tell us more about it.

- Be more friendly- 2
- I feel that more people need to be aware of how mental health issues affect children and young people. Not enough people are aware and the stigma needs to be combated. These are struggles that people face on a daily basis and without awareness, how are we meant to help them?
- Take more trips into college to make us more aware of where they are and how we can get to them
- More open and frank discussions on drugs/alcohol/sex.
- Focus on the under 60. Provide more sports and social facilities for people under 60
- No - 12

- Increase budgets for special needs therapists' particularly occupational therapy. Decrease waiting times at e.g. doctors for special needs patients who find waiting very stressful
- Get more involved with the kids
- Do more talks with students - 3
- Be more approachable and have more of an open door
- Provide a health continental breakfast for everyone at school/college (Maslow)
- Give people more opportunity to go residential in FE
- Better support groups, more communication on diversity

Q8 What is your gender?



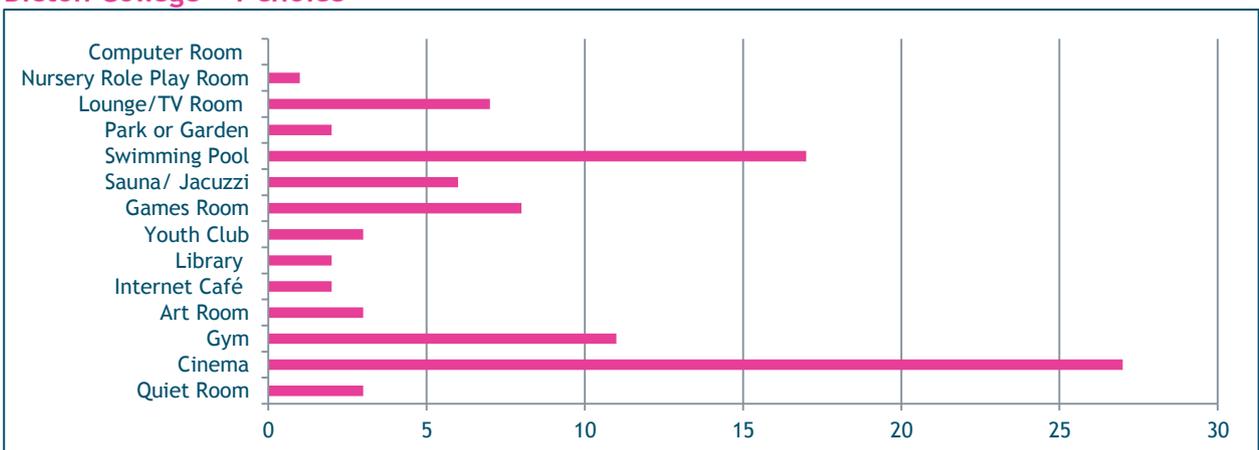
Q8 How old are you?



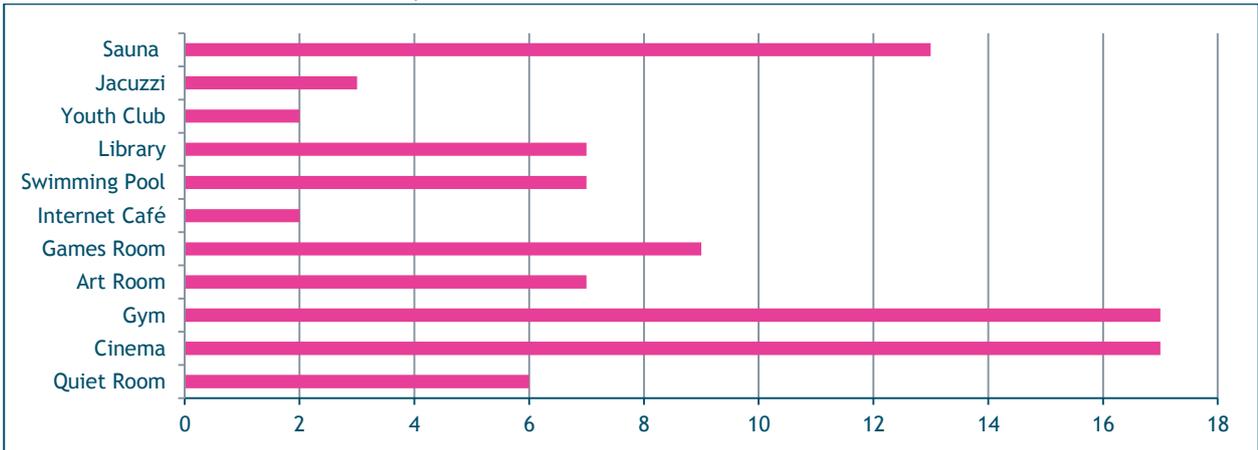
Young people were asked for ideas of different services they would like to see within the Community Wellbeing Hub. Each suggestion was written on a separate sheet of paper and placed separately.

The young people then chose their favourite ideas by standing next to the paper with their preferred proposal and the totals counted. On some occasions this exercise was then repeated.

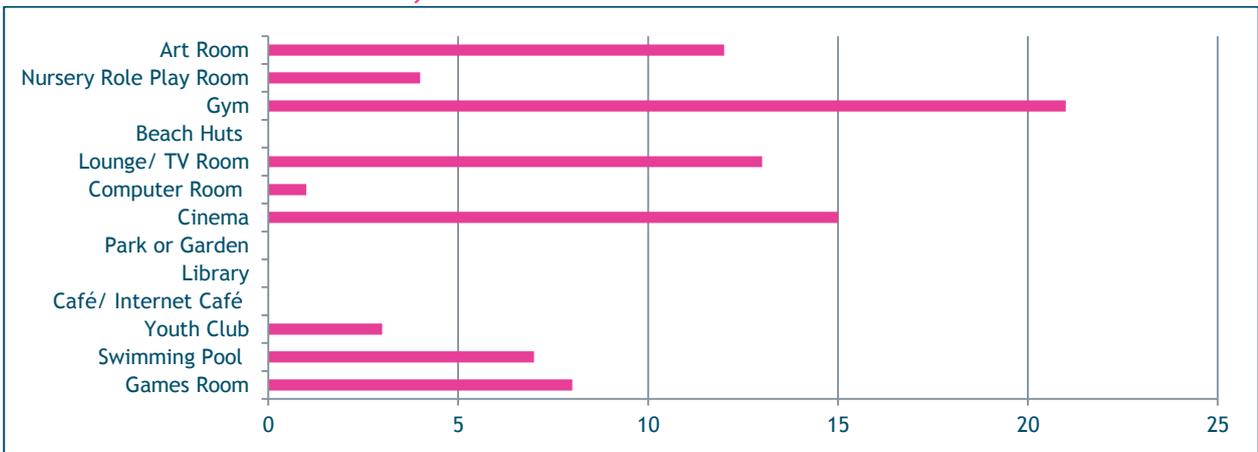
Bicton College - 1 choice



St Peters School - 30 children, 3 choices



St Peters School - 28 children, 3 choices



Most popular services combined

