Southwark Children and Young Peoples’ (CYP) Joint Wellbeing Strategic Framework: Programme of engagement

NHS Southwark Clinical Commissioning Group
Purpose of the joint strategic framework

1. to improve health and well-being for children and young people under 25 years (CYP)
2. to improve the health and wellbeing of our families
3. to improve outcomes for families accessing maternity services including perinatal mental health services
4. to improve individuals’ health and wellbeing outcomes from local services
5. to ensure that populations receive value from investment in their local health and care system
6. to ensure high quality services from providers who want to work and transform health care for the benefit of CYP and their families
What do we know about our CYP’s health and wellbeing?

The health and wellbeing of children in Southwark is mixed compared with the England average:

- **In Year 6, 26.7% (692) of children are classified as obese, worse than the average for England.**
- **Child poverty (under 16) is worse than the England average.**
- **Looked After Children (LAC) have lower health and care outcomes and we need to strengthen the Corporate Parent responsibility of LAC.**
- **The rate of alcohol specific hospital stays among those under 18 was 13.9%, better than the average for England.**
- **Levels of GCSE attainment, breastfeeding and smoking at time of delivery are better than the England average.**
- **Levels of teenage pregnancy and new Sexually Transmitted Infections (STIs) are worse than the England average.**
- **Emotional wellbeing and mental health has been highlighted as a high priority issue for our local CYP and their families.**
Local Priorities – emerging areas of focus

1. Early Years, Better Start 0-5 years and school readiness

2. Emotional Wellbeing and Mental Health

3. Long term physical conditions including diabetes, asthma, epilepsy, sickle cell and complex co-morbidity

4. Emergency Admission Avoidance to reduce pressure on hospital and crisis services to and focus on promoting and maintaining wellness and early identification of need

Note: these are derived from the findings identified in a recent Joint Strategic Needs Assessment on the Children and Young People of Southwark
Local Priorities – Emerging areas of focus

6. Vulnerable Children and Young People including:
   - Young Carers
   - Young Offenders
   - Looked After Children/Children in Need
   - CYP at risk of violence, abuse or neglect
   - Children with learning disabilities
   - Special Educational Needs and Disability (SEND)

7. Children and young people who are obese

5. Young People’s Health 10-25 years old including sexual health, drugs misuse, self-harm and gang violence

Note: these are derived from the findings identified in a recent Joint Strategic Needs Assessment on the Children and Young People of Southwark
We have undertaken a mapping exercise to see what engagement has been carried out in Southwark with CYP and their families on the seven areas of focus. We have mapped engagement across the CCG, Southwark Council and other partner organisations such as Healthwatch. The mapping exercise can be found in Appendix A. This mapping included:
Building relationships with voluntary organisations

We have been making contacts with local groups and organisations that work with CYP to line up opportunities for engagement.

We have set up a learning session for commissioners and clinical leads to look at methods of engaging with CYP. This session is being led by Cambridge House, who host two CYP projects:

• One Big Community – a youth violence project, and
• Stand Up Southwark – a project helping vulnerable young people access the futures they desire.
We had a stall at International Youth Day to gather feedback from CYP and their families about what keeps them happy and healthy.

Some of the findings from this event include:

- Eating healthily is important
- Exercise is important
- Teachers can help with emotional health and wellbeing
We have cultivated a relationship with Southwark Youth Council (YC)

Working collaboratively with the YC we develop a health survey that they took to their peers

We received 128 responses

Respondent ages ranged from 13-17

Survey focussed on:

- Emotional wellbeing and mental health
- Knowledge of health services
- Accessing health services
- Support from schools and teachers
Southwark Youth Council – Survey results

- 50% responded saying they are happy most of the time, 30% said they were happy sometimes.
- Stress was the most common cause of unhappiness, with over half saying they felt stressed regularly.
- 50% responded saying they are happy most of the time, 30% said they were happy sometimes.
- 80% said that getting the best start in life means being safe and being happy.
- 65% responded saying that bullying is a major problem for young people.
- 40% responded saying that they would like health and wellbeing services provided at school.

GP Attendance:
- In the last month
- In the last 1-3 months
- In the last 6-12 months
- Longer than 12 months
- I don’t use a GP
Early Years Conferences

• We attended the Southwark Early years Conferences in November 2015 and ran text poll sessions and facilitated focus groups with attendees
• There were two days with nursery managers attending the first, and early years carers the second
• There were approximately 60 attendees at each day
• We asked questions about issues they face in their roles relating to the health and wellbeing of the children they are in care of
Early Years Conferences – results

• The results contrasted across the two groups:
  – Early years carers appeared to have stronger, more open relationships with the parents than the nursery managers
  – Nursery managers believed that the biggest issue they faced was parents not understanding what is best for their child
  – Early years carers believed that children’s behaviour and healthy eating were the biggest issues they faced
  – Both groups were proficient at resolving these issues with strong mitigation plans when they arise
  – Both groups believed that they key to improving health and wellbeing outcomes is all professionals working in a collaborative manner
Early Years Conferences – Final thoughts wordl’s

Working together

- Promote healthy eating
- Help & support for those in need
- Education for parents/carers
- Engage parents
- Valuing
- Speech & language services
- Private sector support for SEND children
- Early years practitioners
- Increased funding for early years

Working in partnership with parents

- Parent training
- Communication
- Childminder recognition
- Early intervention
Vulnerable children and young people

- We ran a focus group with participants in the ‘Stand up Southwark’ programme – a group of vulnerable young people – a number of who have previously been in care
- Findings include:
  - A more holistic approach to mental health support is necessary for vulnerable young people
  - Health education – particularly around prevention should be improved in schools through the PSHE programme
  - Young people should also receive more education about general life skills such as managing finances
  - GP’s should develop stronger relationships with their community, suggestions include attending community events and using social media
Vulnerable children and young people

- We attended an engagement event held by Southwark Council’s SEND Local Offer Team in November 2015
- The event was attended by children and young people with special educational needs and/or disabilities and their families
- We had a stall with information on health services and we discussed their health service issues experienced
- On the whole the feedback on services was positive and they thought highly of the level of service provided to them by the NHS
Developing personas

• To frame and ‘personalise’ some of the key wellbeing issues experienced by children and young people we developed 9 personas

• These covered the following ‘wellbeing’ issue areas:
  – Early Years
  – Special Educational Needs and Disability
  – Looked After Child
  – Young Carer
  – Sexual Health
  – Gang Violence
  – Substance Misuse
  – Anxiety
  – Friend involved in gang

• The full personas can be found in appendix B
My Voice Counts

• We held a joint – Healthwatch : Southwark CCG event in April with 16-18 year olds from Southwark focussed on wellbeing issues they face
• We used the personas, text polling, forum theatre, text polling focus groups and a spoken word artist to engage with the young people
• 25 young people attended
My Voice Counts

Findings* from the event include:

- Teachers need more training on health and wellbeing. The young people believe that they should be better equipped to provide them with support.
- Self-harm is real and common with 91% of respondents indicating they know of someone who has self-harmed.
- Young people will not use health services if they don’t appeal aesthetically.
- Health information is good and understandable for young people.
- Health professionals need to be more young people friendly.
- Knowledge of mental health services is limited.
- Schools should provide more information on health services and more education on health and wellbeing issues – particularly with regards to substance misuse and sexual health.
- Similarly, schools should have a more comprehensive wellbeing programme.
- Schools should provide more information on health services and more education on health and wellbeing issues – particularly with regards to substance misuse and sexual health.
- Knowledge of sexual health services varies with 50% indicating they know where to get information and advice, and what to do if they think they have an STI.

*The report of the event is on the CCG website
The Challenge

• We worked with the National Citizen Service programme – The Challenge in July 2016
• The programme helps young people aged 16-18 develop skills and experience for life
• We held an engagement event with 20 young people where we used text polling and focus groups to discuss health and wellbeing issues
• We helped the young people design a campaign to capture information from young people on health services and promote health services
• We sat on a ‘Dragon’s Den’ style panel to review their proposed approach and decide whether or not their campaign had sufficient merit to receive funding
The Challenge - findings

- The majority of the young people found their GP helpful
- Providing young people friendly appointment times and booking processes is essential
- Health professionals need to be more young people friendly
So what are we doing with this information?

<table>
<thead>
<tr>
<th>They said</th>
<th>We did / are doing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health services are not young people friendly</td>
<td>There are a number of initiatives underway to improve the ‘young people friendliness’ of health services including the rolling out of the ‘You’re Welcome’ standards</td>
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<tr>
<td>Teachers need more health and wellbeing skills</td>
<td>CYPHP are currently tendering for a provider to deliver a programme over the next 4 years to develop emotional resilience skills in education professionals</td>
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<tr>
<td>More health training needs to be delivered through schools</td>
<td>Along with the recognition that schools are a key delivery mechanism for health and wellbeing education we are working closely with our education partners on all initiatives</td>
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<tr>
<td>Young people have a lot of mental health problems</td>
<td>Along with mental health and emotional wellbeing being a key strand in this project, the Mental Health Transformation Plan is developing increased capacity in services and delivering new services</td>
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Further engagement work is required to ensure complete coverage and identification of the key health and wellbeing issues faced by our population, including:

- Looked after children and young people in supported accommodation
- Children in need
- CAMHS service users
- Children with long term conditions

The information captured through this engagement process will be fed into the future commissioning intentions in development.
## Appendix A: Mapping exercise

### Southwark Children and Young Peoples’ Strategic Framework

#### Engagement Findings

<table>
<thead>
<tr>
<th>Engagement undertaken and lead</th>
<th>Key findings</th>
<th>Gaps identified and planned engagement</th>
<th>Contacts for engagement</th>
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| **1000 Journeys** – Southwark Council – 2013 | Make it easier to use local services such as antenatal services, childcare or services in children’s centres. More children having their health and education checks and immunisations, and more having better health and taking up free education places. Fewer young people missing school or being involved in crime. More families achieving permanent, positive changes more quickly following support from specialist services. | Test key findings with parents, children and young people. | Jo-anne.gould@southwark.gov.uk
grazia.ferrante@southwark.gov.uk
Early Years Quality Improvement Officers |
| **1000 Lives** – Southwark Council, Healthwatch and Health and Wellbeing Board – 2014 | **Parent stories**
Mothers contributed stories about the importance of good advice through pregnancy, choice and control of their own childbirth experience, support with breastfeeding and on-going support through their child’s early years. Stories about post-natal depression and stories from parents whose children have health problems, meaning that they need help from a range of services were collected. There was special praise for midwives, health visitors and our children centre workers. But there was also a desire to receive clearer, more consistent information. | | Lee.Souter@southwark.gov.uk
PSHE and Healthy Schools Lead in Southwark |
Appendix B: Personas
Jacinta & Janelle

Single, teenage mum with obesity & her toddler

**Background**

- We live in temporary accommodation and would like to find a more permanent solution
- I’m anxious about Janelle being ready to start school next year – I’m not sure Janelle is ready
- I get left out of activities with my friends – I think it’s because I have a child. This sometimes makes me resent having Janelle in my life
- I have little contact with my family outside of my brother and occasionally my mother
- I sometime feels isolated, lonely and unsupported
- I sometimes regret having Janelle and feel like I’m missing out on life and some of the opportunities that my friends are taking advantage of

**Ages:** 19 and 4  
**Ethnicity:** Black-British  
**Relationship:** I’m single, Janelle’s father is known but is not in our lives and doesn’t pay child maintenance  
**Occupation:** I’m a Tesco checkout operator (part-time), I also receive a combination of income support, child tax credits, housing benefits, and a council tax reduction to boost my income  
**Income:** A total weekly income of about £170  
**Housing:** We are living in temporary accommodation in a 1 bedroom flat  
**Education:** No GSCE’s, I left school at 15  
**Languages spoken:** English

**Well-being attitudes**

- I have always thought that because I am young I won’t have health problems
- Last week, my GP advised me that I am obese and need to loose weight, and that my daughter is overweight as well. My GP quizzed me about our diets and said it is not healthy
- I don’t think there is a problem with eating sweets and takeaways regularly

**Well-being**

- I have borderline obesity
- My daughter is in the upper weight limits for a child of her age
- Other than that we do not have any current health issues
- We will attend the GP or A&E when we get ill
- I am a smoker but I try to walk most places to save on the bus fare

**Day to day life**

- I like to head out drinking with my mates on the weekend - when they invite me, and I’ll generally leave my daughter with a friend or my brother, or occasionally with my mum – I struggle being a single parent full-time and not having time to myself
- I communicate with the outside world via social media. I also watch a lot of television with my daughter. I use the internet on my smartphone but don’t have a laptop or computer
- Me and Janelle spend a lot of time together - 6.5 out of 7 days per week

’I’d like to learn some new skills when Janelle goes to school so I can get into a job with better pay’
Sarah

Teenager with special educational needs (autism)

Background

- I am on the whole a happy girl who enjoys the majority of my life
- I don’t have a large group of friends and I find it difficult to relate to other young people. I can get angry and frustrated at times because of this
- My parents have high levels of stress because of with caring for me. My dad has to work long hours to make ends meet.
- We live in a busy part of London with lots of poor people around
- I like the school that I go to, it’s good to give my parents a break
- I used to go to a youth group that I loved but it was closed a couple of years ago, I’m not sure why
- My mum and dad are worried about what will happen when I grow up – they have heard stories from friends where they have had issues and the services they receive have changed a lot
- We sometimes have issues talking with our GP and other health staff

Age: 15
Ethnicity: Nigerian
Relationship: I am single
Occupation: I go to school
Income: I get £20 pocket money from my parents every week
Housing: I live with my parents in a rented four bedroom flat in Camberwell
Education: I’m two years behind at school, I want to leave secondary school with GCSE’s
Languages spoken: I speak Nigerian and English

Wellbeing

- I have good health outside of autism. I have some unresolved mental health issues relating to my inability to relate to others and feeling isolated
- My parents have higher than normal stress levels
- My mum is worried about how much dad has to work and thinks one day he will get ill if he keeps it up

Wellbeing attitudes

- My mum thinks the government services in the UK are great, there is no comparison in Nigeria
- Living in the middle of a large city like London my parents are concerned about our health and the long term affects of living here
- My parents don’t think that exercise is essential and use public transport a lot of the time

Day to day life

- I get woken up in the morning by my mum. She makes me breakfast and then gets me ready for school
- I get the special school bus, it picks me up from home and takes me to school. I’m at a standard academy, in a special stream class for children with special educational needs
- I’m at school until 2pm and I’m dropped back at home by the special school bus where my mum normally meets me
- At home I like to play on my electric piano which I’m quite good at. I find it relaxes me
- Sometimes I get in a really bad mood and can have tantrums where I throw things and can be violent. A couple of weeks ago my mum and I were asked to leave a department store because I was screaming at my mum

I worry about what will happen to Sarah’s support when she leaves school’
Brian
Teenager in care

**Background**

- I was abused physically and emotionally by my dad when I was young. He is an alcoholic and my mum moved back to the Caribbean when I was young.

- Southwark Council took care of me via the courts when I was nine after I ended up at A&E because my dad beat me very badly.

- I’ve been in the foster care system since then and have been through five foster families. I’m currently being placed with a new carer and potentially a boys home/boarding school outside of the borough.

- I sometimes have emotions I can’t control, my psychologist says it’s because of my abuse when I was younger.

- I have trouble trusting adults, and don’t feel like I have a home, or that my carers want me living with them.

- I have caused a number of violent incidents, both as a victim and a perpetrator. Though none resulted in serious consequences, it has caused me to be moved through different foster carers several times.

- I’m concerned that if my next foster home is out of Southwark I’ll loose my friends and I’ll have to start seeing a new psychologist.

**Age:** 14  
**Ethnicity:** Black-British  
**Occupation:** Student  
**Income:** None  
**Housing:** He is in foster care in a home in Peckham  
**Education:** He is at the local academy and is doing well  
**Languages spoken:** English

**Day to day life**

- I get woken by my foster carer at 7:30am and have to get ready to leave for school by 8am every school day. I often struggle to get out of bed, and sometimes stay at home when I haven’t slept enough or don’t feel like going to school.

- When I make it to school I spend the day there until 3pm. I like school most of the time and my teachers say I’m doing well. I have had a couple of fights with other pupils who have made fun of me because I don’t have parents, I’ve been sent to the headmasters office for this.

- After school I meet my friends and we hang out. I sometimes head to a youth group and will stay there until about 9. I’ve made some friends there I can relate to who know what I’ve been through. I get told off by foster carers as they would like me home by 8 at the latest.

- When I get home I’ll eat then play on my computer, looking at things on the internet or I play a computer game, often until very late in the evening so getting up in the morning can be difficult. I like the games where you can shoot people and stab people.

**Well-being attitudes**

- I don’t really understand what being well means or what you do to be well.

- I don’t like seeing health professionals, or my case manager, and especially my counsellor.

- I know I have problems and that the counselling I am getting should help – though I haven’t noticed any improvements yet.

**Well-being**

- My psychologist says I have underlying mental health issues that if left untreated could grow and become major problems later in life.

- I have issues forming lasting relationships and often avoid creating new ones to prevent me from being hurt further down the line.

- I respect people in foster care, and look up to the guys who have made it despite how hard their lives have been.

- I’m pretty healthy, though I may need some dentistry work soon as I wasn’t taught how to brush me teeth till I was nine and I’ve got a really sore one up the back at the moment.

'I just want to feel safe, secure and to believe I have a future'
Alice
Young Carer

**Background**

- Alice is a carer for her mum who has Multiple Sclerosis. Her mother has been sick for as long as she can remember, but in the past two years gotten a lot worse and is now stuck in a wheelchair and needs help with normally everyday things like showering and getting dressed.

- Alice has been missing school more and more to help her mum and is normally behind on her homework. Her teachers are getting concerned and the deputy head mistress came and visited Alice and her mother a couple of weeks ago to talk to them about it.

- Alice’s mum refuses to get full in home care as she doesn’t think it is necessary, and says that they can’t afford it. She thinks the part-time help they currently have for 4 hours per day is enough.

- Alice has noticed her mother’s behaviour is increasingly erratic and thinks that she has issues like depression or anxiety, however her mum hasn’t tell her GP about how she feels, and Alice doesn’t want to bring it up with her mum.

- Alice doesn’t have any family members or friends that can help her with her mother. She struggles to relate to a lot of girls her age and thinks that they are pretty immature.

**Age:** 14  
**Ethnicity:** White British  
**Occupation:** Student  
**Income:** None  
**Housing:** Lives in a two bedroom flat in Denmark Hill  
**Education:** She is registered at her local academy, but has been missing a bit of school because she needs to help her mum and is falling behind  
**Languages spoken:** English

‘I’m worried all the time, mum is really sick, I’m missing school and getting behind, I’m only 14’

**Day to day life**

- Alice wakes early and helps her mum get out of bed and get dressed.

- She will make them both breakfast and will normally head off to school around 8-8:30am, her mothers carer arrives at 10am normally.

- Even when she is at school she finds it difficult to concentrate because she is worrying about her mum and thinking about what she needs to do when she gets home.

- She has some friends at school but feels like she isn’t really part of the group because she can’t go out with them at weekends, and she has to rush home after school to make dinner for her mum.

- She enjoys reading books as it helps her relax and not think about her troubles.

**Well-being attitudes**

- Alice thinks that the staff she sees at the hospital with her mum are really helpful and nice.

- Alice would like to do more exercise and activities that make her happy but doesn’t see how she will be able to find the time to do that.

- She tries to cook healthy meals but often it is easier and cheaper to just put a pizza or some chicken nuggets in the oven.

- Alice’s health is important to her but she feels that her mum is her priority at the moment.

**Well-being**

- Alice has a lot of stress in her life, most of which is caused by her mum’s illness.

- She often gets upset when she’s alone, and she finds that she doesn’t have people she can talk to who can help her.

- She has asthma and has been getting breathless more often, she hasn’t been to GP about it as of yet.
Shahida

A teenager with sexual health concerns

Background

- My family is very important to me and I enjoy spending time with my friends and boyfriend.
- I want to do well at school so I can go to university. I love “One Born Every Minute” and would like to be a midwife one day.
- I live with my mum, who has arthritis, my seven year old sister and my dad who works for an investment bank in the city.

Day to day life

- My teachers tell me I am doing well at school. I enjoy my lessons and seeing my friends.
- School is an hour away and I need to help with cooking and shopping at home as my mum has arthritis. This means I can’t go out with friends after school but I talk to them all the time on WhatsApp.
- I’m not sure if my current boyfriend is “the one” and have not told my parents about him. I felt ready to have sex with him but I feel guilty as I know my parents wouldn’t be happy.

Well-being

- I’ve just started having sex with my 17yr old boyfriend but he won’t use a condom. I know he has had sex with other people and I’m worried about the risks of infection and pregnancy.
- One of my friends had to have an abortion recently and I don’t want the same to happen to me.
- I have had asthma since I was a child, but don’t tend to get symptoms very often.

He won’t use a condom because he doesn’t like how it feels...

Age: 15
Ethnicity: British-Asian
Occupation: Student
Housing: We live in a four bedroom semi-detached house, privately owned
Education: I’m at secondary school, enjoying it and doing well
Languages spoken: I speak English and Urdu

Well-being attitudes

- My health is important to me, I view this as eating healthily, staying thin and my asthma not getting any worse.
- A Pharmacist gave me the morning after pill after my first time having sex, but it made me feel awkward so I don’t really want to go again.
- I’m scared to see my GP for contraception as I’m worried they will be judgemental and might tell my mum. I find it difficult to get an appointment anyway because of school and helping mum.
- I don’t want to attend the sexual health clinic as I’m worried that someone will see me going in.
- I go to A&E 3 or 4 times every winter with my asthma, but I’ve never needed to stay in overnight, I’m always sent home with steroids and antibiotics.
Tyrone

Joined a gang to help his family and gain respect

Background
- The most important things to me are respect and money.
- My dad left shortly after my younger brother was born. I live with my mum and my 8yr old brother.
- I care about my mum and my brothers and I feel responsible for looking after them while my older brother is in prison.

Day to day life
- I have been working as a runner for a gang for the past year, earning some money taking packages from place to place. This helps to provide extra money for the family as my younger brother has sickle cell disease, and my mum is struggling to both care for him and work enough to make ends meet.
- I’ve been skipping school because it doesn’t seem relevant when I’m making lots of money working for the gang. I want to move up the hierarchy as then I’ll be able to make more money. School won’t help me do this.
- My older brother is higher up in the gang but is currently in prison for assault. He used to help with family finances and had expensive trainers and an X-Box.

Well-being
- I hardly ever get sick.
- I was cut with a knife to my face going into the Elephant and Castle tube station a year ago. Probably by a rival gang member. The scar makes me feel manly.

Well-being attitudes
- I don’t think about my health much. I do want to be muscular so I’ve been using my older brother’s weights and drinking protein shakes to bulk up.
- I wouldn’t go to see a doctor unless I was really sick, like if I had been stabbed or thought I was going to die.
- I wouldn’t see my GP as they can’t offer me an appointment when I need one. I don’t want to wait to see a doctor so I would go to A&E.

Age: 13yrs
Ethnicity: Black-British
Occupation: Student
Housing: I live in a 2 bedroom council flat in Camberwell with my family.
Education: I’m enrolled at the local secondary school, but miss loads of lessons.
Languages spoken: I speak English.
Mark
A young gay man struggling with self-harm and drugs

Age: I’m 18yrs old
Ethnicity: I’m White-British
Occupation: I’m a student
Housing: I live in the University Halls in Bermondsey
Education: I’m studying Graphic design at London South Bank University
Languages spoken: I speak English

Background
- I grew up in Wigan and was looked after by my grandmother since I was 7yrs old because I was abused. I moved to London for university and I’m finding adjusting to London life difficult, struggling to make friends and feeling isolated
- I’d would like to lose weight and get fit
- I came out as being gay last year. I’d really like a boyfriend and started using Grindr to meet guys
- I’d like to do well at university and own my own graphic design business one day

Well-being
- I take GHB and like to drink a lot at parties. I’ve smoked cigarettes since I was 12yrs old, and I’ve just started smoking weed
- I’ve had anxiety and depression for many years now. Sometimes I cut myself because it helps take my mind off things. I cut myself last week with a razor on my thigh. I’m feeling low and having thoughts of being better off dead
- I’m overweight and I feel crap about myself most of the time

Day to day life
- I’d like to be accepted by people at university and have a stable group of friends. I’ve been on a couple of dates with guys from Grindr, but I feel that most of the men on there are only interested in having random sex and not get into relationships
- I was offered GHB at a sex party I went to with a guy I met on Grindr and I found that this made me feel less self conscious about my body and I enjoyed the party more. There are bits of some parties that I don’t remember which worries me, as I’m not sure condoms were always used
- I’ve been feeling more low in mood when I’m sober and I’ve started feeling anxious about my studies as I’ve been missing lectures and finding it difficult to concentrate when I do go. I’ve been having thoughts of being better off dead but I don’t think I would act on these

Well-being attitudes
- I’ve had various counsellors over the years with varying success. I did start to form a good relationship with one in Wigan when he left for university
- I’ve called the Samaritans twice since I started university to talk through my negative thoughts
- I’ve considered seeing a university counsellor but I’m worried about explaining everything to someone new, particularly concerning my drug use
- I’m not registered with a GP. I’ve had good and bad experiences with them in the past, some being supportive and some not seeming to care about me much
Maria

Starting to feel anxious about everything

Background

- Me and my mum moved to London when I was 3 yrs old from Colombia
- We have a close relationship and mum is working as a receptionist at a local company
- I enjoy reading books, going to the cinema and visiting relatives in Spain

Well-being

- I’ve been feeling worried about lots of things recently, and I’ve been feeling quite sad about life in general
- I’m finding that other girls at school make nasty comments about me. I don’t think the teacher notices as it is often in a jokey way like banter, or messages sent on social media. I’m naturally quite shy and this is making it worse
- Some of the comments are about my appearance and so I’m worrying about people thinking I look bad or don’t wear the right clothes

Day to day life

- I enjoy my lessons at school, and my teachers tell me that I am doing well. I have two friends but they are not in the same year group as me and so they are not in any of my lessons. I know them because they are also from around Latin America, and they can speak Spanish with me
- I’ve struggled to make other friends in my year group. I’m shy and find it difficult to join in with the other girls. I will often freeze and not know what to say when they ask me questions
- I spend a lot of time on my own reading books, which helps me escape from it all

Well-being attitudes

- I really want to be one of the happy, chatty, trendy girls I see at school but doesn’t see how I can ever be like that
- I don’t know what to do about the fact that I have started to feel worried about my appearance, and going to school and seeing the other girls, or how sad I am about being lonely
- I am scared about talking to my teacher about how they treat me, and I don’t feel that my teacher will think it’s serious anyway
- My mum tells me to keep trying but I don’t think anything will ever change
- I avoid going to my GP because she hasn’t been very friendly in the past and don’t know who else I could talk to about how I feel

Age: I’m 13 yrs old
Ethnicity: I’m Colombian
Housing: I live with Mum in a 2 bed rented flat in Elephant and Castle
Education: I go to Notre Dame School
Languages spoken: I speak English and Spanish
Caleb

Not sure what to do to help his friend

Background

- I was born in Peckham and have grown up in the area
- My dad is a plumber and I help him out at weekend some times
- I thinks I’ll go into a similar job himself in the future

Education:

I’m at secondary school

Languages spoken:

I speak English

Day to day life

- I go to school during the week, and spends weekends watching or playing football with my mates
- I have a group of friends I have known since primary school and we go out at the weekends too
- I have just started going out with a girl from school and is that is getting more serious which I’m pretty happy about

Well-being

- I’m generally pretty happy with my life
- I enjoy playing football in the school team, and support Crystal Palace
- My only real worry is about my friend Tom, who has started hanging out with members of a local gang
- I want to help him but I’m a bit scared about getting involved because I’ve heard about kids getting stabbed
- My friend thinks he’s cool and has brand new trainers

Well-being attitudes

- I like being fit enough to play football well and I’ve started doing some extra running and weights in my own time to try and stay in shape
- I can pretty much eat what I want without gaining weight so isn’t really bothered about the fact I eat a lot of fast food
- I think that gangs are dangerous and I don’t want to get sucked into that world
- I don’t know who to ask for help for Tom, and don’t know how to help him myself

Age: I’m 16yrs old

Ethnicity: I’m White-British

Housing: I live with my Mum, Dad and sister in Peckham

I’m not sure how to help….