

West Suffolk College - Young People's Questionnaire Consultations October and November 2017

In October 2017 a questionnaire was issued to students at West Suffolk College which resulted in an excellent response from 414 participants. A face to face event was held at the college on 12 October. The consultation was organised by a partnership of the Local Safeguarding Children Board (LSCB) and the Student Welfare team at the college.

The purpose of the consultation was as follows:

- To gain a greater understanding of what students are worried about.
- Who they go to for support with these worries.
- How they rate the support they receive.
- If students are aware of the LSCB and what they do.
- How the LSCB can better engage with students in future.

This consultation will help the LSCB with two of their key priorities namely, greater engagement with young people and the impact of the Suffolk Emotional Health and Wellbeing strategy.

Following on from this a further consultation took place in November and a further 1002 questionnaires were completed. Of these additional 1002 questionnaires, 200 were studied in the same detail as the original 414. It was found that the additional responses did not significantly alter the original statistics. We have combined the responses from both consultations within this report.

The remaining 802 questionnaires will be reviewed and summarised in a further report to follow.

The LSCB are grateful for the support given to the consultation by the Student welfare team and for the students who took the time to complete the questionnaires.



The questions were asked and answered as follows:

1. Have you heard of the Suffolk Safeguarding Children Board before today, if so do you know what they do?

12% of participants had heard of the LSCB, 86% were unaware of the LSCB and 2% declined to answer.

Of the 12% that had heard of the LSCB, 51% confirmed they knew what the LSCB do. Of the 86% that had not heard of the LSCB 0.56% guessed correctly as to what they do.

2. What do you worry about most these days? Please tick one or more boxes but highlight which one worries you most

Of the 614 participants, 76 did not reply to this question.

The table below shows the percentage of ticks per box from the 538 participants that did respond. 304 participants ticked one box, 144 participants ticked 2 boxes, 63 participants ticked 3 boxes, 20 participants ticked 4 boxes, 3 participants ticked 5 boxes and 4 participants ticked 6 boxes.

Online Safety	Cyber bullying/trolling	Emotional Health & Wellbeing	Sexual Exploitation	Bullying	Anything else	Total Number of responses
8.4%	8.7%	37.5%	10.8%	16.7%	17.9%	900

3. What would you like to see in place that would help you with worries and support you?

Of the 614 participants, 303 participants (49%), made comments that were collated and summarised as follows:

Comment	Response % of 303
Regular and confidential 1:1's, more than 1 a term, and suggestions for once a week	35%
Support Groups/Meetings	9%
More support/information/help generally	5.6%
Safe place/quiet area, possibly supervised	5%
More awareness of places to go for support	4.2%
Online website support/online chat	4.2%
Stop Bullying/Support victims of bullying	4.2%
Talking to people of same age with similar problems	4%
Anonymous Text/Helpline 24 hr	4%
Greater understanding of mental health and how it affects the people around them Mental health training for staff	4%
More teacher support	3.5%
More counselling available	3%
Lectures/information on how to stay safe online	3%

Comment	Response % of 303
Support from friends and family	1.6%
Other suggestions	9.7%

The remaining 311 participants (51%), replied as follows:

32% did not comment

25% said 'Nothing'

19% responded 'Don't know'

7% responded 'No worries'

15% responded 'N/A'

2% unrelated comments

4. Safeguarding Children Board website is being developed and we are working on the Young & People's page. Can you suggest anything that we could add that would interest or support young people?

Of the 614 participants, 157 (25.5%), made comments that were collated and summarised as follows:

Comment	Response % of 157
Safe Online Chat room	14.6%
Games/Group activities/Interactive/Quizzes/Videos	12.7%
Contacts to talk to/24 hour helpline	10.8%
Presentations that inform people about mental health, sexual relationships, peer pressure and bullying etc	9%
How to deal with a problem and who should we tell. Clearer direction on where to go for help.	8%
Ways to get in touch with young people same age/experience and chat	7%
More colour on the website (especially green)	5.7%
More information and help to deal with bullying	5%
Question and Answer page	4%
Leaflets/Posters	3%
Do not use pictures of children and primary colours	1.9%
Advertisements	1.9%
Less professional, make it more welcoming for young people. Include LGBT	1.9%
Website seems aimed at younger children rather than teens	1.9%
Anonymous comments so we can put bad experiences on there	1.2%
Real life stories	1.2%
Better support for children with additional needs	1.2%
Let young people know it is okay to be a bit stressed	1%

Comment	Response % of 157
Get togethers young people can attend	1%
Miscellaneous	7%

The remaining 457 participants (74.5%), replied as follows:

35% responded with 'No'

43% did not comment

9% responded N/A

10% responded 'Don't know'

3% Inappropriate comments

5. Would you be interested if we held a young people's forum in the College/ University on safeguarding twice a year?

614 participants replied as follows:

36.6% replied 'No'

12.2% replied 'Yes'

1.6% replied 'Don't know'

1.6% replied 'Maybe'

48% did not comment

If so what would be the best way to do this? E.g. Discussion forum, Questionnaire?

614 participants replied as follows:

58% did not comment

24% suggested a questionnaire

11% suggested a discussion

3% suggested a discussion and questionnaire

1.25% suggested a presentation/speech

0.85% suggested meetings

0.5% suggested an online survey

0.7% Discussions and 1:1

0.7% replied 'Don't know'

6. Generally, how would you rate your feeling of wellbeing over the last 6 months?

Of the 614 participants:

Poor	OK	Average	Good	Great	No Comment
8%	23%	24%	26%	17%	2%

7. Do you ever have any periods of time when you have felt any of the following?

Please tick your most appropriate answer

Of the 614 participants, 23 did not reply to this question.

The table below shows the percentage of ticks in each box

A Low Mood	Anxiety/ Stress	Self-Harmed	Felt or acted on suicidal thoughts	None of These	Did not answer	Total number of responses
35%	37%	6.8%	9.7%	9.5%	2%	1059

The following table shows the breakdown of responses of the 591 that replied to this question.

A Low Mood	Anxiety/ Stress	Self-harmed	Felt or acted on suicidal thoughts	None of these	Number of participants
	X				107
				X	100
X					90
			X		5
		X			1
X	X				170
	X	X			6
X			X		2
	X		X		2
X	X		X		40
X	X	X			14
X		X	X		1
	X	X	X		1
X	X	X	X		52

There were 73 ticks in the Self-harm box and 54 went on to tick the Suicidal Thoughts box too. However, there were also 49 ticks in total in the Suicidal Thoughts box with no ticks in the Self-harm box.

8. If you had the above feelings would you seek help from? Please select one or more boxes

Of the 614 participants, 520 responded.

The table below shows the percentage of ticks in each box.

School/college	Family Doctor	Wellbeing Service	CAMHS/Mental Health Service	Family and Friends	Did not answer	Total number of responses
18%	10%	5%	8%	49%	10%	858

Of the 10% that did not answer 21 of those did comment as follows:

18 commented 'no-one'

2 commented 'myself'

1 commented 'stiff upper lip'

The following table shows the breakdown of the number of participants and the total number of boxes each participant ticked:

School/college	Family Doctor	Wellbeing Service	CAMHS/Mental Health Service	Family and Friends	Number of participants
				X	268
None					86
X				X	66
X					34
	X			X	24
			X		21
X	X			X	16
	X				12
Other variations					79

9. If you did seek support how would you rate the support you were given? Please tick your most appropriate answer.

Of the 614 Participants 551 responded

N/A	Poor	OK	Average	Good	Fantastic	Total number of responses
28%	7.5%	13%	12.5%	29%	10%	551

10. Tell us why you rate the support you received in this way?

Out of the 614 participants, 551 rated the support as per question 9. However, out of those 551 only 342 commented on why they rated the service as they did. Some of those comments have been captured in Appendix 1.

APPENDIX 1

41 rated the support they received as 'Poor' with 39 comments as follows:

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
	X				Not a lot is being done
X			X		Useless
X	X			X	Doctor's poor. Family and friends fantastic. I went to Doctor's to get mental health support and the Dr's referred me to CAMHS but told me I would not get in. Family helped a lot.
X	X		X		It was difficult to get help
X					They didn't listen to my concerns/worries so I deal with them by myself now
X					Because basically got looked at as being fine as I was talking about my problems when there should have been more checks done and I felt I could have had more support.
	X			X	The mental health service took so long and nobody listened to what I was saying. They were too busy assuming and pretending they knew how I felt.
				X	No one understood
				X	I didn't tell them everything so didn't do much.
X					Because they say the same thing every time
	X		X	X	No comment
			X		The CAMHS waiting list was for too long and my mental health got very bad while I was waiting. Support was basic and I felt like a burden on the services.
X				X	Because they acted like they don't care
	X				No comment
		X			It didn't help
				X	Very little support, sometimes made things worse.

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
X	X				Because you just fill in welfare report. They don't get you to talk about yourself, no individual care.
X	X		X	X	I want/need counselling through college and I'm not sure if I'll get it. Also, I'm on the waiting list for therapy but it's over a year ago.
					Would not seek help from anywhere.
	X			X	Because I was never made to feel better.
				X	It hasn't helped.
	X				No comment.
					No one.
					Never touched upon certain subjects and if anything I'm worse than I was before
X	X			X	Because they send in the school nurse and she talks about the exams instead of my anxieties and suicidal thoughts.
					Poor the one time I did get help. It's really discriminating when you are sent to a counsellor for mental illness, only to be treated like a child by a 'professional'.
	X			X	Not really taken seriously.
			X		Wasn't helpful.
				X	Because all those so called professionals care about is money and I can read them better than they can read me
	X			X	Because when I went through said emotions, I wasn't given support from my step mother, now I restrict myself from talking about it.
X					She wasn't very helpful.
X		X	X		Because they didn't help.
				None	It has never really helped and it is an ongoing thing
			X		It's just the same cycle, sometimes they don't even look into it further. Seems pointless.

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
				X	Nothing schools/colleges do to help actually helps. Like bullying gets handled with say sorry, doesn't help anyone.
				No-one	They didn't help at the hospital at all.
X		X	X	X	Because the people who I was going to have meetings with didn't show up and the people kept changing. So I never felt comfortable talking.
X	X	X			Pretty awful. My social worker was blunt and rushed sessions. Also told me to 'let my parents deal with themselves' when we had serious family issues.
	X				Doctor said I can't sleep at night and getting daily headaches as I'm stressed but I can't change my lifestyle.

72 rated the support they received as 'OK' with comments as follows:

School/ College	Family Doctor	Wellbeing Service	CAMHS/ Mental Health Service	Family & Friends	Comments
	X				I am now ok
				X	They understand you
				X	Give unrealistic answers like 'it will get better' when sometimes it won't.
			X		It's safe.
				X	Could have done more
				X	They understand me but sometimes they don't understand what pressure is on a teenager.
X	X		X	X	I want/need counselling through college but I'm not sure if I will get it. Also, I am on the waiting list for therapy but it's over a year ago.
				X	Friends helped, family didn't understand.

School/ College	Family Doctor	Wellbeing Service	CAMHS/ Mental Health Service	Family & Friends	Comments
				X	Family and friends sometimes can't help in a way counselling can. Learning about certain situations may also be difficult for family to understand.
X					Because I get anxiety/stress in class when it gets noisy.
X			X		I have received counselling before and it only helped for a short period of time. I did not feel as though they cared.
				X	Went through the NHS for help for a while but was never fully helped/treatment not very effective.
	X		X	X	CAMHS is very bad but family and friend support is good and also my doctor is good.
			X	X	Because it has helped me cope with my feelings.
	X	X	X	X	It has been 7 years and it is worse than before but they are trying hard.
X			X	X	Doctor's don't know much about mental health and don't help.
		X	X		Because they weren't a lot of options available.
X			X	X	You are given some tools to cope but it hasn't changed anything. Existence is pain.
			X		They didn't help me.
X		X		X	Nothing changed.
X	X			X	I felt better talking about it the but the repercussions weren't positive. I am fine now though.
X				X	I moved into a YMCA.
	X		X	X	CAMHS not enough near people. Not much help.
X					Helpful
				No-one	Because I hardly ask for help and because I got laughed at last time I did!!
				X	My problems are my own and not mine to lay on other people. My burden, not theirs.
X	X		X	X	In the different ways of support that I seeked I had different results. With CAMHS and school/college they were poor compared with the other two.

School/ College	Family Doctor	Wellbeing Service	CAMHS/ Mental Health Service	Family & Friends	Comments
X			X		CAMHS is awful I instead went to a private counselling service so I didn't waste my time. College service was helpful and great but the opinions from government services for mental were awful, thus I went to a private clinic.

68 rated the support they received as '**Average**' with comments as follows:

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
	X				Gives good advice
				X	Family and friends know me best
				X	It helped a bit but not alot
				X	Because other people don't always understand
X					I felt supported
X				X	I've heard it all before
	X			X	Because they helped me as much as they could but not amazingly
X			X	X	It didn't help much
				X	It's my family and friends. It's not professional help but I haven't got enough confidence to seek professional help.
	X	X	X	X	Not much help, made my mental health worse as I went over everything which made me how I am.
X					Because I felt better talking to someone I didn't know very well.
X					Didn't feel as though believed
			X		I got the support I expected, but what I hoped was most likely unrealistic. I may have not accepted the help I needed appropriately.

X					It's good.
			X		Gave me medication.
				X	It helped a bit.
X	X			X	Counsellors in Ipswich are not too bad, but they are not that great.
X				X	Because it is good for me.
				X	They listen.
				X	Because most times I prefer to keep it to myself.
			X	X	It did not 'cure' it, it just taught me how to deal with it.
	X		X		OK, standard but nothing special.
		X			I have had help before but felt too anxious to carry on with it.
				X	I would want to talk to someone in a familiar environment with people I know.
				X	I get support from the people around me but would like more from tutors.
			X		Because I still feel this way sometimes.
		X			Because they help and understand your thoughts and feelings and give treatment, however some of the treatment has a wait.

162 rated the support they received as 'Good' with comments as follows:

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
X				X	They listened to me and helped me to understand how to deal with a situation
X	X			X	Because she was understanding and listened to what I said. Also gave me good advice.
			X		Because they were nice and we talked it out
X					Because it helps clear your head

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
				X	It helps relieve stress because it makes me realise I'm not the only one. Still going to be stressed afterwards, but it makes me feel better.
				X	Because they let me talk about everything that was happening with my dad
X				X	College really made me feel more happy to come into college where school didn't seem to care how I was.
X				X	My personal support tutor helped me through my troubles last year.
X		X		X	They were really friendly and motivated me to do well
	X	X		X	I went to the Wellbeing Service and my doctor
X				X	I have always felt supported by my tutors when I feel stressed
X				X	Quick support
X	X	X	X	X	It was helpful and had different options
X				X	The college helped me through the hardest times and gave me great support
X				X	Because our support tutor is supportive and helpful
			X	X	Because they helped me to face my problems and listened to me
X		X	X		Were understanding and listened to everything I said. CAMHS – feel like the student worker had no idea and dismissed me.
X				X	I had good support throughout my needs
X					They helped me through a difficult situation and gave me advice on what to do
X				X	They related to my situation very well
X	X		X	X	Because I'm currently having counselling through the college and the short time it took to get me counselling was really good so I'm very happy
	X		X	X	Because I go every 3 months
			X		Because it was helpful whilst it lasted but when it stopped I started feeling sad again
	X		X	X	Good support

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
				X	Because I have good friends.
				X	When I was in school the counsellor I spoke to made me feel better every time I saw her and helped me deal with what was going on.
	X				Because it would help me.
				X	They listen.
X	X			X	I received support from the college in my first year and it helped hugely.
	X			X	Because I've asked for help before and everything went well.
	X			X	The people are quite understanding.
			X	X	They took me seriously and diagnosed me with my condition. It was a relief.
	X		X		Because they helped me, but they let me go and it got worse again.
X			X	X	Because I felt it was really someone to talk to.
				X	My anxiety went for a little while and I stopped cutting.
	X			X	My counsellor is good.
				X	Just helped having friends.
X				X	Everyone was happy to talk to me and was confidential...
X				X	Because the support given is helpful.
X		X		X	Receiving the help to discuss my worries and to let it off my shoulders.
				X	The college has supported me very well.
X		X		X	Because I received a variety of opinions on my situation which helped.

53 rated the support they received as **'Fantastic'** with 31 of these ratings referring to Family & friends support only.

Some of the comments are as follows:

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
				X	Just rate it
X			X	X	This is because the staff are very helpful and respect their students when they need support
				X	Family and friends fantastic
X			X		Was really understanding and kept everything confidential. Felt as though I could share anything
				X	My friends are always there for me
				X	Because they know me they know how to help me
				X	Make me think straight
				X	My friends always make me feel better
				X	Because I know it's truthful
	X			X	Because my doctor has experienced the same thing and knew how to relate to me
				X	Helpful
X				X	I was able to talk to someone and felt better after it.
X				X	I was able to talk to my personal support tutor and I was able to tell her everything and it made me feel better.
X	X			X	Because everyone has supported me, are understanding, suggest ways in which I can deal with stress/anxiety
X				X	Because it went well
X				X	It's been good
X			X	X	The CAMHS helped me overcome my problems and gave me strategies to help with anxiety and stress. Plus family and friends giving me support.

School/ College	Family Doctor	Wellbeing Service	CAHMS/ Mental Health Service	Family & Friends	Comments
X					They listened
X				X	Everything was sorted really quickly
X				X	It worked, felt better.
X		X		X	I currently receive counselling at college and have found it very helpful.
				X	Because they helped me through and made me feel better.
				X	Because it worked.
X				X	Because I have bad anxiety, my family and friends, even my school help me through it even on a bad day.
X					They helped me with my anger very well and gave me areas to chill out if needed.
	X		X	X	Still ongoing. It helps.
X				X	I recently start counselling and since then I've felt supported and generally felt good about things.
X	X				Was made to feel comfortable speaking to people and built up trust.
				X	Because they were super protective and helpful.
				X	Because my mum suffers from PTSD like me so she helps me out.