



Youth Out Loud (YOL!)

End of Year Report

April 2022 – March 2023

Youth Out Loud! (YOL!), is a group of young people aged 13-17 from Kingston and Richmond helping to improve NHS care and the wellbeing of young people.

Our 2022-23 Young People prioritised work areas were:

- a) Support Youth Out Loud! (YOL!) to review health and care
- b) Support delivery of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people
- c) Support YOL! to develop its online and social media.

a) Support Youth Out Loud! (YOL!) to review health and care services

AIM: Support young people to have a say in their health and care services.

YOL! was asked by Alex Cochrane (Communications Manager for Kingston & Richmond, NHS South West London, South West London Integrated Care System) to review their new [Children & Young Peoples’ Mental Health & Wellbeing Directory](#).

The idea being that mental health and emotional wellbeing information, advice, support and services for children and young people in South West London (SWL), is all in one place. It is designed to be used by parents, carers, teachers, and people who work with young people. The directory is now live for Kingston and Richmond and will be rolled out across other boroughs of SWL.

The YOL! Members were asked to feedback on the following:

- How they find the usability of the site
- Whether they can find information or services using the site
- Are the filter categories useful/are there things missing?
- Is the language clear?
- What communications channels would work well highlighting the directory to Children and Young People (CYP) for example, posters/social media etc.

“It was such a great session with helpful feedback.”

Charlotte Jones,
Communications and Engagement Coordinator
(Kingston and Richmond), NHS South West London ICB

Life can be hard.

Finding support shouldn't be.

NHS South West London

Find local support and advice about mental health and wellbeing - all in one place.

www.easyurl.org.uk

As Alex was on annual leave, her colleagues Minal Patel and Charlotte Jones, both from NHS South West London ICB, joined our YOL! Member meeting to discuss our feedback.

Directory suggested improvement feedback;

- Thought it was easy to navigate and the website looked good and not patronising to young people.
- The filter system is helpful and easy to use
- Helpful if you have a keyword you want to search.
- They were unsure on the term ‘referral pathway’ and the options listed under it.
- One suggestion was to an information option next to the terms and references used, or the ability to hover the mouse over a word, prompting a pop up with an explanation
- Other suggestions were to change the phrasing to “How to access help”, “How can I get help?”, “I can access help myself”, “I need a teacher or doctor to access the help for me”

The screenshot shows a search and filter interface. At the top is a search bar with the text 'Search services...' and a magnifying glass icon. Below this is a section titled 'Filter services' with three dropdown menus: 'Category' (with 'Select an option' and a downward arrow), 'Borough' (with 'Select an option' and a downward arrow), and 'Referral pathway' (with 'Select an option' and a downward arrow). At the bottom of the filter section are two buttons: a blue link 'Reset filters' and a green button 'Filter' with a right-pointing arrow.

Categories that YOL! felt were missing from the filters;

- Having a non-borough specific filter that shows services across boroughs or an option to see national services
- LGBTQ+ support
- Friends supporting friends
- If a services is online or in person
- How quickly you will be seen after a referral e.g. if one service can provide more immediate support than another or in the meantime.
- Options that appeal to younger children in more plain language e.g. ‘feeling angry’ ‘struggling to control behaviour’
- If services are open out of hours or just during office hours

Marketing/ Posters;

- Not sure the pictures relate to the audience they are aimed at. Maybe change the picture of the adult to one of a teenager.
- Posters are not personable. Could use language like “how can YOU access help”
- No representation of people with disabilities on the posters.
- They preferred the previous ‘life can be hard’ poster they had been shown.
- Suggestion of other ways to advertise the directory e.g. slides shows to use in tutor time or assemblies. Does think varied approach is needed as different communications will appeal to different young people.

As schools are very often the first conversation young people have if they are struggling with their mental health, we suggested having a link to the directory on school websites to help them signpost quickly.

•b) Support delivery of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people

AIM: Develop a library of health and care films and podcasts made by young people for young people.

Our work with YOL! focused on giving teenagers appropriate information on local and national services, raising awareness of young people’s experiences, and growing the number of YOL! members. We also provide opportunities for young people to develop skills and experiences through our Digital Youth Project.

Digital Youth Project – Film 3 Sexual Health Film

Filming of the YOL! Sexual Health Film was completed at the Wolverton Sexual Health Clinic in March 2022, when thanks to Judith Murray, Lead nurse at the Wolverton, gave us access to all areas.

YOL! Members met with HJW and our film maker at the Quaker Centre to complete the young people voice-overs for the Sexual Health Film.

The Sexual Health Film editing was initially completed in June 2022 and was shown in our HWK Open Meeting – Children and Young People’s Health and Wellbeing in July 2022. The meeting was attended by two YOL! Members and the GP professional in the film. Overall, feedback was positive. However, it was pointed out that the legal age of consent was not in the film and that it should be. Final tweaks were made to the film including adding the age of consent and extending Judith Murray’s confidentiality clause section.

After 3 years in the making, the film was signed off and is now just over 4 minutes in length which is longer than the other films in the series. This is because the filming of the professionals was so rich and informative, we did not want to lose any of it. The film looks very professional, and we are incredibly pleased with it.

“We have been really pleased to work with Healthwatch and Youth Out Loud on this fantastic film. We hope this will be useful to young people in our communities, enabling them to feel able to talk more openly about sexual health issues.”

To watch the YOL! Sexual Health Film, click below:



Nic Kane, Chief Nurse for Kingston Hospital NHS Foundation Trust and Hounslow and Richmond Community Healthcare

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YOL! were asked to present about their work on the Sexual Health Film project at the Patient Experience Committee by Jane Suppiah, Head of Patient Experience and Involvement for Kingston Hospital NHS Trust. They wanted us to describe why YOL! decided to do this project and our experience pulling the video together. The full presentation can be seen [here](#).

Digital Youth Project – YOL! Self-harm: Being a good friend films

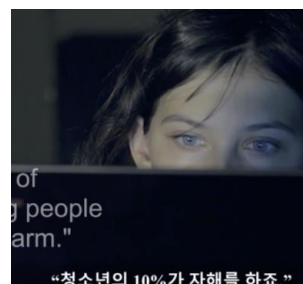
The three YOL! Self-harm: Being a good friend films (comprising of the original film, film with added Korean subtitles, and film with added Tamil subtitles) were updated to incorporate changing CCG logos to ICS logos. They will now be re-promoted as they are still relevant to young people.

To watch the updated 'YOL! Self-harm: Being a good friend' films, click the images below:

YOL! Self-harm: Being a good friend – no subtitles



YOL! Self-harm: Being a good friend – Korean subtitles



YOL! Self-harm: Being a good friend – Tamil subtitles



Digital Youth Project – Film 4

YOL! have begun discussions on themes for the fourth film, yet to be made in the Digital Youth Project.

c) Support YOL! to develop its online and social media

AIM: Support young people to safely communicate via social media.

YOLweb continues to be updated by HJW with the help of one of the older members. There was a slight technical hitch when the menu on the landing page disappeared. Thanks to JHO this was resolved!

We also received a thank you **email** from a father whose son had recently 'come out' and he was looking for LGBTQ+ support and information. He found the information on YOLweb and wrote the following:

'As I have mentioned, it's very new to us. I'm doing all that I can to navigate and support my son through this time of opening up. Part of his journey was telling his friends and unfortunately, they haven't been very supportive. So, I've been looking for information to see what I can do to help. I discovered your "LGBTQ+ Support" <https://www.yolweb.info/LGBTQsupport> and just had to reach out and thank you for providing helpful information. I'm sure there are many parents in my situation who truly appreciate it as well.'

YOL! Recruitment

As always, recruitment of new volunteers is important and an ongoing priority. Members get older and leave us to go onto wonderful new things like university!

We have recruited five new members this year. Two were recruited when we were recording the voiceovers for the Sexual Health film voice overs and two for volunteering hours for their Silver Duke of Edinburgh award. One young person joined us as they were interested in our Mental Health work.

We now have eight active members of YOL! and we are keen to recruit further new members.

We presented the work of YOL! including our recruitment drive, at the Designated Safeguarding Lead School Forum. This meeting was attended by Head Teachers and Deputy Head Teachers from 120 maintained schools across Kingston and Richmond. The presentation was well received, and they were suitably impressed by our work.

HJW and two YOL! members designed a recruitment poster to go up in all schools.



What's next for YOL!

Originally YOL! was created in 2018, as a collaboration between Healthwatch Kingston and Healthwatch Richmond, to enable young people to use their voices and make health and care services better for young people.

Currently YOL! is led by HW Kingston ensuring we continue to engage with Young People from both Kingston & Richmond.

Recently HW Kingston has agreed to share branding/concept with HW in both Merton and Sutton.

There is emergent ambition to roll-out YOL! across all SWL boroughs to enable Children and Young People involvement in the ICS.

YOL! Priorities

- Extensive promotion of the YOL! Sexual Health Film
- Recruitment of new volunteers – it's an exciting time for YOL! and there is lot's to be done!
- Digital Youth Project – Film 4
- Possible podcast#4
- YOL!web – empowering our young people to keep this up to date and relevant
- Social Media – Staying safe online and relevant to our 13 – 17yr old audience.
- Continuation of #ATurnerGirlCan campaign
- Possible move back to face2face meetings



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Youth Out Loud (YOL!)

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 [youth_outloud](https://www.instagram.com/youth_outloud)

 [Youth Out Loud!](https://www.youtube.com/Youth_OutLoud!)

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