



Croydon

Croydon young people's mental health insight – Final report

June 2023

healthwatch
Croydon

Methodology and limits

School A - How we undertook the survey

Online survey between 31 March and 19 May 2022

- Working with one school in Croydon.
- Undertaken during school hours after parental opt-out offered.
- 257 responses completed (29 partial responses which are not included).
- School has had the full results shared with them.

Strengths and limits

- Statistically-significant response rate compared with school.
- As a religious school, there may be a bias to religious observance
- There is a gap of a year between cohorts.

Methodology and limits

School B - How we undertook the survey

Online survey between 26 and 27 January 2023

- Working with one school in the south of Croydon.
- Undertaken during school hours after parental opt-out offered.
- 220 responses completed (18 partial responses which are not included).
- School has had the full results shared with them.

Strengths and limits

- Large sample.
- Good balance across genders.
- Good range of years and ethnicities and disabilities.
- Only from one school.

Overall findings

Some points for consideration from both schools

- Quarter to a third of the student cohort needed help (Q1).
- Stress is a key trigger for mental health concerns (Q2).
- A third did try to access help with the main source being through friends and family and school. Less use of other services (Q3).
- Friends and Family are a key source for receiving help, then schools. (Q5, Q6). About half found it useful. (Q7).
- 28-40% felt ashamed about needing mental health support, 25% did not know where to get help. (Q8).
- Students would still consider Friends and family as the main source of help in the future. 16 to 25% said they could not go to anyone. (Q10).

Recommendations

Signposting: There is still a need for more signposting directly targeted to Croydon's young, students are not really aware of the professional mental health support that is available for them as the majority seek help via the school or via friends and family.

Stress Management: Give students the tools to manage the stress of school especially around exams and coursework, tool like mindfulness or online resources.

Stigma Reductions: Requirement for informed workshops that educate the students on mental health and mental wellbeing, in an effort to reduce the stigma around mental health. Create safe spaces where students can express how they feel.

Focus on friends and family: Friends and family are a significant source of support. How can they be supported directly or working through the schools?

Focus on face-to-face interactions: There was less recorded take-up on online sources such as Kooth, suggesting that people want support from people they know and can trust.

Statement from stakeholders

TBC: text

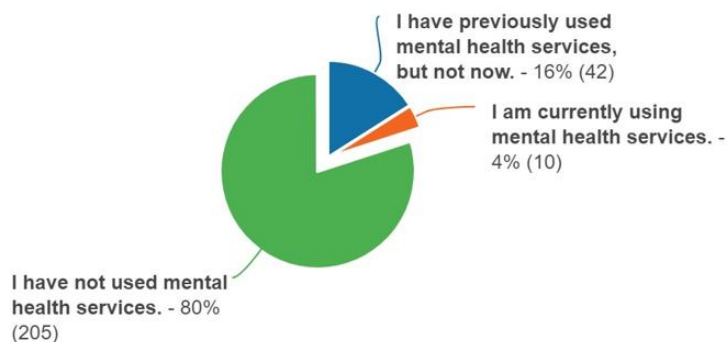


Insight

Previous use (Q1)

School A

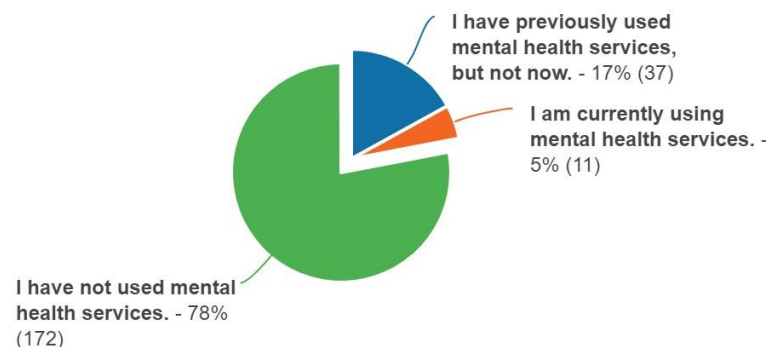
Have you used any services to help you with your mental health in the past? These could include NHS services, such as CAMHS, those offered by counselling services, online support, the Samaritans or help from within your school.



N=257

School B

Have you used any services to help you with your mental health in the past? These could include NHS services, such as CAMHS, those offered by counselling services, online support, the Samaritans or help from within your school.



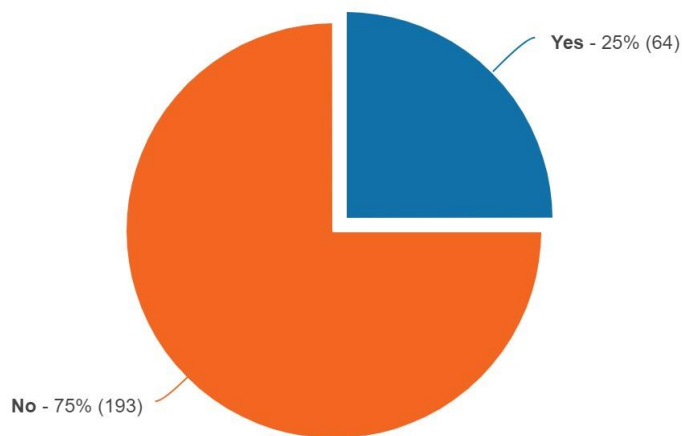
N=220

Both school had similar responses with one in 20 using services but one in six having previously used services.

Current need (Q2)

School A

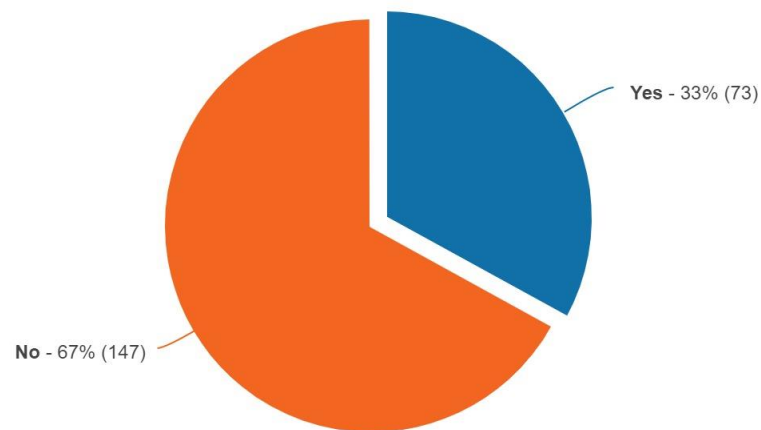
Since April 2021, have you felt the need for mental health and wellbeing support?



N=257

School B

Since April 2021, have you felt the need for mental health and wellbeing support?



N=220

Need was between 25% and 33% with School B having a higher need

Reasons for current need (Q2)

School A

Theme	Total
stress	9
discrimination	1
bullying	2
imbalance	1
loneliness	1
trauma	5
inability to get along with people	2
mental health declining	2
depression	2
low self-esteem	1
lack of support	2
anxiety	2
Total	30

School B

Theme	Total
Stress	17
Anxiety	8
Don't wish to disclose	7
Don't know how to/cant say	7
Bullied	6
Support	4
Covid	4
Depression	2
Bereavement	2
Eating disorder	1
Self harm	1
Total	59

Stress was the highest reason for both, School B had more anxiety, School B more trauma.

6 Specific issues – current need

Question 2 – School A

“Because school is stressing.”

“school work is a bit stressful.”

“I have not been feeling my best. I have a lot of stress and i am not getting along with a lot of people.”

“When school gets stressful.”

“Sometimes school can be kind of overwhelming and personal stuff also can interfere with how im doing at school.”

“School., especially mocks, were very stressful. All the teachers did was stress us out, not actually giving us any hope.”

“Because i get bullied and sometimes get paranoid i’m also dyslexic.

“Because i have bin in a good mental state.”

“i needed it because someone was bullying me.”



N=59

6 Specific issues – current need

Question 2 – School A

“I stress every day on what will happen to me everyday and i worry about it. i never really asked for help since its really embarrassing. i stress on exams everyday and i worry that i do lack of revising and I also have a bad mental health state when doing exams.”

“Because life was already stressful and the mocks added more stress.”

“School is very stressful and depressing and I don't think the government does enough to help out young people. instead they make it worse, they add on more to our stress and it makes people lose motivation for school. and then they wonder why peoples participation and attendance levels are so low, because we are all mentally drained. extremely mentally drained and especially with gcses its so bad. people are suicidal and want to give up on life due to school. these surveys are useless because school doesn't even change, nothing happens. our mental health is very bad. we already have enough to deal with at home with overwhelming pressure of being teens and now schools add onto it. memorizing 15 poems make our life living hell i don't know why the government added that to the curriculum if half of them arent even gonna come up in the exam. we're are actually minors, why is there so much stress on us its inhumane.”



Specific issues – Need for Support

School B - Question 2

“I was struggling with pressure at home and school, with friends and everything in general.”

“Many young people struggle with the stress of secondary school and the changes they face along the way and for some people it may be harder than others. e.g. some students parents may be splitting up.”

“I've been very stressed and feeling really sad when I'm alone.”

“Schoolwork is stressful and hard to keep on top of. for me personally i like to stay inside and i think that impacting my health. there is more but id prefer not to specify.”

“I feel worried about some things that might of happened in the past will happen again.”





Specific issues – Need for Support

School B - Question 2

“Because school was not going well. They put a lot of pressure on us for tests and i felt like i wasn't going to do well. Some of my friends made me feel like this as well.”

“Ummm i have diagnosed disorders which school does not help with and creates more stress, it makes me dread week days and be excited for weekends. The thought of school sometimes actually makes me ill and on top of having a raging anxiety disorder school makes me even more anxious i tried having a councillor but they did not take it seriously how extremely anxious and tired school makes me. Holidays are my favourite part of the year and in my opinion the school system in the uk destroys kids mental health, teachers always say how they remember school but it was different back then and much harder for teenages today with all the pressure society puts on them.”

“Because ive been feeling anxious about personals stuff.”

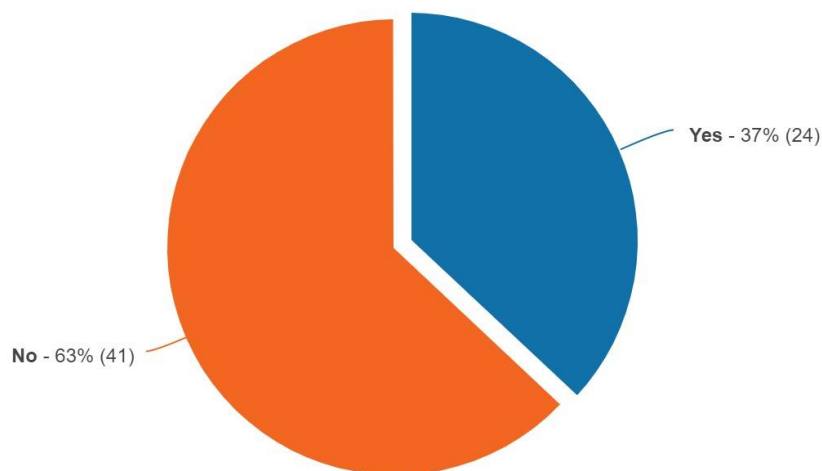
“Because school is stressing.”



Trying to get help (Q3)

School A

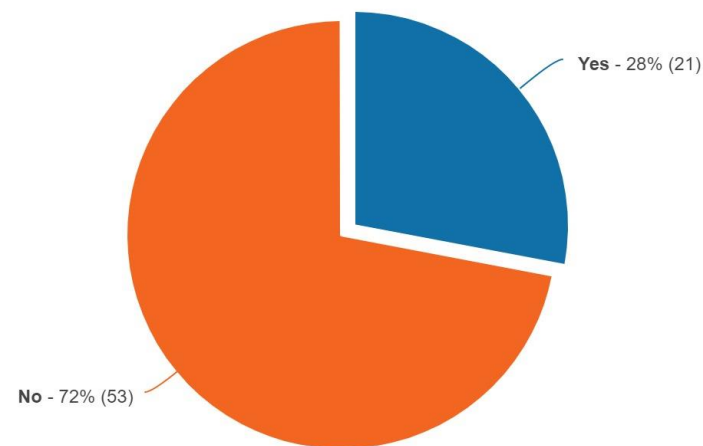
Did you try to get help from any service?



N=65

School B

Did you try to get help from any service?



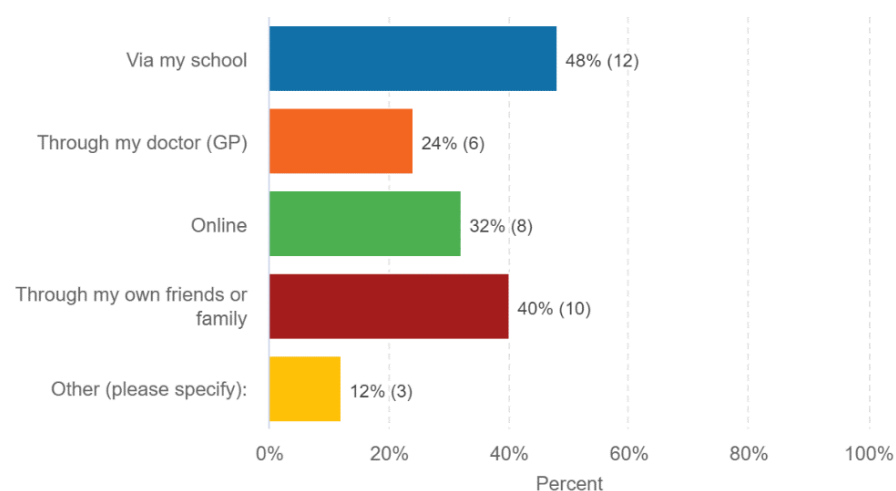
N=74

Around one-third tried to get help from services with School A pupils trying to get more.

Trying to get help (Q4)

School A

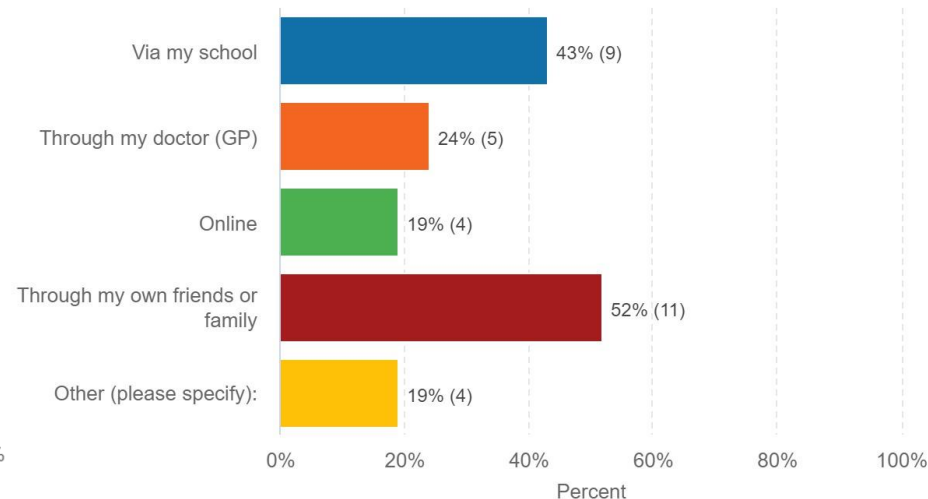
How did you try to get help? Please tick as many services as you used.



N=25

School B

How did you try to get help? Please tick as many services as you used.



N=21

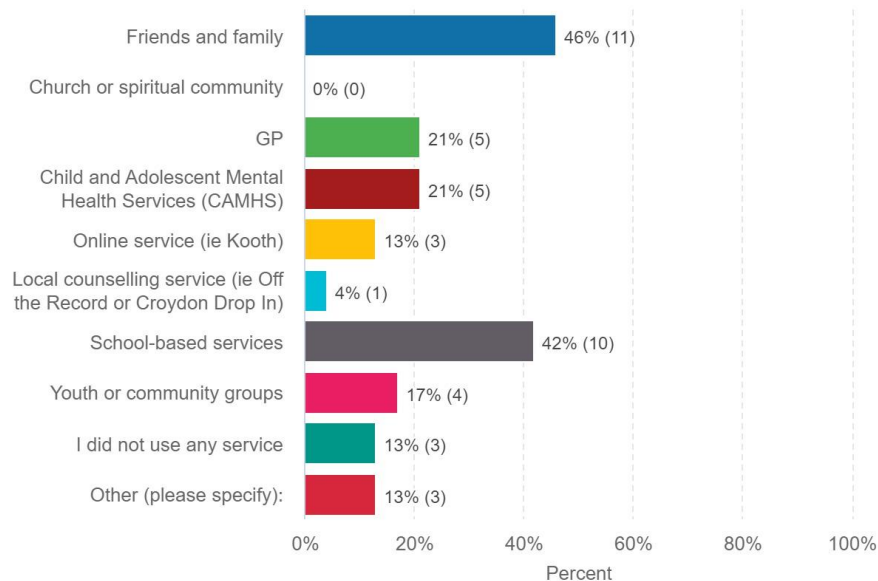
School and Family and Friends were the key sources to get help. School A pupils used online more, and similar numbers for GPs. Please note the small sample in each case.

Receiving help (Q5)

School A

N=24

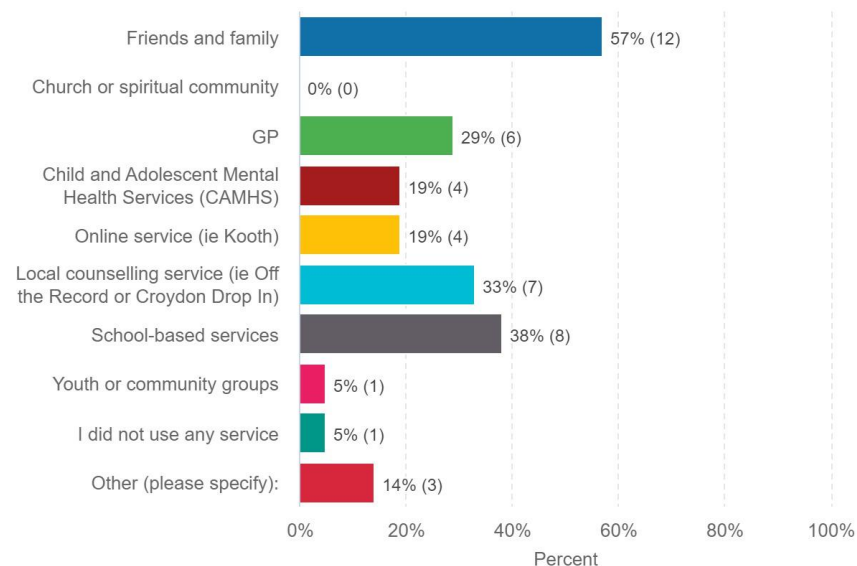
If you received help, please tell us from whom?



School B

N=21

If you received help, please tell us from whom?



Friends and family gave the most help (with school B being 11% higher) than school. School B had higher levels of local counselling and GPs, with school A pupils relying on youth and community groups. Neither used church or spiritual community resources.

Ease of receiving help (Q6)

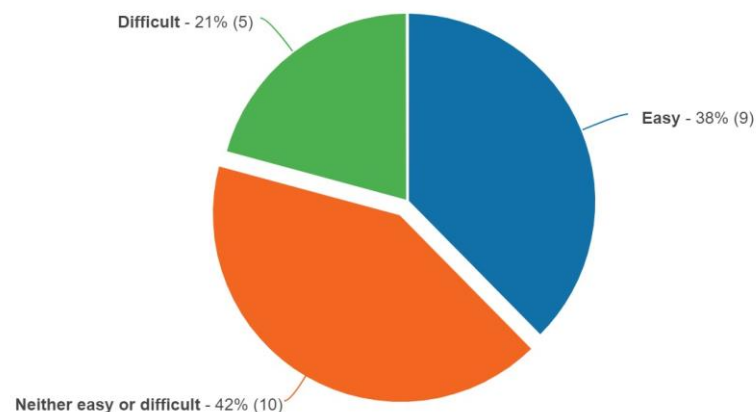
School A

N=24

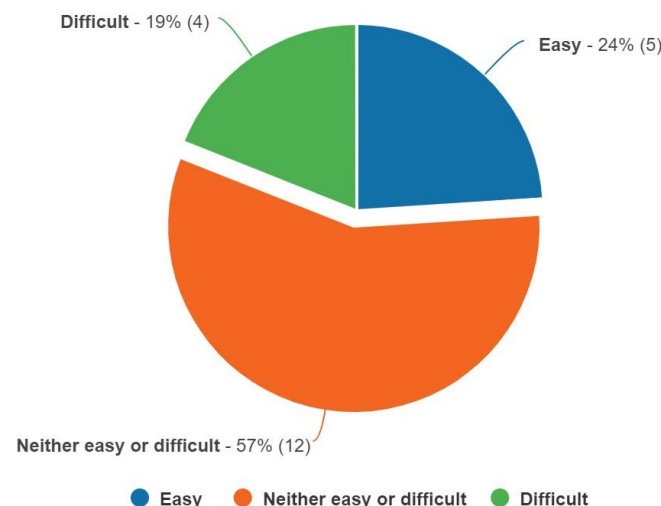
School B

N=23

How easy was it to get the help you needed?



How easy was it to get the help you needed?



Similar numbers found it difficult across both schools, with higher numbers of school A pupils finding it easier.

Ease of receiving help- comments (Q6)

School A

Theme	Total
wait	4
trust	2
access+	3
Family/ friends	1
Not taken serious	1
not helpful	2
Total	13

School B

Theme	Negative	positive	mixed	Total
wait	3			3
trust	4	1		5
access	1	2		3
service	2	1	1	4
Total	10	4	1	15

Waiting, trust and access were key issues in both cohorts.



Specific issues – Receiving help

Question 5 – School A

“They put me on hold.”

“It takes time to get professional help assigned to me, and my friends are the people I talk about my struggles with.”

“I had to wait the person to make sure he have time for me.”

“It was hard because i had to wait for a long time and now they aren't helping me.”

“Cahms are the biggest snitches ever icl i lied to them bc theyd tell my mum”

“They told someone about my situation without my permission.”

Question 2, N=59



Specific issues – Receiving help

Question 5 – School A

“I downloaded the app and put in my details...”

“I called the GP and instantly links was sent to me to help with my feelings.”

“When my dad found out i was having troubles on focusing on work he contacted a therapist from iran and i spoke with her which costed money, then i got another support from NHS.”





Specific issues – Ease of Access


Question 6 School B

“It can be hard to open up to other people that could get you the help you need and to try and find help for yourself.”

“I got most of my support from Kooth because it was anonymous and I don't have a super close relationship with my mum/dad. Kooth gave me someone who listened.”

“It is hard for me to get service because people complain that I am being too dramatic when I'm venting but when they do it, they expect me to be alright with it. Also, when they tell me it's ok for me to vent they start exaggerating about their life and it doesn't help with me getting it all out. Causing me to have a random breakdown every now and then.”

“It was hard to speak up about certain issues. because it is hard to tell people how u actually feel and not lie to make them think u r ok ”





Specific issues – Ease of Access

Question 6 – School B

“Because it is hard to tell people how u actually feel and not lie to make them think u r ok.”

“They put me on hold.”

“Camhs are the biggest snitches ever icl i lied to them bc they tell my mum.”

“I downloaded the app and put in my details...”

“They put me on hold...”

“It took time before i got help.”

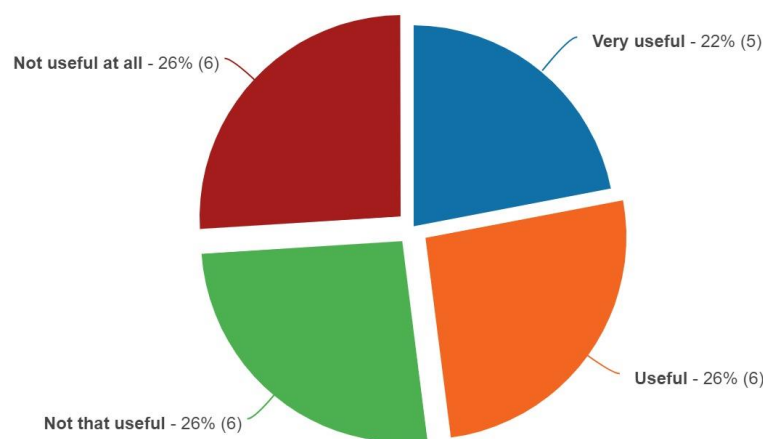


Usefulness of help (Q7)

School A

N=24

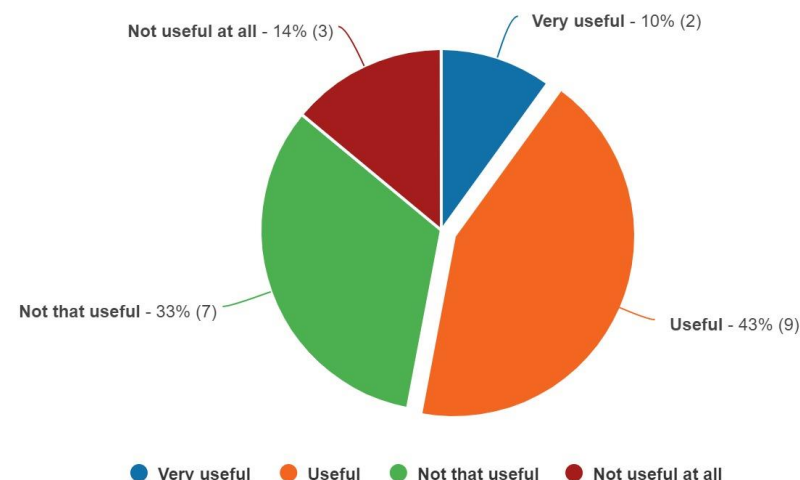
How useful was the service to you?



School B

N=24

How useful was the service to you?



About half in each case found it useful or very useful. More school A pupils found it not useful at all, while fewer School B pupils found very useful.

Receiving help – Usefulness (Q7)

School A

Theme		Total
trust	1	1
satisfied	1	1
not helpful	3	3
not engaged	3	3
Total		8

School B

Theme	Positive	Negative	Mixed	Total
Helpfulness	3	3	2	8
Service	3	2	0	5
Trust	1	0	0	1
Total	7	5	2	14

Trust and helpfulness and service are key themes around usefulness of the service



Specific issues – Usefulness

Question 6 – School A

“Its so hard to gain trust with snitches.”

“Didnt do anything.”

“They made me feel worse.”

“They just stare at me.”

“I have not done it yet but I think it would give alot of help. I have talked to alot of people before about my wellbeing and they have suggested alot of things and have given me names alot of places that might be able to me but i havent given them a call yet.”

Question 2, N=59



6 Specific issues Usefulness

Question 6 – School A

“Cuz no i dont like talking about things like that.”

“Because I don't think it will help.”

“No one to speak too because all these sevices a crap icl.”

“I did seek a service though.”

“I felt like it wouldn't help me.”

“I did't want to bother/tell anyone.”

“Because i feel like theres no point.”

“My parents always tells me to study but studying is usually hard idk if i have dyslexia. all i do is write on a pink book to express my feelings instead of telling my family and friends because i know for a fact my mom will tell everyone.”

“Cant be asked because i didnt want to.”

“I just did not care about it”

“My mom would laugh at me.”



Specific issues – Usefulness

Question 6 – School A

“I just don’t like telling people my problems”

“I did but it was embarrassing it was embarrassing.”

“I spoke to a teacher and tried to seek service, but when i did i was told that i was going to get help but didn’t.”

“Because it is a waste of my time i have to focus on crypto to get my bugatti join hustlers university life.”

Question 7





Specific issues - Usefulness of service

Question 7 – School B

“They helped resolve a friendship problem.”

“Because it didn't completely help me with my problem.”

“I didn't have to tell anyone I'm close with what I was feeling. I could solve my problems almost independently.”

“Because it doesn't help with my ADHD.”

“I've recently got help but they haven't been much help because the dreams come once a few months so there is not anything to talk about”

“I felt ok in the session but it didn't help me outside it.”





Specific issues - Usefulness of service

Question 7 – School B

“Ever since i have spoken to teachers and counsellors I have the confidence to speak up about certain issues.”

“I feel that i could talk to them easily they were comforting and helped me not in a harsh way.”

“Didn't get services.”

“The people for the service just don't understand what's wrong with me and why I'm getting the service and tell me I'm over reacting and tell me that it's what a “young teenage girl going through puberty” going through but it's nothing about that.”

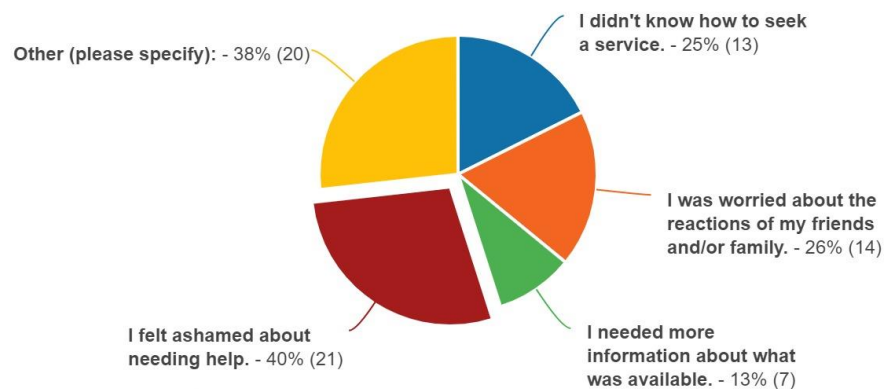


Did not seek a service (Q8)

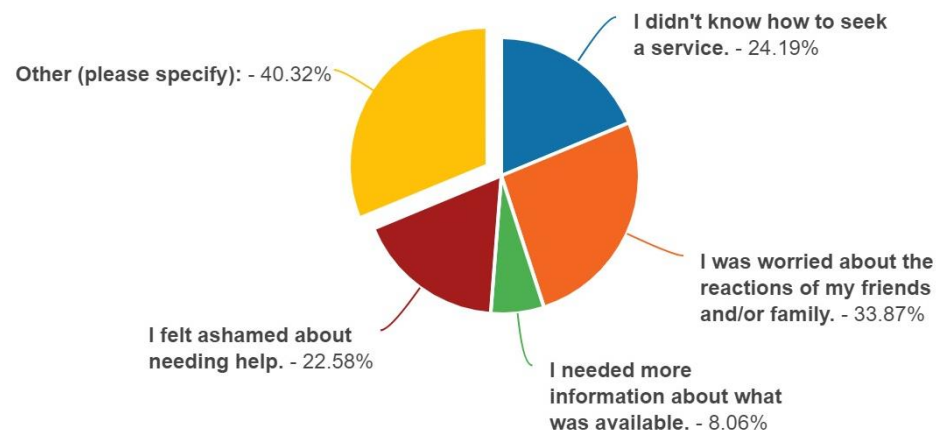
School A

School B

Please give the reason why you did not seek a service?



N=53



N=62

In both schools 25% did not know how to seek a service, more School B pupils were worried about reactions of friends and family but more School A pupils were ashamed about needing help.

Reason they did not seek a service (Q8)

School A

Theme				Total
trust				9
family friends-				2
not taken serious				2
Total				13

School B

Theme	Positive	Negative	Mixed	Total
Confidence	2	3	0	5
Coped	1	3	0	4
Trust	0	2	0	2
Family help	2	0	0	2
GP help	1	0	0	1
Didn't need	3	0	0	3
Didn't want	0	1	0	1
Total	9	9	0	18

6 Specific issues - Reasons not to seek a service

Question 8 - School A

"Because I feel like there's no point" "I didn't want to bother/tell anyone."

"I felt like it wouldn't help me." "because all these services are crap (sic)."

"My parents always tell me to study but studying is usually hard idk if I have dyslexia. all I do is write on a pink book to express my feelings instead of telling my family and friends because I know for a fact my mom will tell everyone."

"I don't like talking about things like that."

"My mom would laugh at me."

"I did but it was embarrassing."

6

Specific issues - Reasons not to seek a service

Question 8 - School B

"My rage was so crazy i would not of been nice to the service."

"I do not need it."

"I thing that they can not help me. I just want more time."

"Didn't think i needed it too much. i moved on and am fine now."

"I didn't know if i could tell someone and i thought i was just wasting their time."

"When I get really worried i would talk to my mum and dad and this can help me however I always come into school worried."

"i dont think i need one."

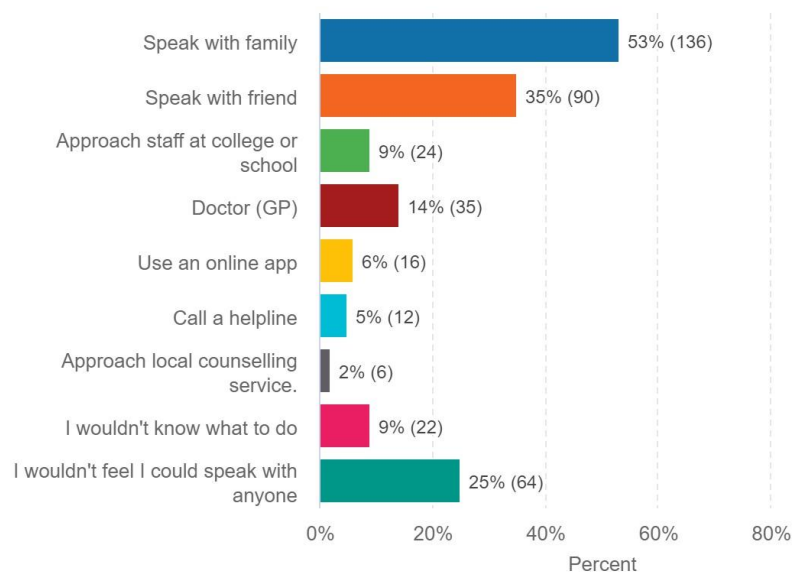


Needing support in the future (Q10)

School A

N=257

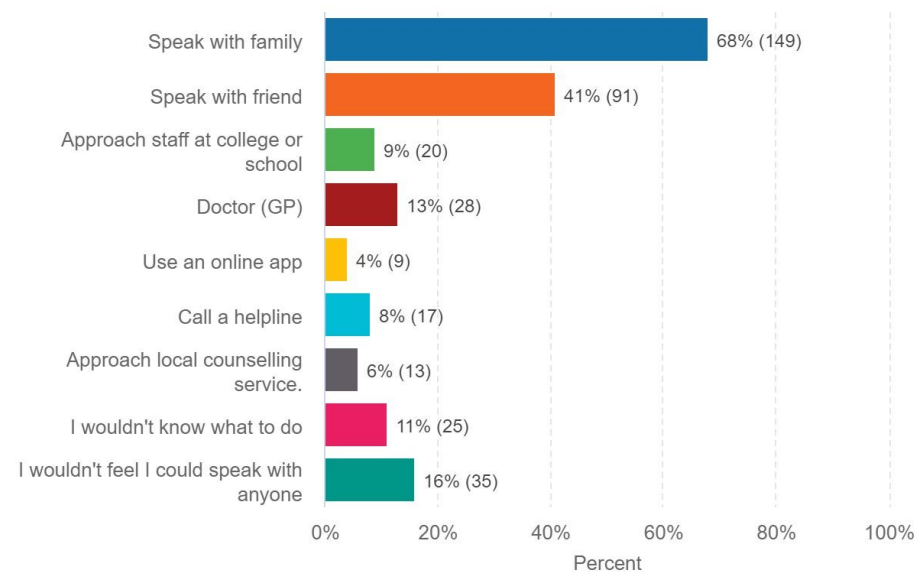
If you needed support with your mental health in the future what would you do?



School B

N=220

If you needed support with your mental health in the future what would you do?



In both cases over 50% (53 to 68%) would want to speak with the family, and 35–41% with friends. 25% of school A pupils don't feel they could speak with anyone compared with 16% of school B.

Only 9% in each case would approach school staff. GPs were considered by similar numbers (13–14%). Online apps and local counselling services were rarely considered.

Needing support in the future - comments

School A

Theme	Total
Family	22
Family/Friends	5
Friends	8
Relationship	13
Nowhere	7
Self	9
Opening up	6
Trust In services	1
No trust in services	8
Total	79

School B

Theme	Total
Family	89
Friend	56
Staff	14
Doctor/GP	17
Online App	9
Helpline	11
Counselling service	9
Wouldn't know what to do	15
Wouldn't feel I could speak with anyone	24
Total	244



Specific issues – Support in the future

Question 10 – School A

“Friends are more helpful with what i go through in my life and they care.”

“Because its the most accessible.”

“Speak with family and friends.”

“Because they’re close to me.”

“I trust my bro.” “Trust dem.”

“Because I have a great relationship with my family.”

“I feel more comfortable speaking to them as they are close to me.”

“Because they r the people near me and to whome it will be easy to conversate with as it might feel weird for me to talk to unknown people about how i am feeling and about my emotions.”

“I don't like to talk to people that I don't konw well and I have trust issues.”



6 Specific issues – Support in the future

Question 10 – School A

“Because nobody I have tried so far helped me feel better because most of them make profit out of the sessions I have with them and I can tell if otherwise they would not look at my face.”

“My friends cant do much but it feels better when i tell them. i dont tell anyone else though.”

“My family will listen if i am upset and not only that, but if use an app but it wont tell anybody anything.”

“It’s hard for me to speak to others about my mental health.”

“because they dont know me so they cant really do anything about it.”

“Because why do they need to know and also black people dont go to therapy and also my mum told me i shouldnt talk to strangers.”

“Scared my mom would shout at me.”

Question 10



Specific issues – Support in the future

Question 10 – School B

Family

“I would talk to my friends and family about some of it but wouldn't tell them everything as I would feel burdensome.”

“My family, having lived with them for so many years, I trust them and even though at first I would keep it to myself to make sure I were making the right decision by telling them, when it is time tell them about my problem I will feel relieved.”

“I wouldnt really talk about it, but i would tell my family if i needed to.”

“they seem like the easiest ways”

Friends

“My family, having lived with them for so many years, I trust them and even though at first I would keep it to myself to make sure I were making the right decision by telling them, when it is time tell them about my mental health”

“I usually don't talk about thinks with people that wouldn't understand out of fear of rejection or judgement. I have a few close-enough friends that i can talk to.”

“I would talk to my friends and family about some of it but wouldn't tell them everything as I would feel burdensome. ”





Specific issues – Support in the future

Question 10 – School B

Unsure what to do, or who to speak to

“i feel like if i tell anyone how im feeling then i feel like im being a burden and that they shouldnt be worried about me and all of my problems when they have their own”

“I cant talk to people its too hard.”

“It scary”

“Problem I will feel relieved.”

“I dont really tell anybody and bottle it up, its rare for me to tell a friend”





Specific issues – Support in the future

Question 10 – School B

Online and apps

“I wouldnt really talk about it, but i would tell my family if i needed to.”

“I saw that one youtube ad where that ladys having a panic attack and then.”

“ Uses the app and its stops and i would use that app but i cba to download it.”

“Cause i dont have enough storage and im not putting my email in cause spam.

“MORE STORAGE PLS SAMSUNG.”

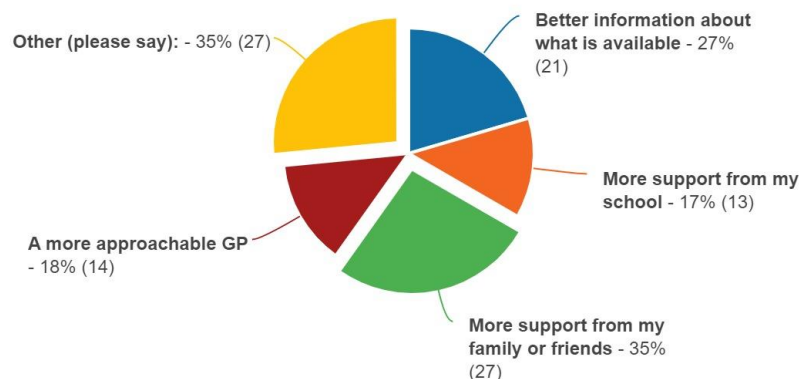
“ They seem like the easiest ways.”



More confidence to get help (Q11)

School A

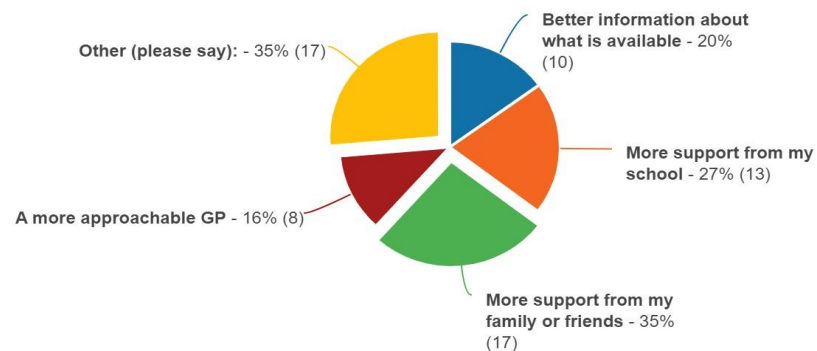
What would make you feel more confident about seeking the help you need?



N=78

School B

What would make you feel more confident about seeking the help you need?



N=49

35% of both cohorts would like more support from family and friends.

20–27% would like better information.

16–18% would like a more approachable GP.

17%–27% would seek more support from my school with school B needing 10% more.

More confidence to get help (Q11)

School A

Theme	Total
privacy	2
accessibility	1
trust in service	3
school	1
distraction	1
not needed	6
confidence	2
Total	16

School B

Theme	Total
understanding	3
nothing	4
self	1
genuineness	1
unsure	6
diagnosis	1
Total	16



Specific issues – More confidence to get help

Question 11 – School A

“i dont like telling people so nothing.”

“Just school because usually at school it makes me safe and just relax and forget bout the person who made me feel sorta depressed and jealousy.”

“Gaining confidence.”

“Playing video games its so fun.”

“Someone who doesnt define me by my problems.”

“Being more confident.”

“I dont know i wouldnt tell the school i would rather tell my parents so they could get me the help i need.”

Question 11

6

Specific issues – Confidence for help – other comments

Question 11 – School B

“I feel that not many people take it as seriously as it needs to be taken.”

“No one likes my being near the #sadlife #mylifewithouttiktok”

“I don't know”

“Parents don't understand nothing, just keep my emotions in”

“I don't want support i can handle myself.

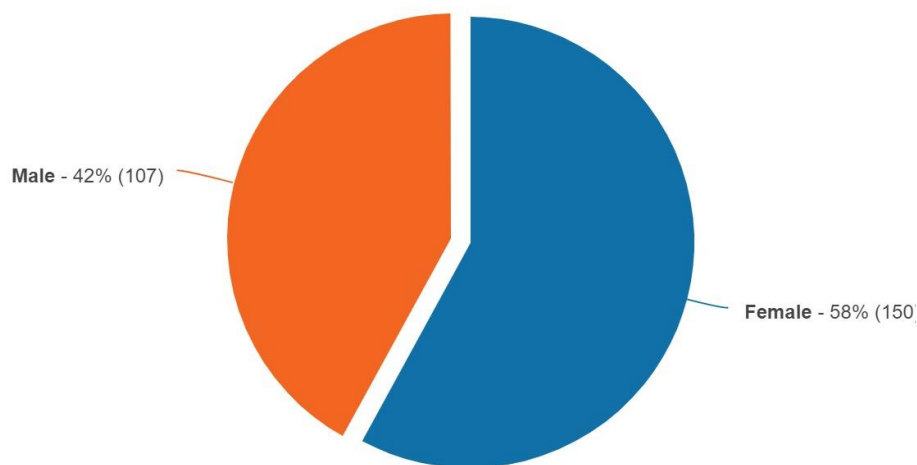
“A teacher I can trust or someone who I feel comfortable around.”



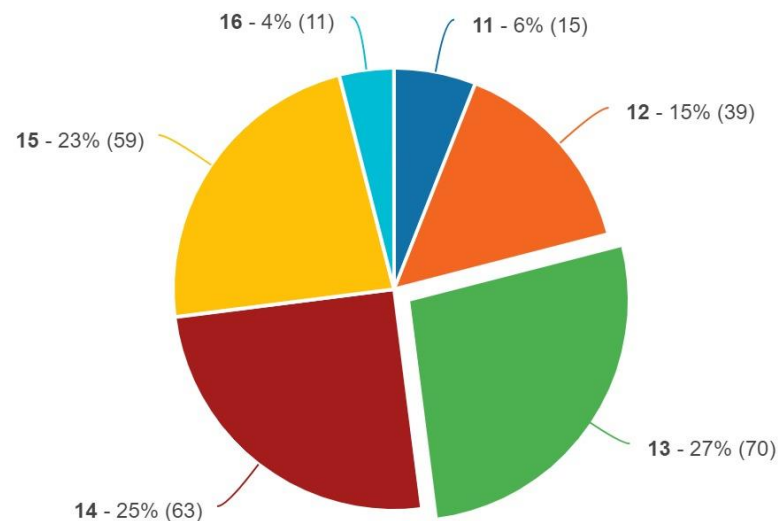
Demographics – gender and age

School A - Questions 13- 14

What is your gender?



What is your age?



N=257

A good mix of genders and age – due in part to working with the school.



Demographics



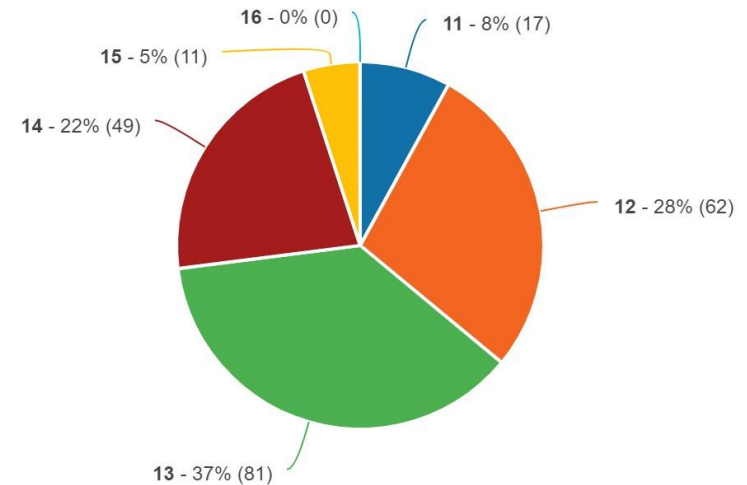
Demographics – gender and age

School B - Questions 13-14

What is your gender?



What is your age?

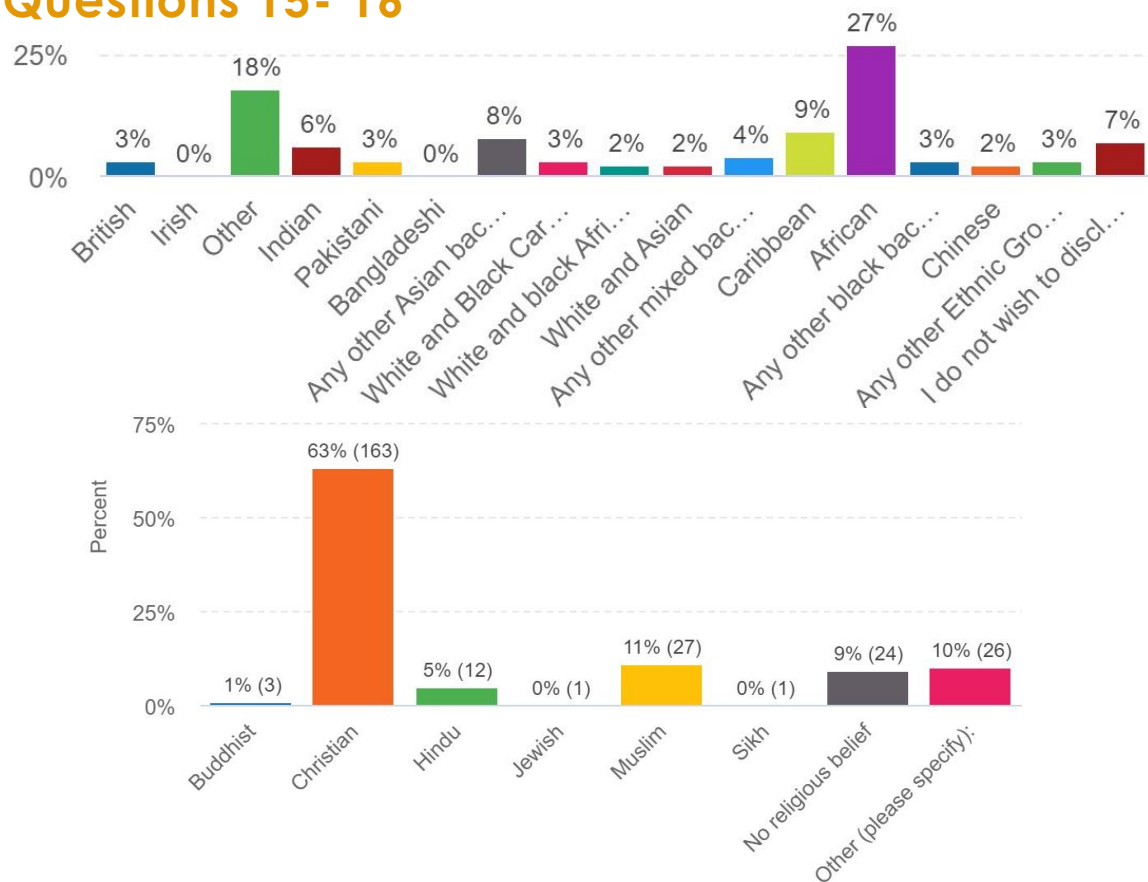


N=220

Exactly 50% for gender and a higher cohort of 12-14 year old and no 16 year olds

Demographics – ethnicity and religion

School A - Questions 15- 16

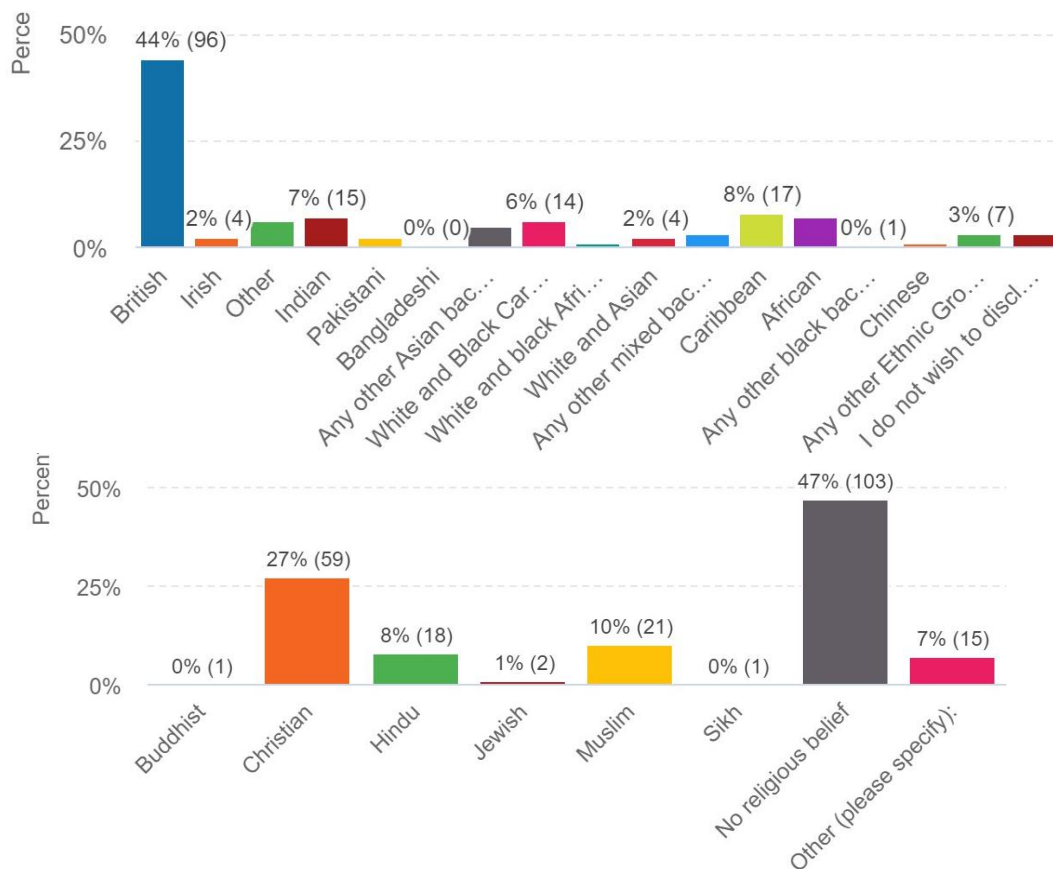


N=257

High numbers of Black African, and Black Caribbean responses.

Demographics – ethnicity and religion

School B - Questions 15-16



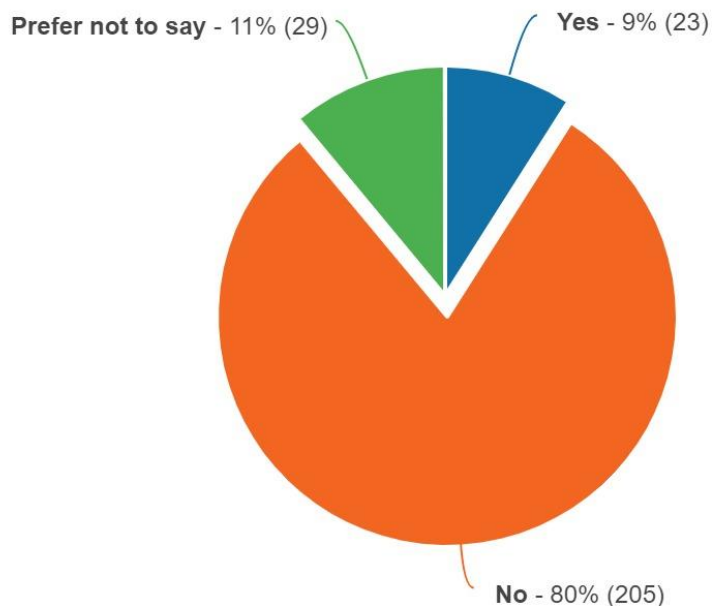
N=220

In contrast high numbers of White British and more with no religious belief.

Demographics - disability

School A – Question 17

Do you consider yourself to have a disability?



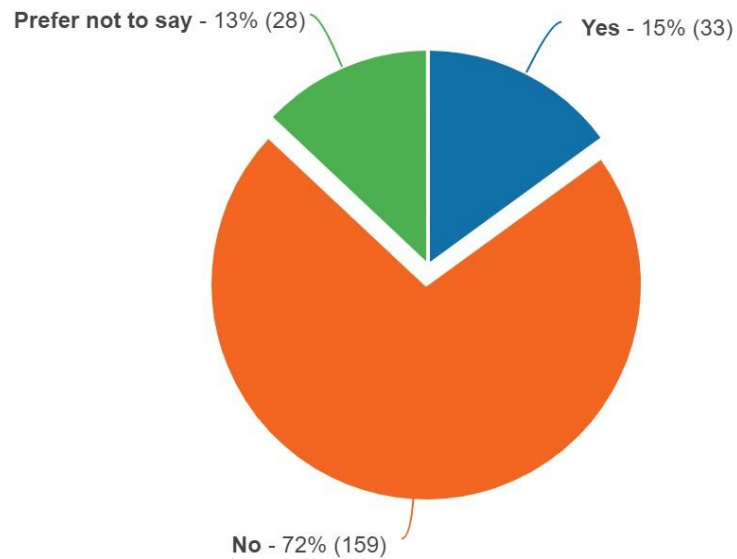
N=257

Most do not have a disability, but 11% preferred not to say.

Demographics - disability

School B – Question 17

Do you consider yourself to have a disability?

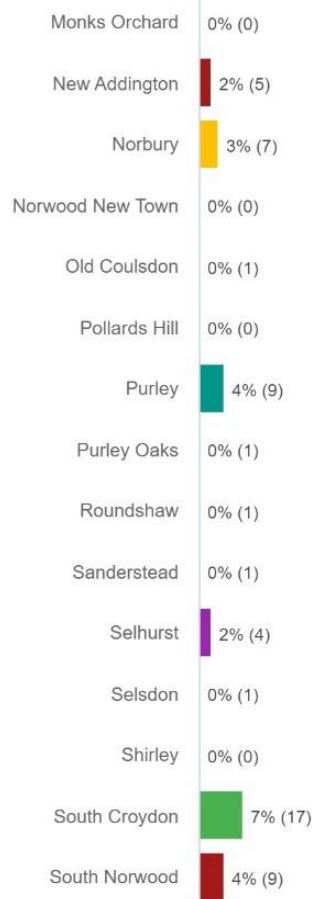
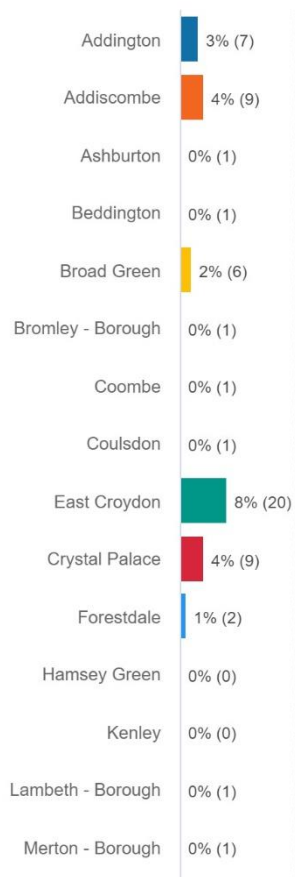


N=220

Demographics - locality

School A – Question 18

Which area do you live in?



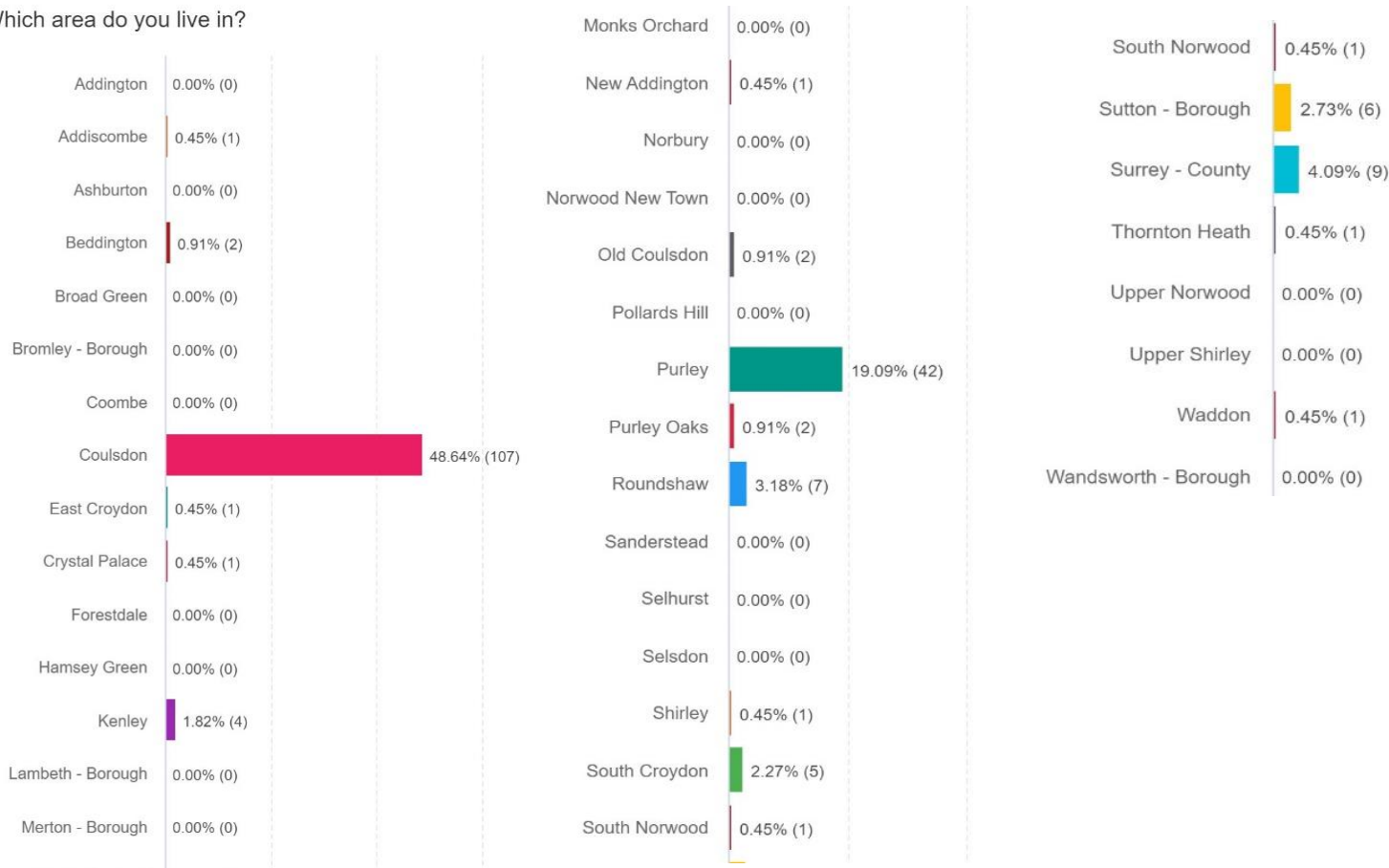
West Croydon, Thornton Heath, East Croydon, South Croydon highly represented.

N=257

Demographics - locality

School B – Question 18

Which area do you live in?



N=220

Healthwatch Croydon

24 George Street
Croydon
CR0 1PB

www.healthwatchcroydon.co.uk

t: 0300 012 0235

e: info@healthwatchcroydon.co.uk



@HealthwatchCR0



HealthwatchCR0

healthwatch
Croydon