

# Children and Young People's Emotional Health and Wellbeing Services

Analysis of stakeholder consultation

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THE ROYAL BOROUGH OF  
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# Introduction

## Background

Since the Grenfell tragedy, the Royal Borough of Kensington and Chelsea has commissioned emotional health and wellbeing support services for the wider community in North Kensington for children and young people in schools and community-based centres, offering a range of activities and therapy, including counselling, art therapy, music therapy, play therapy, and group therapy. We are now two years into the Council's five-year Grenfell Recovery Strategy and the Council is keen to build on the work done by providers to date, and to grow a more universal and inclusive offer which reaches as many children and young people as possible.

We want to make sure that services which support emotional health and wellbeing for children and young people are:

- Providing targeted emotional wellbeing and mental health support to children in community settings that builds resilience and supports recovery taking into account the impact of the Grenfell Tower Inquiry and future decisions about the Tower.
- Celebrating the voices and lived experience of children and young people and ensuring these are at the heart of the services we provide.
- Ensuring that children from all backgrounds can access additional support in a range of community settings.
- Creating a more universal emotional wellbeing and mental health offer that builds resilience across schools and reaches more young people so local children have the support they need to thrive and develop despite the impact of the tragedy.
- Ensuring local schools have specific additional support to sustain children and young people's recovery given the ongoing Grenfell Tower Inquiry and potential decisions about the future of the Tower.

## Why we consulted

The legacy from the Grenfell tragedy continues to be challenging for the communities affected, and it is important we take the time to understand the needs and how we can work with our partners and commissioned services to best meet the needs of children and young people at this time. This legacy has been compounded by the impact of the worldwide Covid-19 pandemic. We are keen to build on what we have already heard from parents, children and young people using these services.

Responses from the consultation will inform the commissioning, delivery and evaluation of emotional health and wellbeing support for North Kensington's children and young people to go live later in 2021.



# Introduction

## Consultation methodology

The Council launched a survey on 27 January, running to 26 March 2021, to gather stakeholders' views on the proposals. In addition, three focus groups were held with children and young people using the service. Two of these groups were facilitated by staff at Kids on the Green and another facilitated by staff at Henry Dickens Centre.

The survey had four main audiences: parents and carers, children and young people, schools and residents or members of the wider North Kensington community. Questions were targeted and therefore respondents were presented with bespoke questions dependant on their circumstances.

To ensure those without access to the internet were able to participate, paper copies of the survey were available on request and for those with other support needs a telephone number was available to request support.

The consultation was promoted via a variety of channels, including social media, the Council's website, e-newsletters and via community organisations. This included the production of a video made in conjunction with the Youth Council inviting children and young people to participate.

## Report

A total of 131 surveys were returned by the consultation deadline and a total of 17 children and young people attended the three focus group sessions. This report contains an analysis of survey responses and a summary of feedback from focus groups. Please be aware that some graphs show percentage figures and others actual number of responses. Actual numbers of responses are used against questions with a low number of responses, to avoid percentages being misleading. Please note that in the report where the Henry Dickens Centre is referred to, this is managed by Latimer Community Art Therapy (i.e. one and the same organisation as Latimer Community Art Therapy).

A separate appendix report is also available on request; containing data tables, comments made by respondents to the survey and more detailed feedback from the focus groups.

## Acknowledgements

The Council would like to thank:

- All residents and stakeholders that took the time to feedback their views
- All community and voluntary organisations that have helped promote the survey including the Youth Council
- Kids on the Green and Henry Dickens Centre for organising and facilitating focus groups with service users



# Results at a glance

## Feedback from the survey

### Awareness of services

- Parents and carers were most aware of emotional support services provided by **'Kids on the Green'** (38 per cent), **'Henry Dickens Centre'** (30 per cent) and **'Place2Be'** (29 per cent).
- Children and young people were most aware of **'Kids on the Green'** and **'Latimer Community Art Therapy'** and **'Future Men'**.
- Residents or members of the North Kensington community were most aware of **'Kids on the Green'** and **'Latimer Community Art Therapy'**.

### Use of emotional support services

- Two-thirds (66 per cent) of parents/carers indicated their child has used emotional support services since 2018.
- Seven of the nine children/young people responding had used support services.
- A total of 12 of 27 residents or members of the North Kensington community had used emotional support services.
- The majority (15 of 16) of schools indicated that they found services easy to access.
- **Reasons for not using emotional support services**
- Over half of parents/carers indicated that their child had not used these services as they had **'no need for them'** and 44 per cent indicated they had not used them because they are **'unaware of these services'**.
- Over half (eight of 15) of residents or members of the North Kensington community indicated that they had not used these services as they had **'no need for them'** and five indicated they are **'unaware of these services'**.

### Services used

- Of those using services, a quarter (25 per cent) of parents/carers indicated that their child was using **'Place2Be'**, with slightly less (23 per cent) using **'Latimer Community Art Therapy'** services in schools. Over a quarter (29 per cent) indicated that their child was using services through **'Kids on the Green'** and a quarter (23 per cent) via **'Henry Dickens Centre'** in the community.
- Three children/young people had used services from **'Future Men'** in their school and three has used **'Kids on the Green'** in the community.
- Six residents or members of the North Kensington community had used **'Kids on the Green'** and three had used **'Latimer Community Art Therapy'**. Seven of the 12 indicated that their experience had been **'positive'** or **'very positive'**.



# Results at a glance

## Feedback from the survey (continued)

### Children's emotional health and wellbeing

- Over half (55 per cent) of parents/carers felt that their child's emotional health and wellbeing had **'improved'** since 2018. However, over a quarter (28 per cent) felt it had **'worsened'**. On average, parents/carers rated their child's emotional health and wellbeing as 6.3 out of 10 (with 10 being very good).
- Three of the seven children/young people indicated that services had **'really helped them'** and three felt they were **'OK'**. On average, children and young people rated their emotional health and wellbeing as 6.3 out of 10 (with 10 being very good).
- Nine of the schools responding felt that the emotional health and wellbeing needs of children and young people had **'significantly worsened'** or **'moderately worsened'** since the Grenfell Tragedy. Whilst five felt it had **'significantly improved'** or **'moderately improved'**.

### Contribution of support services

- Of parents that indicated that their child's emotional health and wellbeing had improved, 72 per cent said that support services had contributed to this change.
- Nine of the 12 residents or members of the North Kensington community indicated that services had **'moderately improved'** or **'significantly improved'** their health and wellbeing.

### Progress and development at school

- Nearly half (47 per cent) of parents/carers felt that their child's general progress and development had **'improved'**. However, a third (33 per cent) felt it had **'worsened'**.

### Other support available in schools

- A total of 13 schools indicated that their school provides other emotional health and well being support. This included **learning mentors**, **art room/therapy** and **Emotional Literacy Support Assistants**.
- The same number of schools (13) also indicated that they commission support services. This included **Educational Psychologists**.



# Results at a glance

## Feedback from the survey (continued)

### Direct commissioning of services by schools

- Six schools were in favour of being able to commission their own support services, whilst four were happy with the current arrangements. Six schools wanted more information in order to make a judgement.

### Improving emotional health and wellbeing support

- The most common theme mentioned by parents/carers when asked about improving support was the ***better funding or support for services***.
- The majority of schools responding (11 of 16) would like to see an ***'increased availability of emotional health and wellbeing services available'*** and a quarter would like to see an ***'increased range of emotional health and wellbeing services available'***.
- The most common theme mentioned by residents or members of the North Kensington community when asked about improving support was ***increased provision/funding***.

### Emotional health and wellbeing support for parents and carers

- A total of 43 per cent of parents indicated they had received support alongside their child.
- A total of 14 schools indicated that there was a ***'significant need'*** or ***'moderate need'*** for emotional health and wellbeing support for parents/carers.



# Results at a glance

## Feedback from focus groups

### The emotional health and wellbeing services used by children and young people

Across three focus groups, 17 children and young people participated aged 8-16 years old. All were users of Grenfell Emotional Health and Wellbeing (EHW) services delivered by Henry Dickens, Kids on the Green and Latimer Community Art Therapy.

### What did children and young people find most helpful about EHW services they accessed?

- Confidence: All participants told us that the EHW services they were using built their self-esteem, provided stability during turbulent times, and had given them a voice and sense of community when they didn't feel heard.
- Range and relevance of activities: participants valued the range and relevance of EHW activities on offer including mentoring, 1:1 support, music, art and film-making. Online interactive formats developed in lockdown e.g. cooking, were popular.
- Engagement in creativity for improving mood and building social skills were raised as key benefits in two focus groups.
- Trust: the importance of trusting relationships between participants and EHW staff was key to children and young people feeling they could ask for help and advice. Services were valued for offering positive role models and as a good distraction.

### If you could design an emotional health and wellbeing service that would help others feel better, what would it look like and where would it be?

- Stability: Younger participants were particularly concerned about stability as they've lived through the Grenfell tragedy and now the pandemic and wanted to remain on zoom for EHW support in the future. Older participants wanted to revert to in-person support as soon as possible and felt this was important to maintaining their independence and social skills.
- Community settings: Participants felt it was important that services remained available outside of school to build their life skills.
- Youth Centres: several of the older participants talked about designing more Youth Centres for their local area.
- One stop shop: participants also talked about how in an ideal setting support would be delivered in one convenient location and they would prefer this to signposting out to lots of other mental health services which didn't feel convenient or helpful.
- Online: Some participants found lockdown coincided with improved mental health whilst others had struggled to cope. A choice of online and face to face formats were therefore both needed.

### What children and young people told us about how services could be improved

- Flexibility: participants said they wanted more EHW sessions at the weekend and in the holidays.
- Attainment: Participants made the link between school and mental health including assessment pressures and falling behind in their studies due to Covid-19. Access to free tutoring and sports clubs were requested by two of the focus groups.
- Access to talking therapies: one young person expressed dismay about waiting to access talking therapy for a long time [outside of the scope of this service], and this being their preference over medication for their needs.



# Section 1:

## Stakeholder survey Views of parents/carers



# Survey findings: Parent and carers

This section of the report details the responses from parents and carers responding to the survey.

- A total of 79 parents and carers took part in the survey (60 per cent of total respondents).
- In some questions, the results relate to a sub-set of respondents based on responses to previous questions (e.g. only those not accessing services, will be asked as to why).
- Graphs in this section contain percentage figures.



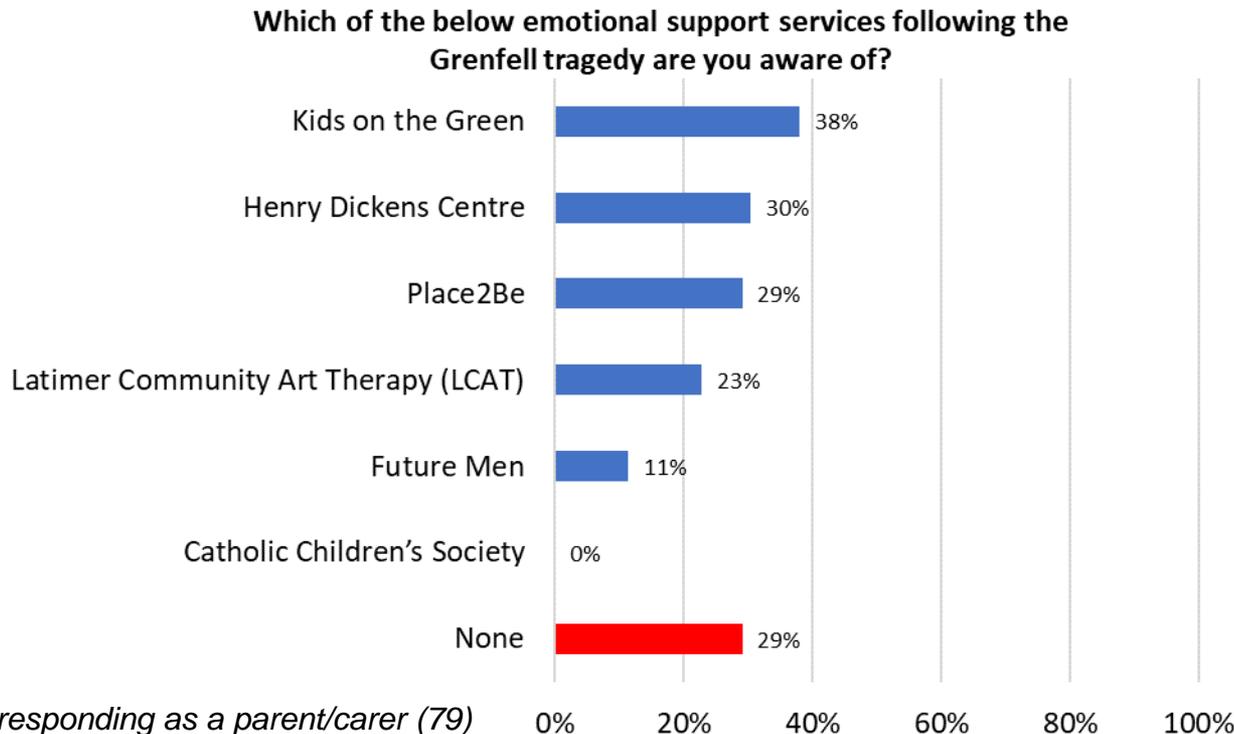
# Survey findings: Awareness

Parents and carers responding were asked which emotional support services, following the Grenfell tragedy, they were aware of. Respondents were able to select more than one response, therefore percentages do not add up to 100 per cent.

The support services that respondents were most aware of were:

- **'Kids on the Green'** (38 per cent)
- **'Henry Dickens Centre'** (30 per cent)
- **'Place2Be'** (29 per cent)

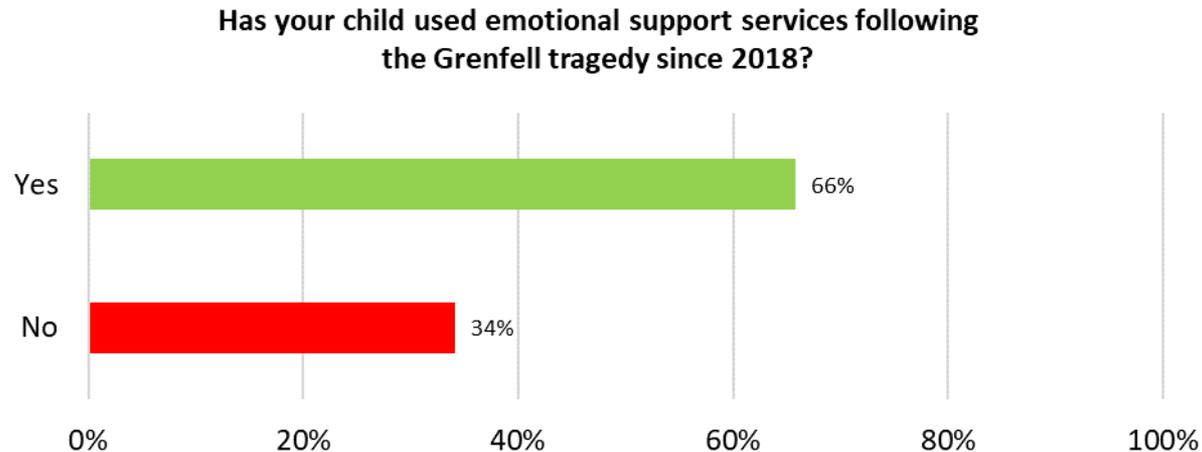
However, 29 per cent had not heard of any of these support services



# Survey findings: Use of emotional support services

Parents and carers responding were asked if their child had used emotional support services following the Grenfell tragedy.

- Two-thirds (66 per cent) of respondents indicated that their child had used support services following the Grenfell tragedy.
- A third (34 per cent) indicated that their child had not used support services.



*Base: All those responding as a parent/carer (79)*

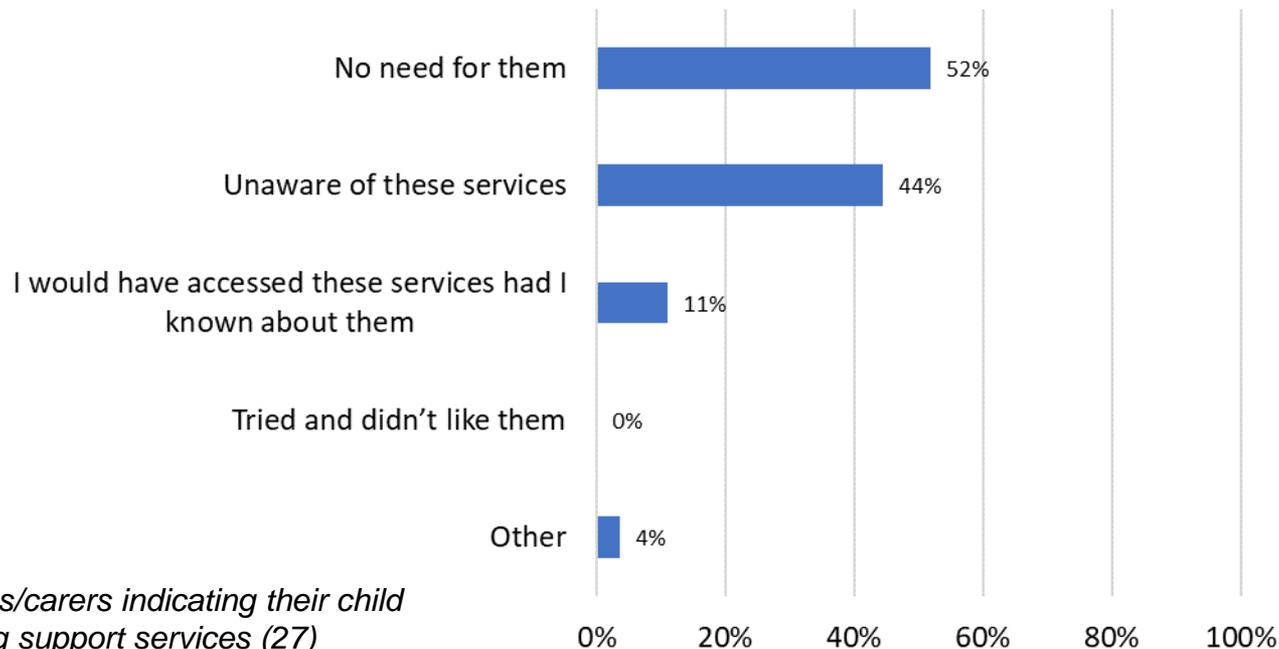


# Survey findings: Reasons for not using support services

Parents and carers that had indicated their child had not used emotional support services were asked why this was. Respondents were able to select more than one reason. Please note the percentages below apply to the 27 respondents that indicated that their child had not used emotional support services.

- Over half (52 per cent) indicated that they had **'no need for them'**.
- A total of 44 per cent reported that they were **'unaware of them'**.
- One in ten (11 per cent) indicated they **'would have accessed these services if they had known about them'**.
- Four per cent indicated an **'other'** reason, these are explored further on the following pages.

If your child has not used emotional support services following the Grenfell tragedy, please share your reasons.



Base: Parents/carers indicating their child was not using support services (27)

# Survey findings: Other reasons for not using services

Respondents that indicated that there was an 'other' reason for not using support services were asked to indicate what this was. Comments made have been themed and the themes summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to ***not directly affected by Grenfell tragedy/did not know if eligible*** (three comments).

Theme*	Comments
Not directly affected by Grenfell tragedy/did not know if eligible	3
Lack of information	1
Lack of services on estate	1
Negative experience of support services	1
Would like sports/arts services	1



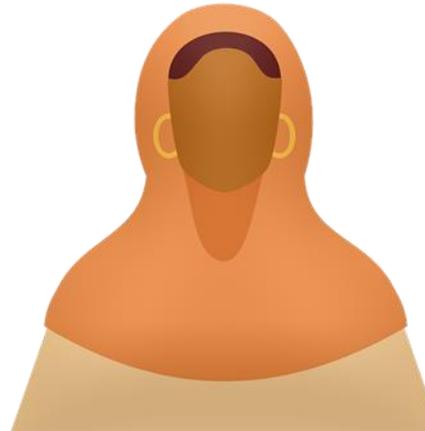
# Survey findings: Other reasons for not using services

*“Did not feel we were entitled as we were not too badly affected.”*

*Not directly affected by Grenfell tragedy/did not know if eligible*

*“Also seems very specific to people directly affected by Grenfell.”*

*Not directly affected by Grenfell tragedy/did not know if eligible*



*“I am not sure if these services are available to children who were not directly affected by Grenfell.”*

*Not directly affected by Grenfell tragedy/did not know if eligible*

*“Lack of a community room or services on my estate and our ward. Nothing zero.”*

*Lack of services on estate*

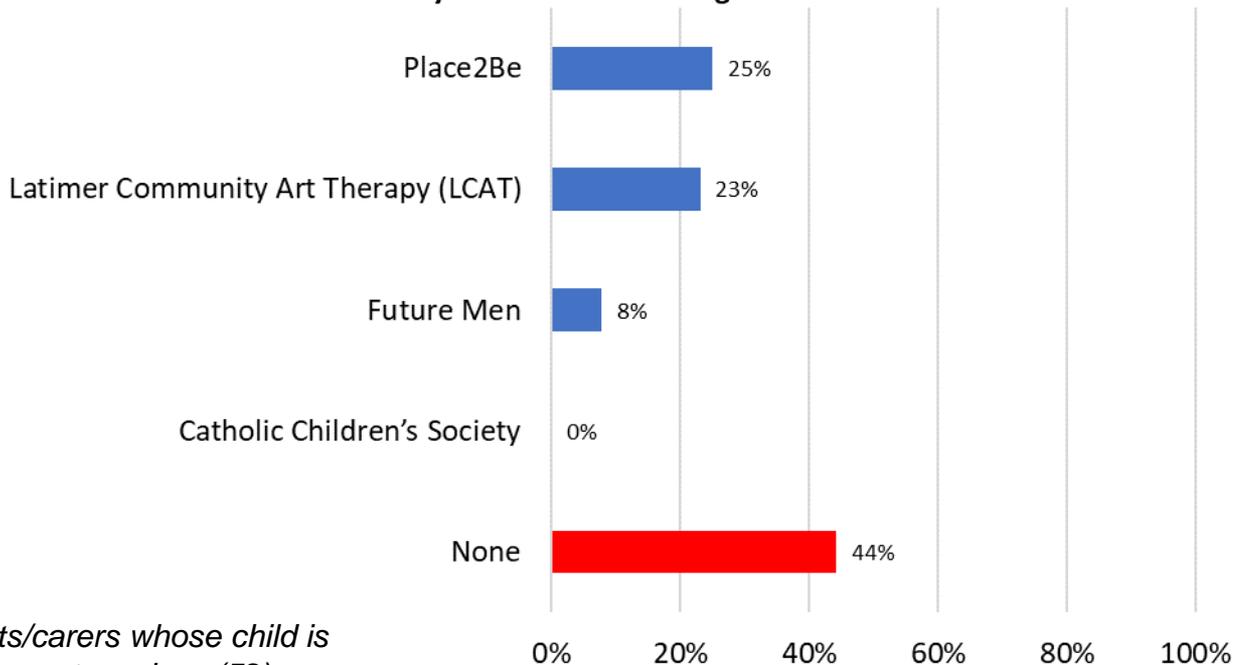


# Survey findings: Services used through schools

Parents and carers that had indicated their child had used emotional support services were asked which services they had accessed through their school since 2018. Respondents were able to select more than one answer.

- A quarter of respondents indicated that their child had accessed services through **'Place2Be'**.
- Nearly a quarter (23 per cent) reported their child had accessed services through **'Latimer Community Art Therapy'**.
- Eight per cent indicated that their child had accessed services through **'Future Men'**.
- A total of 44 per cent indicated that their child had not accessed services through their school.

Which of these emotional support services following the Grenfell tragedy has your child used through their school since 2018?



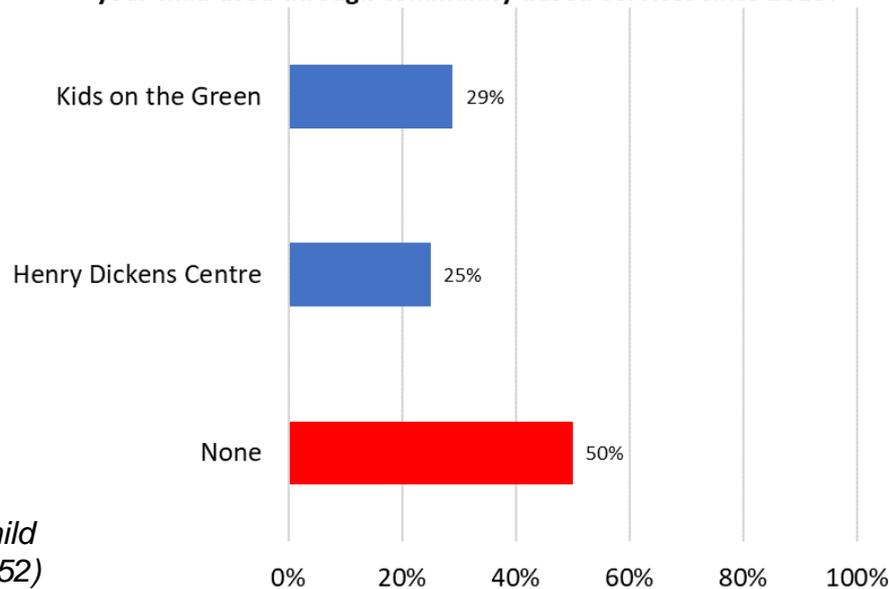
Base: Parents/carers whose child is accessing support services (52)

# Survey findings: Community based services used

Parents and carers that had indicated their child had used emotional support services were asked which services they had accessed through community based services since 2018. Respondents were able to select more than one answer.

- Over a quarter of respondents indicated that their child had accessed services through **'Kids on the Green'**.
- A quarter (25 per cent) reported their child had accessed services through **'Henry Dickens Centre'**.
- Half indicated that their child had not accessed services through community based services.

Which of these emotional support services following the Grenfell tragedy has your child used through community-based services since 2018?



*Base: Parents/carers whose child is accessing support services (52)*

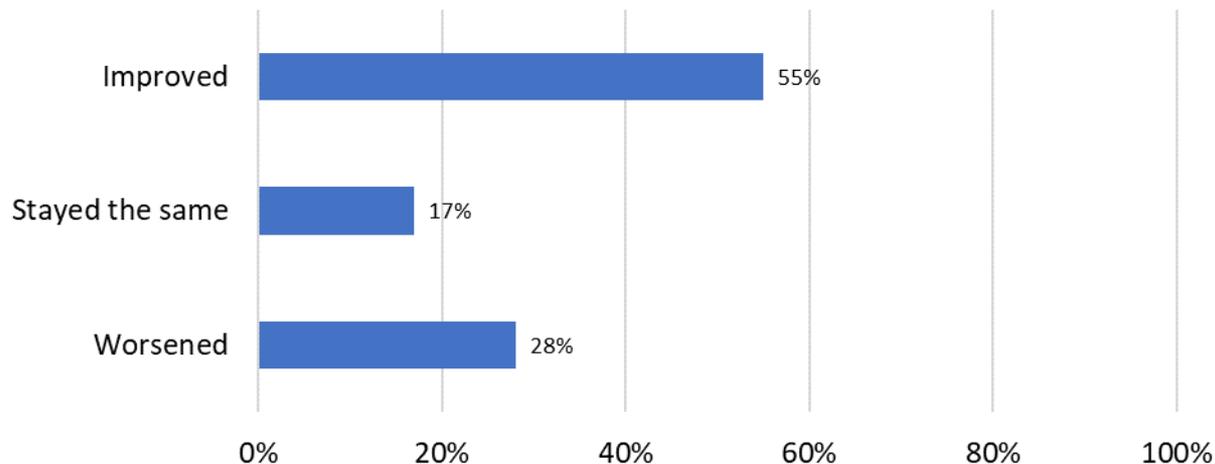


# Survey findings: Child's health and wellbeing

Parents and carers responding were asked about their child's emotional health and wellbeing since 2018.

- Over half (55 per cent) indicated that their child's emotional health and wellbeing had **'improved'** since 2018.
- A total of 17 per cent indicated that their child's emotional health and wellbeing had **'stayed the same'**.
- However, over a quarter (28 per cent) indicated that their child's emotional health and wellbeing had **'worsened'** since 2018.

In terms of your child's emotional health and wellbeing, since 2018 has this...



*Base: All those responding as a parent/carer (79)*

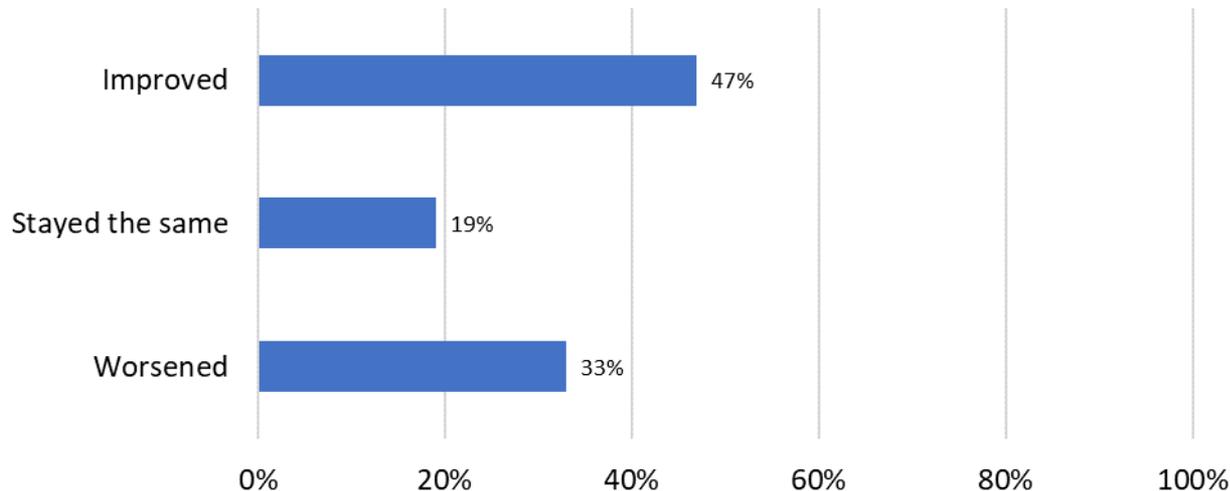


# Survey findings: Progress and development at school

Parents and carers responding were asked about their child's development and progress at school since 2018.

- Almost half (47 per cent) indicated that their child's general progress and development in school had **'improved'** since 2018.
- A total of 19 per cent indicated that their child's general progress and development in school had **'stayed the same'**.
- However, a third (33 per cent) indicated that their child's general progress and development in school had **'worsened'** since 2018.

Since 2018, has your child's general progress and development in school...



Base: All those responding as a parent/carer (79)

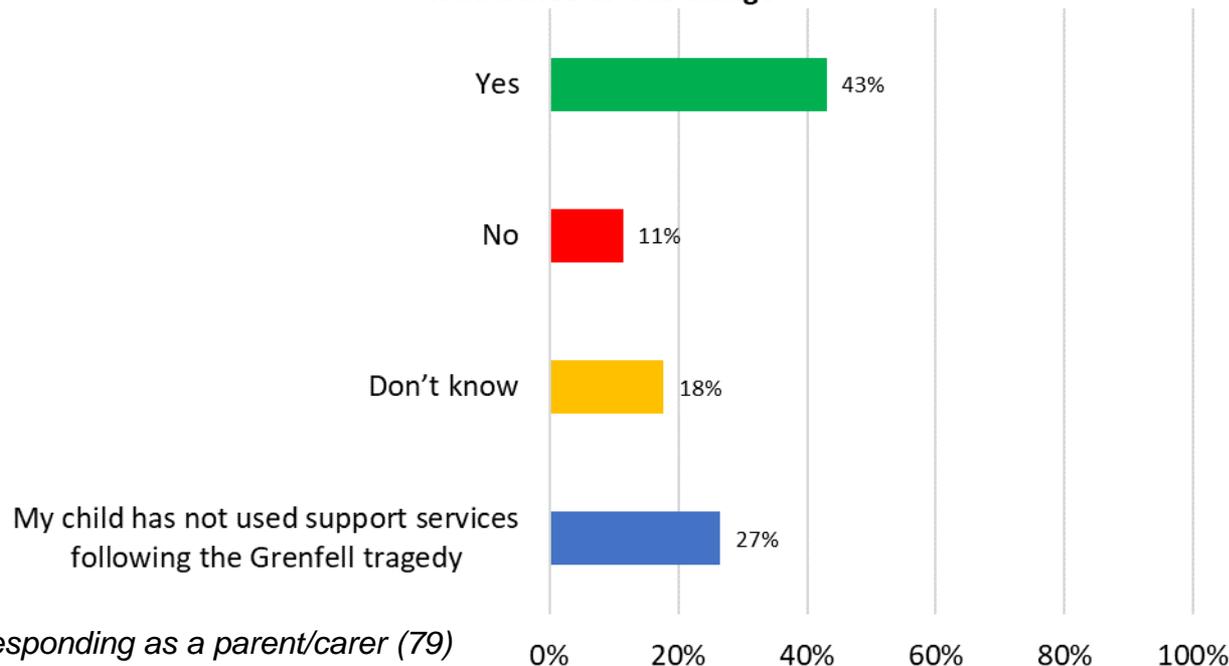


# Survey findings: Contribution of support services

Parents and carers responding were asked whether support services following the Grenfell tragedy had contributed to this.

- A total of 43 per cent felt that support services had contributed to this change.
- One in ten (11 per cent) indicated it had not and almost a fifth (18 per cent) did not know.
- Over a quarter (27 per cent) indicated that their child had not used support services since the Grenfell tragedy.
- Of those that indicated that their child's emotional health and wellbeing had improved, 72 per cent said that support services had contributed to this change.

Have the support services following the Grenfell tragedy used by your child, contributed to this change?



Base: All those responding as a parent/carer (79)



# Survey findings: Other services used at school

Respondents were asked to indicate other services their child had used at school to support their emotional health and wellbeing. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **art therapy** (five comments) and **school services** (five comments).

Theme*	Comments
Art therapy	5
School services	5
None	4
Mental health services/CAHMS	3
Place2Be	3
Counselling	2
Mentoring services	2

*\*Themes shown with two or more mentions*



# Survey findings: Other services used at school

*“My child has accessed art therapy through school. West London Action for children were very helpful in the early stages.”*

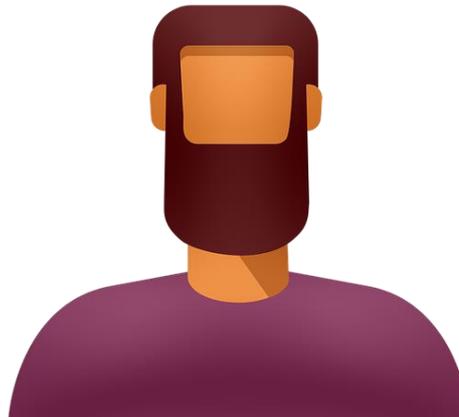
*Art therapy*

*“Holland Park School.”*

*School services*

*“None.”*

*None*



*“Art therapy/mental health programs.”*

*Mental health services/CAHMS*

*“Place2Be.”*

*Place2Be*

*“Mentors at the school.”*

*Mentoring*



# Survey findings: Other services used in the community

Respondents were asked to indicate other services their child had used in the community to support their emotional health and wellbeing. Comments made have been themed and the organisations with two or more comments are summarised in the table below. A full list of themes and comments made can be found in appendix two.

The most commented on organisations used in the community were **Henry Dickens Centre** (nine comments), **Kids on the Green** (seven comments) and **Children and Adolescent Mental Health Service** (four comments).

Theme*	Comments
Henry Dickens Centre	9
Kids on the Green	7
Children and Adolescent Mental Health Service	4
Our Power Hub	3
St Charles Hospital	3
The Curve	3
ACAVA	2
Grenfell therapy/wellbeing	2
The Space	2

\*Themes shown with two or more mentions



# Survey findings: Improving support

Respondents were asked for ideas on how their child's emotional health and wellbeing could be improved. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **better funding or support for services** (13 comments) and **art therapy** (four comments).

Theme*	Comments
Better funding or support for services	13
Art therapy	4
Improve information/awareness of services on offer	3
More activities/more things to do	3
Therapy in schools/as part of the curriculum	3
Music therapy	2
Sports and physical activities	2

\*Themes shown with two or more mentions



# Survey findings: Improving support

*“The community companies in the area need to be better supported. They support us.”*

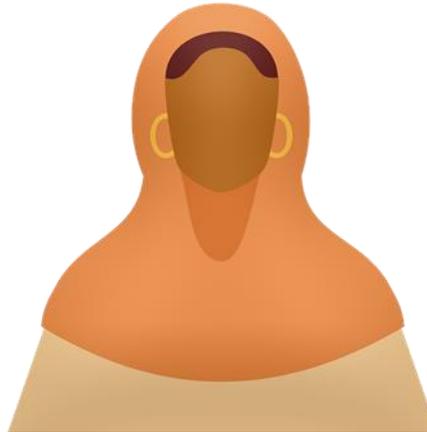
*Better funding or support for services*

*“Henry Dickens Community Centre does an amazing support for my children and honestly couldn't have done it without them. What we need as community is to support the centre and recognise the amazing effort that they put in as team.”*

*Better funding or support for services*

*“To continue attending the art therapy.”*

*Art therapy*



*“I would like more knowledge of what services are available. My 6 year old has some mild emotional and behavioural issues. It would be good to have more outreach through the school and for art, play, music and talking therapies to be offered to all children.”*

*Improve information/awareness of services on offer*

*“We need more activities and more trips for children and for family.”*

*More activities/more things to do*

*“For teenagers I found it's hard to convince them to use any service. My son is not interested at all although I think he would benefit from therapies especially a psychologist. He had some therapy but decided to stop it. And he says he is fine, but I can see he needs help especially dealing with anger. Maybe if it was more advertised in schools and easier to access, like drop in sessions, or during class lessons if it was more talked about.”*

*Therapy in schools/as part of the curriculum*



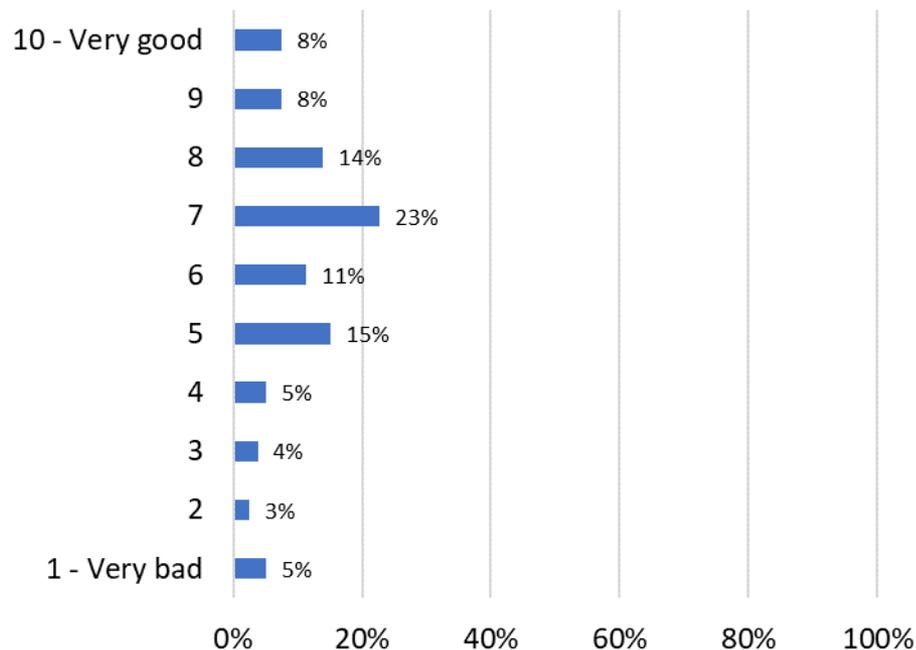
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# Survey findings: Measure of emotional health and wellbeing

Parents and carers were asked, on a scale of one to ten, how they measured their child's emotional health and wellbeing.

- Nearly two-thirds (63 per cent) rated their child's emotional health and wellbeing between 10 (very good) and 6.
- A total of 32 per cent rated their child's emotional health and wellbeing between 1 (very bad) and 5.
- The average rating given was 6.3.

On a scale of 1-10, how would you measure the current emotional health and wellbeing of your child?



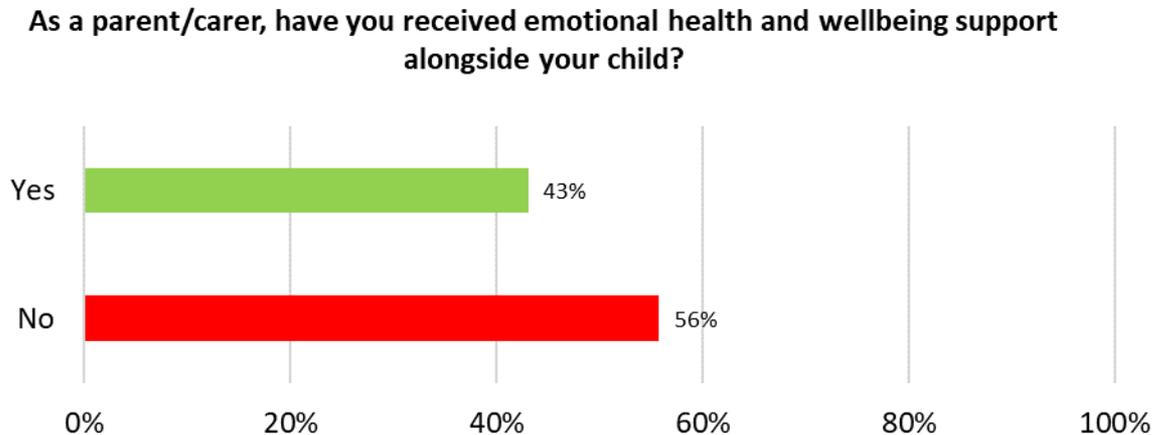
Base: All those responding as a parent/carers (79)



# Survey findings: Support for parents and carers

Parents and carers were asked if they had received any emotional health and wellbeing support alongside their child.

- A total of 43 per cent of respondents indicated that they had received emotional health and wellbeing support alongside their child.
- Over half (56 per cent) reported that they had not.



*Base: All those responding as a parent/carer (79)*

# Survey findings: Support for parents and carers

Respondents that were receiving emotional health and wellbeing support alongside their child, were asked for details of where they were receiving support and from which provider. Comments made have been themed and the themes with two or more comments are summarised in the table below. The full list of themes and comments made can be found in appendix two.

The most commented on location was **St Charles Hospital** (six comments), The most mentioned providers were **Grenfell Health and Wellbeing Service** (five comments) and **Our Power Hub** (four comments).

## Where

Theme*	Comments
St Charles Hospital	6
Children and Adolescent Mental Health Service - Ladbroke Grove	2
Canalside House	2
Freston Road	2
Grenfell Health and Wellbeing Centre	2
Home	2
Kensington	2
Place2Be	2
The Curve	2

\*Themes shown with two or more mentions

## Provider/service

Theme*	Comments
Grenfell Health and Wellbeing Service	5
Our Power Hub	4
Children and Adolescent Mental Health Service	2
Future Men	2
Kensington Aldridge Academy	2
The Space	2

\*Themes shown with two or more mentions



# Survey findings: Support for parents/carers

Respondents were asked if they had views on how their emotional health and wellbeing support could be better. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **more support needed/support not forthcoming** (five comments), **art therapy** (four comments) and **praise for local support organisations** (four comments).

Theme*	Comments
More support needed/support not forthcoming	5
Art therapy	4
Praise for local support organisations	4
Make services more accessible/available to more	2
Work with local trusted organisations	2

*\*Themes shown with two or more mentions*



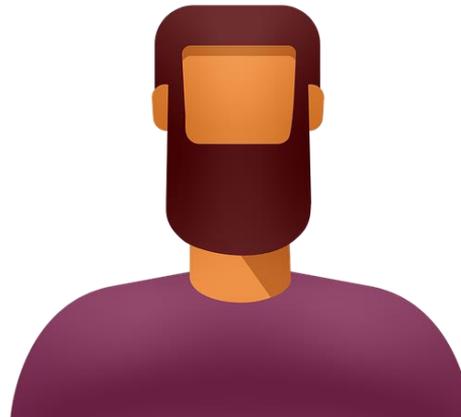
# Survey findings: Support for parents/carers

*“This should be offered locally and help offered to parents who are suffering due to behavioural/emotional issues of their kids. I have not been offered this by anyone even though they are aware I’m suffering.”*

*More support needed/support not forthcoming*

*“More support for parents as well as children.”*

*More support needed/support not forthcoming*



*“The outreach and support of Kids on the Green has been amazing through lockdown- my daughter would have definitely struggled more without this outlet.”*

*Praise for local support organisations*

*“Offer Grenfell recovery services to everybody not just the select few.”*

*Make services more accessible/available to more*

*“Having therapy sessions. I would like art therapy for adults in the evenings or weekend.”*

*Art therapy*

*“Like I said, the council should work with people we trust like The Space. Our community trust them and they help a lot of people in North Kensington.”*

*Work with local trusted organisations*



# **Section 2:**

## **Stakeholder survey**

# **Views of children and young people**



# Survey findings: Children and young people

This section of the report details the responses from children and young people responding to the survey.

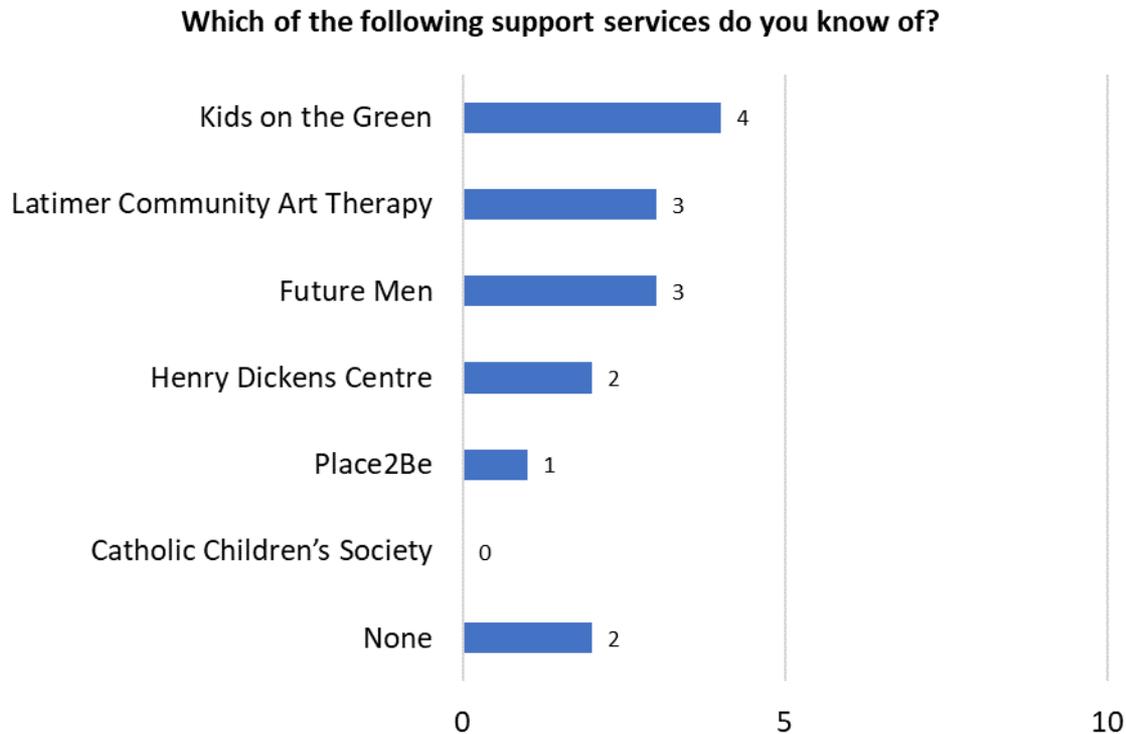
- A total of nine children and young people took part in the survey (seven per cent of total respondents).
- However, it should be remembered that parents and carers will have been responding on behalf of their children in other sections of the survey.
- In some questions, the results relate to a sub-set of respondents based on responses to previous questions (e.g. only those not accessing services, will be asked as to why).
- Graphs in this section contain actual numbers, as percentages can be misleading when the number of respondents is low.
- Responses were received from children and young people attending the following schools/universities: Brit School, Holland Park, South Bank University, St Charles (two respondents) and West London College (Hammersmith Campus).



# Survey findings: Awareness

Children/young people were asked which services they were aware of. Respondents were able to select more than one answer.

- Four were aware of **'Kids on the Green'**.
- Three were aware of **'Latimer Community Art Therapy'**.
- Three were also aware of **'Future Men'**.

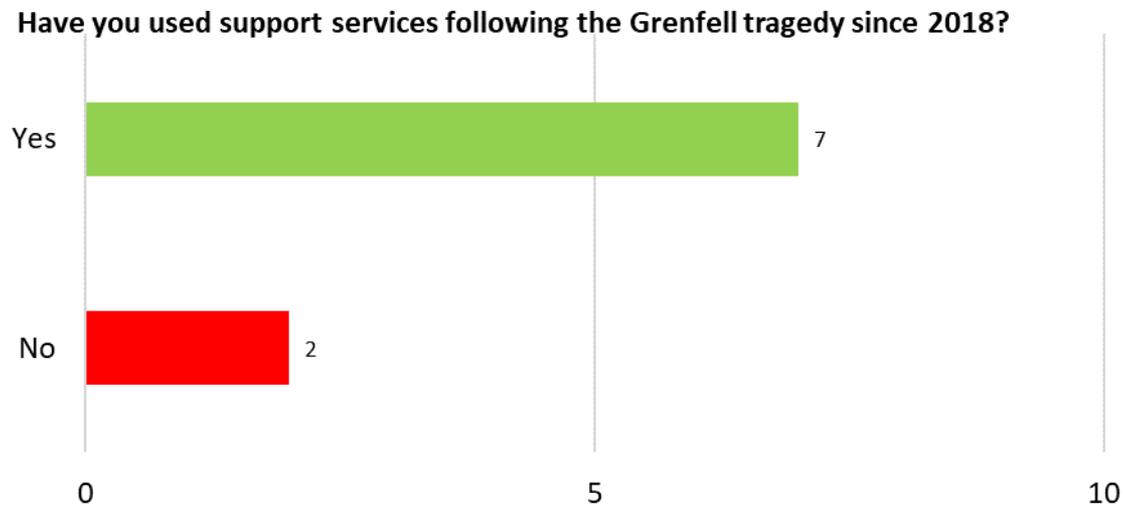


Base: All those responding as a child/young person (9)

# Survey findings: Use of emotional support services

Children and young people responding were asked if they had used emotional support services following the Grenfell tragedy.

- Seven respondents indicated that they had used emotional support services.
- Two indicated they had not.
- When asked, those indicating they had not used emotional support services indicated that they **'had no need for them'**.

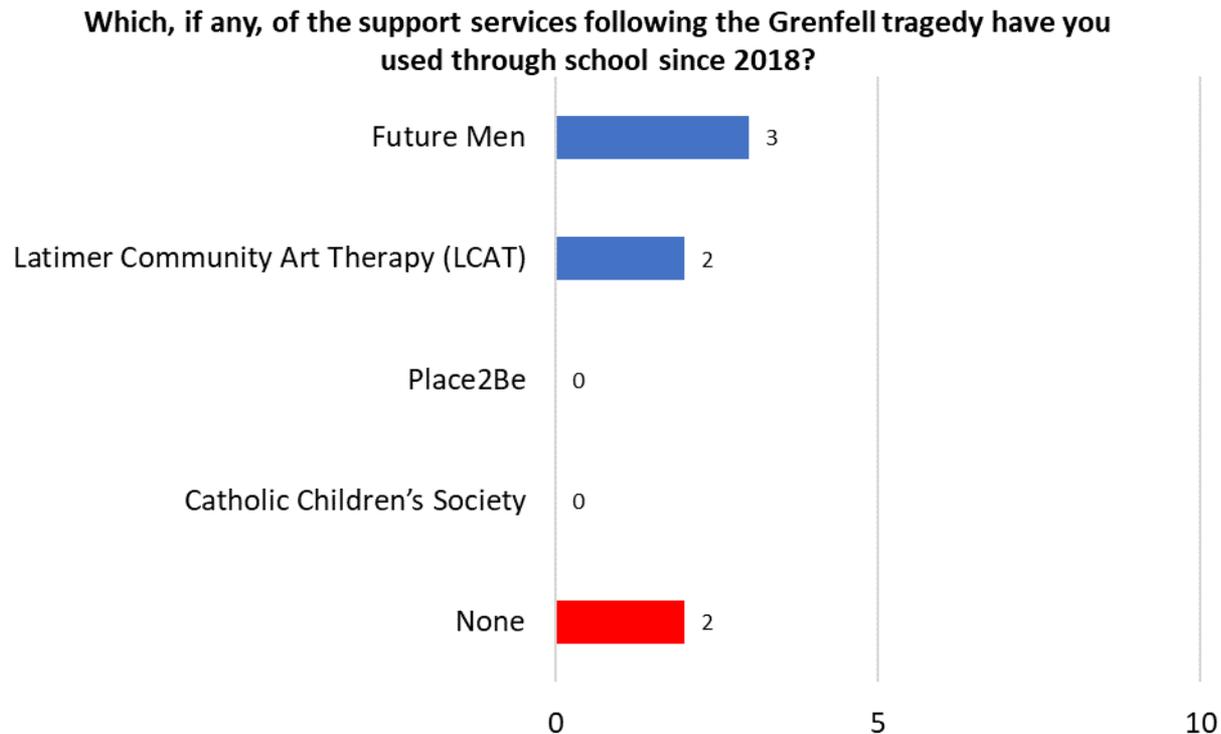


*Base: All those responding as a child/young person (9)*

# Survey findings: Services used through schools

Children and young people that had indicated they had used emotional support services were asked which services they had accessed through their school since 2018. Respondents were able to select more than one answer.

- Three respondents had used support services through **'Future Men'** via their school
- Three respondents had used support services through **'Latimer Community Art Therapy'** via their school.
- Two respondents indicated that they had not used services via their school.



*Base: All those responding as a child/young person that have used support services (7)*

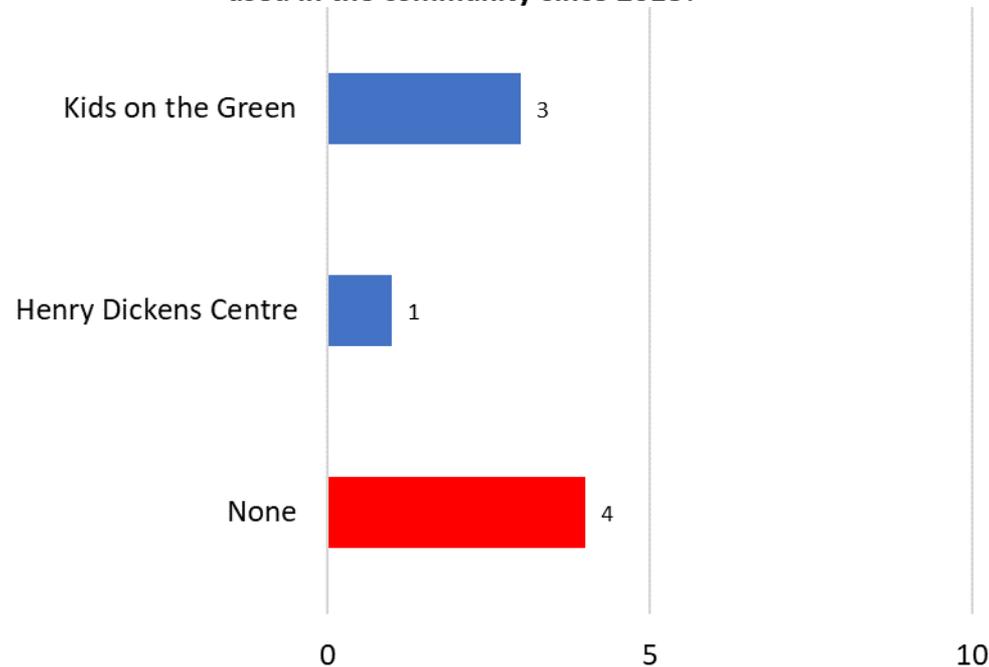


# Survey findings: Community based services used

Children and young people that had indicated their child had used emotional support services were asked which services they had accessed through community based services since 2018. Respondents were able to select more than one answer.

- Three respondents had used support services through **'Kids on the Green'** in the community.
- One had used support services through **'Henry Dickens Centre'** in their community.
- Four respondents indicated that they had not used services in their community.

Which, if any, of the support services following the Grenfell tragedy have you used in the community since 2018?



Base: All those responding as a child/young person that have used support services (7)

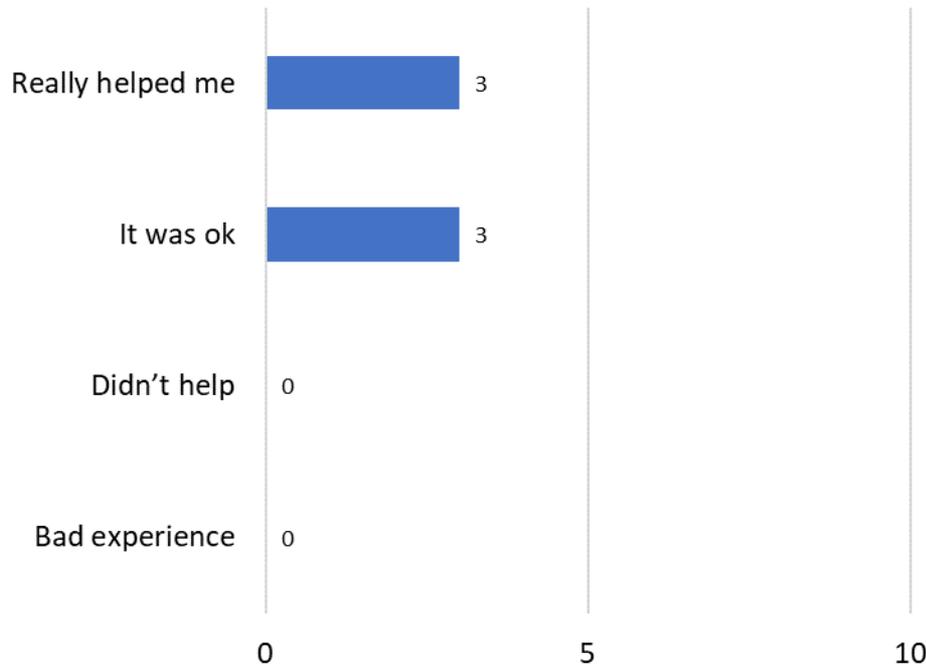


# Survey findings: Experience of the support

Children and young people, who had accessed support, were asked about their experience of the support.

- Three respondents indicated that the support they had received had **'really helped them'**.
- The same number (three) reported that the support they had received **'was OK'**.
- One respondent accessing support did not answer the question.

## How was your experience in using the support?



## Other services used

Respondents were asked to indicate other services they had used at school, and in the community, to support their emotional health and wellbeing. Respondents gave the following answers:

### In school:

- "Place2Be"

### In the community:

- "Grenfell Health and Wellbeing Service."
- "Our Power Hub"
- "St Clement James."

Base: All those responding as a child/young person that have used support services (7)



# Survey findings: Ideas for improvement/better support

Respondents were asked for their ideas on how to improve the services for others in the future and also to share ideas on how the Council can improve services to better support young people. Comments made can be seen below and can also be found in appendix two.

## Ideas for future improvement

*“Also do some for extra lessons for school.”*

*“Kids on the Green was really helpful, it helped me present my thoughts and feelings into music, and because of them giving me my passion for music I now study at the Brit school on a music technology course.”*

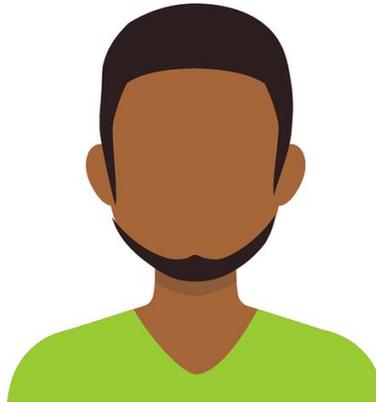
*“More funding towards Future Men.”*

## Ideas to better support children and young people

*“Make sure we feel relaxed and like what we do.”*

*“Future Men funding.”*

*“More things to do for my age group.”*

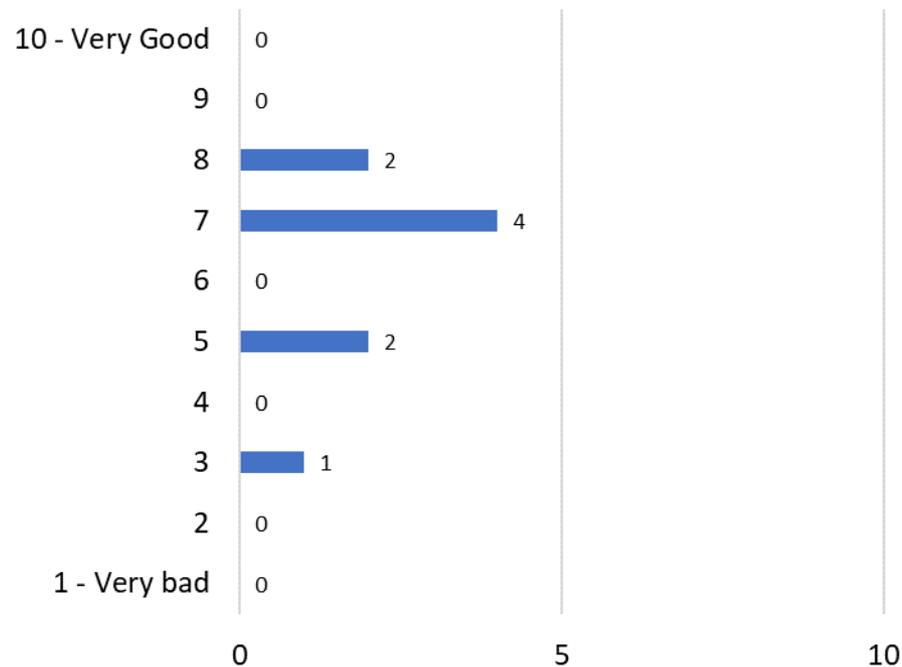


# Survey findings: Measure of emotional health and wellbeing

Children and young people were asked, on a scale of one to ten, how they measured their emotional health and wellbeing.

- Six children and young people rated their emotional health and wellbeing between 10 (very good) and six.
- Three children and young people rated their emotional health and wellbeing between one (very bad) and five
- The average rating was 6.3

On a scale of 1-10, how would you rate how well you are feeling?



Base: All those responding as a child/young person (9)

# Survey findings: Improving services

Respondents were asked if they could design a service that would help children and young people feel better, what would it look like and where would it be. Comments made can be seen below and can also be found in appendix two.

## What would it look like?

*“A safe place where we can be yourself.”*

*“I understand that in these circumstances it may not be possible, but something like Kids On The Green. I really miss going to the music studio and working with people there and creating. It is really therapeutic and also helps me in my studies (I study music). It gives me a sense of community and connection with my peers and I have gotten to know people there over the course of 2019/2020. I was in St Charles mental health and wellbeing centre for a long period during 2019 and during the time after I was discharged Kids on the Green was vital for my mental health and in readjusting to normal life, it was a much appreciated constant in a turbulent period of my life”*

*“If I'm honest I think KOTG did such an incredible job and it is an incredible support service it's nice that it's on my road as well.”*

*“It would be something that helps students academically.”*

*“Youth centre.”*

## Where would it be?

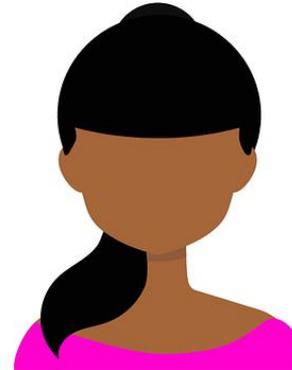
*“An after school club.”*

*“Don't mind.”*

*“In Ladbroke Grove.”*

*“In the area.”*

*“Ladbroke Grove.”*



# **Section 3:**

## **Stakeholder survey Views of schools**



# Survey findings: Schools

This section of the report details the responses from schools responding to the survey.

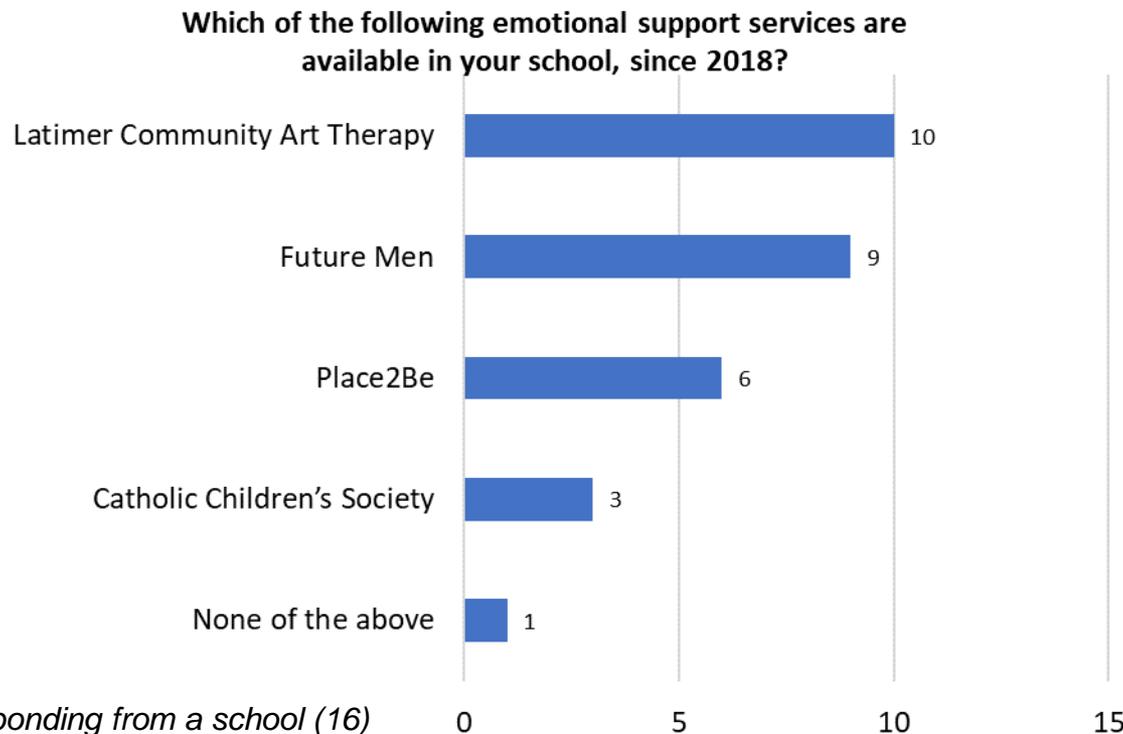
- A total of 16 schools took part in the survey (12 per cent of total respondents). All 17 schools currently receiving funding for EHW services were contacted on multiple occasions during February and March and invited to give their contributions as valued stakeholders.
- In some survey questions, the results relate to a sub-set of respondents based on responses to previous questions (e.g. only those not accessing services, will be asked as to why).
- Graphs in this section contain actual numbers, as percentages can be misleading when the number of respondents is low.
- Responses were received from the following schools:
  - Ark Brunel
  - Avondale Park School
  - Barlby Primary
  - Bevington Primary School
  - Colville Primary School
  - Dadihiye Supplementary school
  - Holland Park School
  - Kensington Aldridge Academy
  - Latimer AP Academy
  - Oxford Gardens Primary
  - St Charles
  - St Clement & St James Primary School
  - St Francis of Assisi Primary School
  - St Mary's Catholic Primary School
  - St Thomas' CE Primary School
  - Thomas Jones



# Survey findings: Services available in schools

Respondents responding on behalf of a school were asked which emotional support services were available in their school (since 2018).

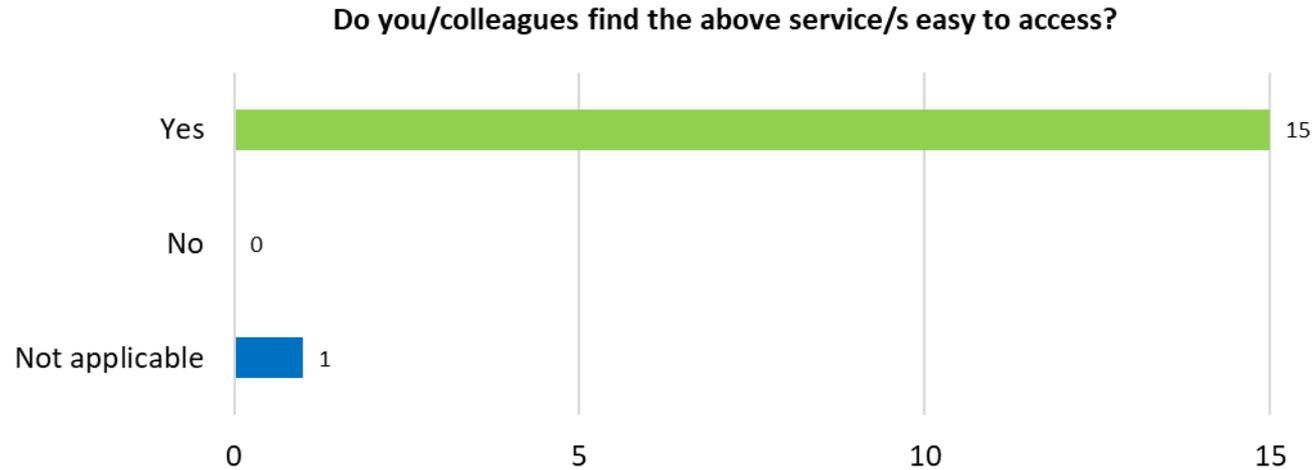
- Ten respondents indicated that support services from **'Latimer Community Art Therapy'** were available in their school.
- A total of nine respondents indicated that services from **'Future Men'** were available in their school.
- Six reported that services from **'Place2Be'** were available.



# Survey findings: Ease of access

Respondents responding on behalf of a school were asked if these services were easy to access.

- A total of 15 indicated that these services were easy to access.



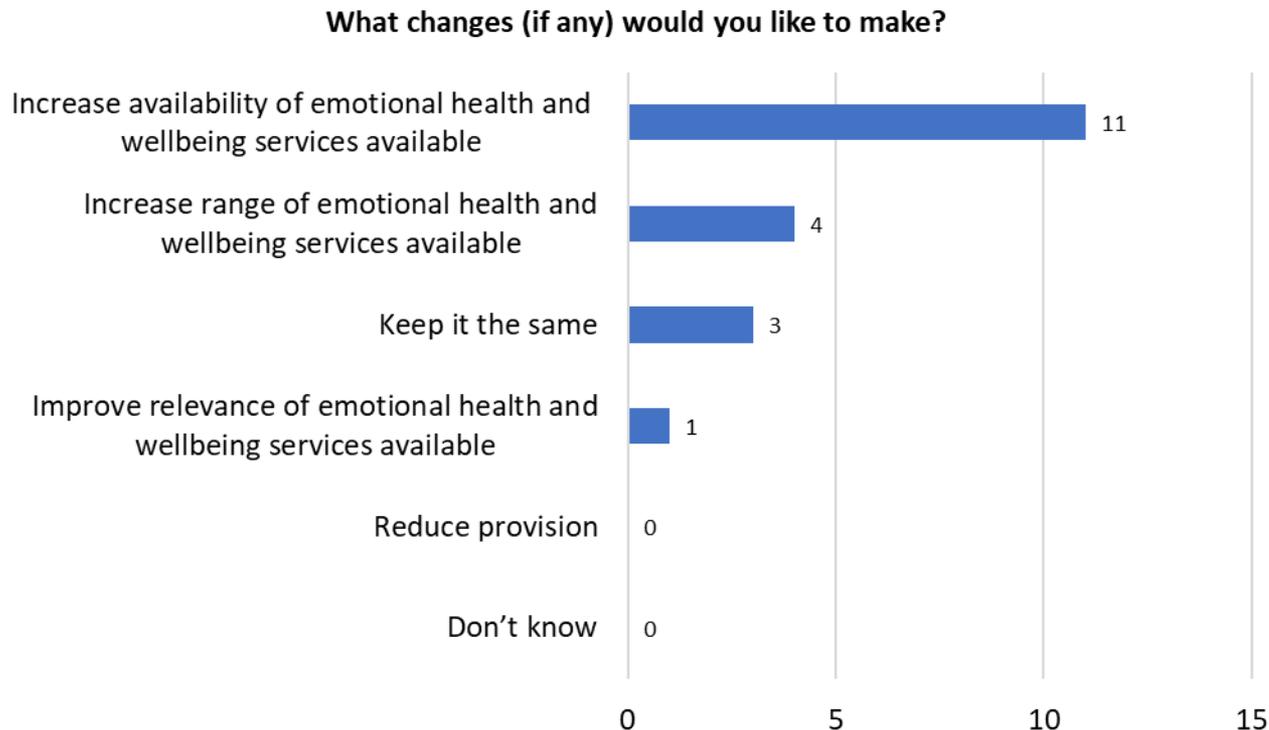
*Base: All those responding from a school (16)*



# Survey findings: Changes to existing arrangements

Respondents responding on behalf of a school were asked what changes they would make to existing arrangements.

- The majority (11) of respondents would like to see ***'increased availability of emotional health and wellbeing services available'***.
- Four respondents would like an ***'increased range of emotional health and wellbeing services available'***.
- Three respondents would like to see it ***'kept the same'***.



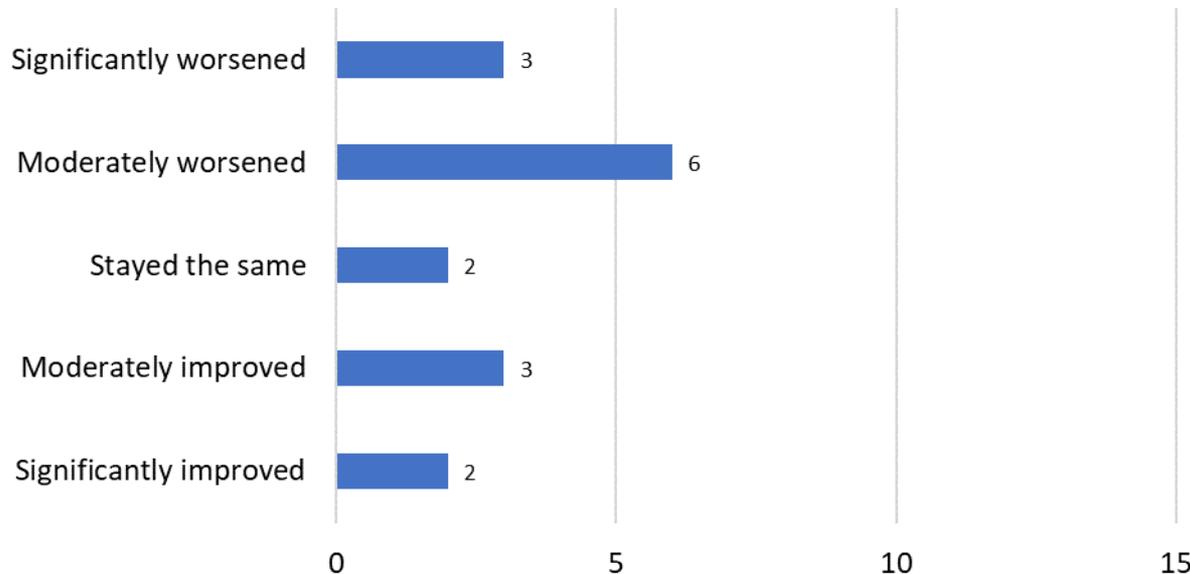
Base: All those responding from a school (16)

# Survey findings: Emotional health and wellbeing

Respondents responding on behalf of a school were asked how the emotional health and wellbeing needs of children and young people changed since the Grenfell tragedy in 2017.

- Over half (nine) indicated that they felt that the emotional health and wellbeing needs of children and young people had '**significantly worsened**' or '**moderately worsened**' since the Grenfell Tragedy.
- Around a third (five) of respondents felt that the emotional health and wellbeing needs of children and young people had '**significantly improved**' or '**moderately improved**' since the Grenfell Tragedy.

Overall, how have the emotional health and wellbeing needs of children and young people using emotional support in schools following the Grenfell tragedy changed since the tragedy in June 2017?

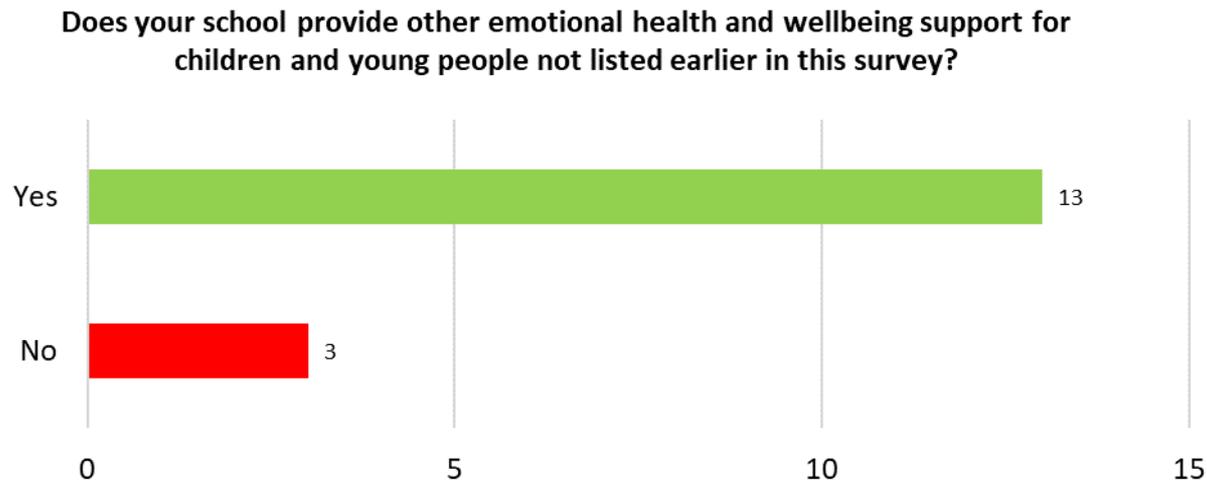


Base: All those responding from a school (16)

# Survey findings: Other available support

Respondents responding on behalf of a school were asked if their school provided other emotional health and wellbeing support for children and young people.

- A total of 13 respondents indicated that their school provided other emotional health and wellbeing support.
- This is explored in my detail on the following pages.



*Base: All those responding from a school (16)*



# Survey findings: Other support in schools

Respondents were asked to indicate other services available in school to support their emotional health and wellbeing. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **learning mentor/mentor** (five comments), **art room/therapy** (four comments) and **Emotional Literacy Support Assistant** (four comments).

Theme*	Comments
Learning mentor/mentor	5
Art room/therapy	4
Emotional Literacy Support Assistant	4
MINDUP	3
Play therapy	3
Trained teachers/support staff	3
Counsellor	2

\*Themes shown with two or more mentions



# Survey findings: Other support in schools

*“We have a learning mentor who supports children who do not access the school based therapy.”*

*Learning mentor/mentor*

*“We work with West London Zone, and also have a small team of our own learning mentors who provide emotional support.”*

*Learning mentor/mentor*

*“Mind Up and Trailblazer.”*

*MINDUP*

*“Play Therapy/Filial therapy.”*

*Play therapy*



*“We continue to use the funded art therapy services.”*

*Art room/therapy*

*“We did have The Art Room - joint provision for Oxford Gardens and Barlby. This service was cut which has had a significant impact on the children at Oxford Gardens.”*

*Art room/therapy*

*“ELSA - but due to reduced funding for support staff we have been forced to reduce the number of ELSAs.”*

*Emotional Literacy Support Assistant*

*“Teachers and senior leaders and support staff have been trained in trauma informed practice and take the vast majority of the load of support children's mental health and well-being.”*

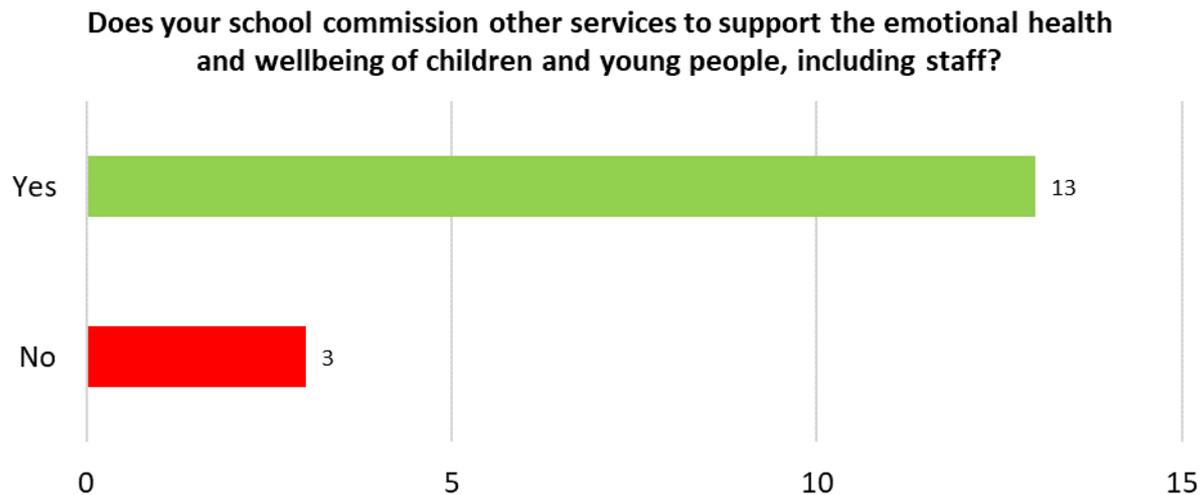
*Trained teachers/support staff*



# Survey findings: Commissioning of other services

Respondents responding on behalf of a school were asked if their school commissioned other services to support the emotional health and wellbeing of children and young people, including staff.

- A total of 13 respondents indicated their school did commission other services to support the emotional health and wellbeing of children and young people, including staff.
- However, three reported that their school did not.



*Base: All those responding from a school (16)*



# Survey findings: Commissioning of other services

Respondents were asked if their school commissioned other services to support their emotional health and wellbeing. Comments made have been themed and the themes with two or more comments are summarised in the table below. A full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **education psychotherapists** (five comments).

Theme*	Comments
Educational Psychologists	5
Children and Adolescent Mental Health Service	2
Counsellor	2
TBAP	2

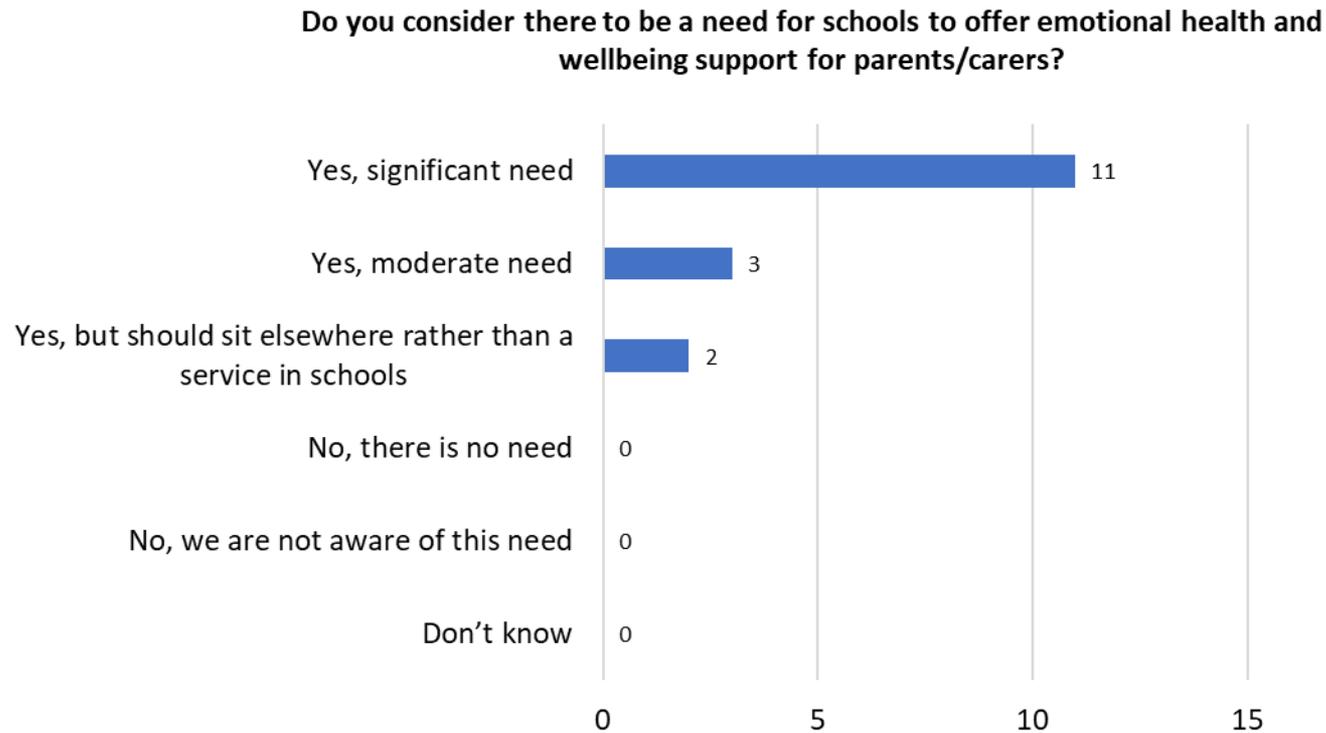
*\*Themes shown with two or more mentions*



# Survey findings: Support for parents

Respondents responding on behalf of a school were asked if they thought there was a need to offer emotional health and wellbeing support for parents/carers.

- All responding indicated there was some level of need.
- Eleven felt there was a **'significant need'** and three felt there was a **'moderate need'**.
- Two felt there was need but **'should sit elsewhere rather than a service in schools'**.



Base: All those responding from a school (16)

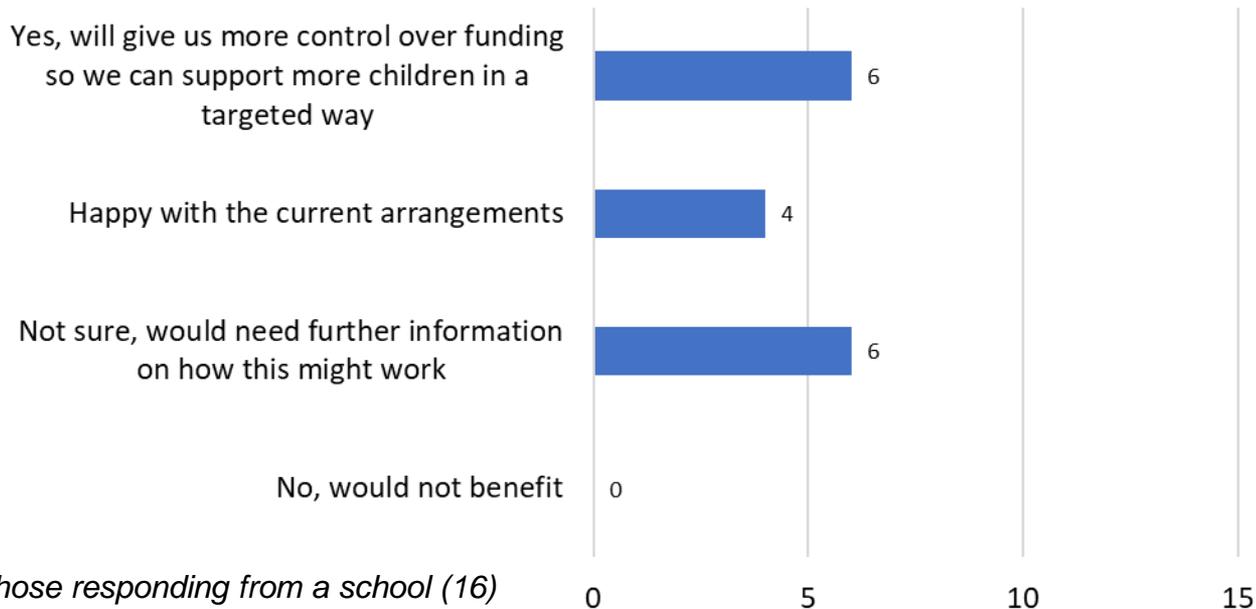


# Survey findings: Commissioning

Respondents responding on behalf of a school were asked if they would benefit from commissioning their own emotional health and wellbeing services.

- Six respondents felt their school would benefit from commissioning its own services as it ***'will give them more control over funding so they can support more children in a targeted way'***.
- Four indicated they were ***'happy with the current arrangements'***.
- Whilst six respondents were ***'unsure, would need further information on how this might work'***.

**Would your school benefit from commissioning its own services to support the emotional health and wellbeing of children in your school?**



*Base: All those responding from a school (16)*



# Survey findings: Improvement suggestions

Respondents were asked for suggestions for improvement to emotional health and wellbeing services. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **increased provision/funding** (four comments) and **funding for schools/schools funded to commission** (three comments).

Theme*	Comments
Increased provision/funding	4
Funding for schools/schools funded to commission	3
Consistent team within schools	2
Praise for local organisations	2
Sports/arts	2
Strong curriculum/curriculum enrichment	2
Therapeutic opportunities in school	2
Wider range of services/support	2

\*Themes shown with two or more mentions



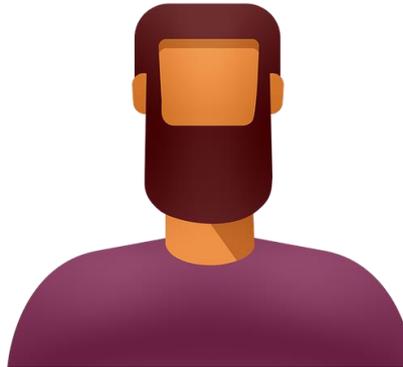
# Survey findings: Improvement suggestions

*“As we have a waiting list currently for this type of support (art therapy), increased provision would benefit more children.”*

*Increased provision/funding*

*“Place2Be be made available for more children.”*

*Increased provision/funding*



*“We need more funding going directly to schools as they are best placed to help children flourish. It's my belief that it is children's self-esteem and self-confidence that is key to their mental health. As a result schools need to offer a strong core curriculum and high quality extended day so children have more opportunities to be involved in sports and the arts. Investment in the schools by giving them more funding will enable schools to offer children affected by the Grenfell disaster the support and rich curriculum they deserve.”*

*Curriculum enrichment*

*“I like the idea of the school funded to commission our own services so we can be more deft in how we organise support. Having said that, LCAT are brilliant and work well with all involved.”*

*Funding for schools/schools funded to commission*

*“Schools need to have a team that works consistently from within the school.”*

*Consistent team within schools*

*“Wider range of services available to learners in school/remotely.”*

*Wider range of services/support*



# Survey findings: Improvements for parents and carers

Respondents were asked for suggestions on how to improve emotional health and wellbeing services for parents and carers. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to ***praise for current services/providers*** (four comments) and ***school based worker*** (four comments).

Theme*	Comments
Praise for current services/providers	4
School based worker	4
Arts/crafts projects/therapy	2

*\*Themes shown with two or more mentions*



# Survey findings: Improvements for parents and carers

*“I think the services in the Bi-Borough are excellent and provide effective support.”*

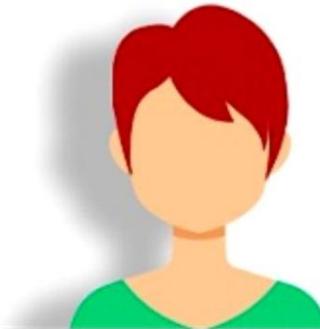
*Praise for current services/providers*

*“Yoga worked well (funded by a charity but free to parents). Cooking has worked well (previously available at RPT). Crafts for parents at Clement James Centre? Was enjoyed!”*

*Praise for current services/providers*

*“Art projects funded by school - working with an artist - initially worked well with parents (free to parents) - enabled discussion together whilst screen - printing.”*

*Arts/crafts projects therapy*



*“It would be brilliant to have a school based social worker who would have continued contact, build strong relationships.”*

*School based worker*

*“Support services that work from within the school and not a range of different individuals who work in isolation with families would be a step in the right direction. Early help is a service that should work as part of the whole school team. Parents need to trust individuals before accepting offers of help and support. Early help is seen as a step toward social service involvement and that is a view that needs to change. If the school had someone based here who could develop relationships with parents they would trust and engage more in the support services.”*

*School based worker*



# **Section 4:**

## **Stakeholder survey:**

### **Views of residents and wider North Kensington community**



# Survey findings: Residents/North Kensington community

This section of the report details the responses from residents or members of the wider North Kensington community responding to the survey.

- A total of 27 residents or members of the wider North Kensington community took part in the survey (21 per cent of total respondents).
- In some questions, the results relate to a sub-set of respondents based on responses to previous questions (e.g. only those not accessing services, will be asked as to why).
- Graphs in this section contain actual numbers, as percentages can be misleading when the number of respondents is low.
- Of the 27 that responded, 20 were residents, five were providers of services and two responded in another capacity (three commented to say they were responding as a family friend, a firefighter in North Kensington and as someone that grew up locally).



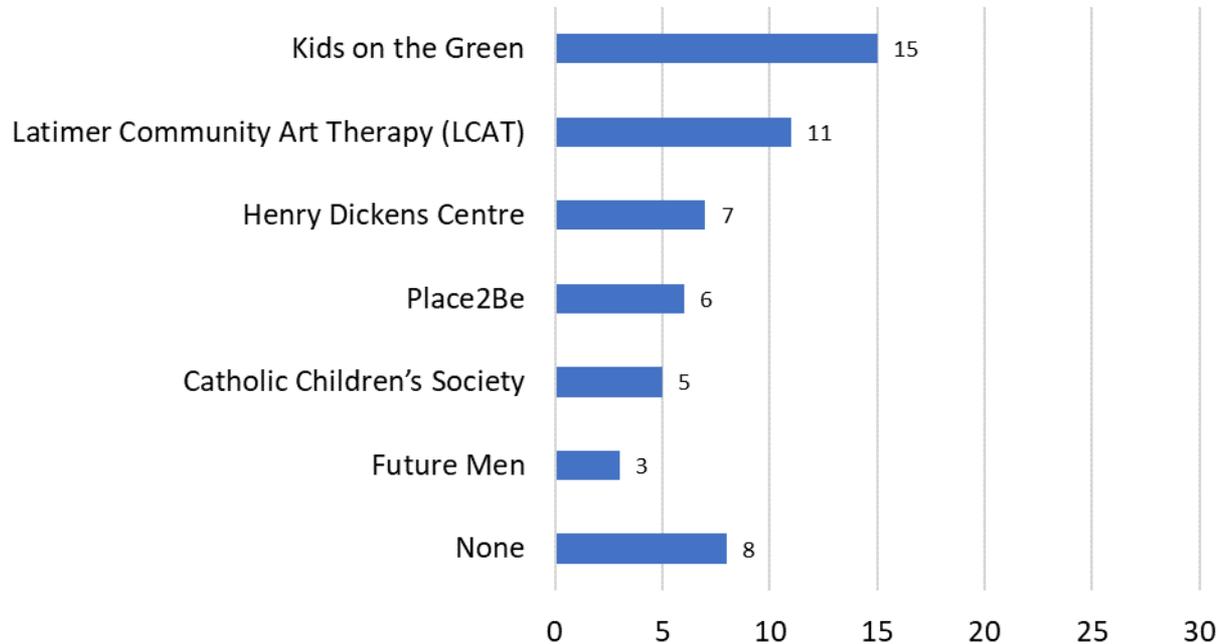
# Survey findings: Awareness

Respondents were asked which emotional support services, following the Grenfell tragedy, they were aware of. Respondents were able to select more than one answer.

Services attracting the highest numbers of responses were

- **'Kids on the Green'** (15)
- **'Latimer Community Art Therapy'** (11)
- **'Henry Dickens Centre'** (seven)

Which of the below emotional support services following the Grenfell tragedy are you aware of?



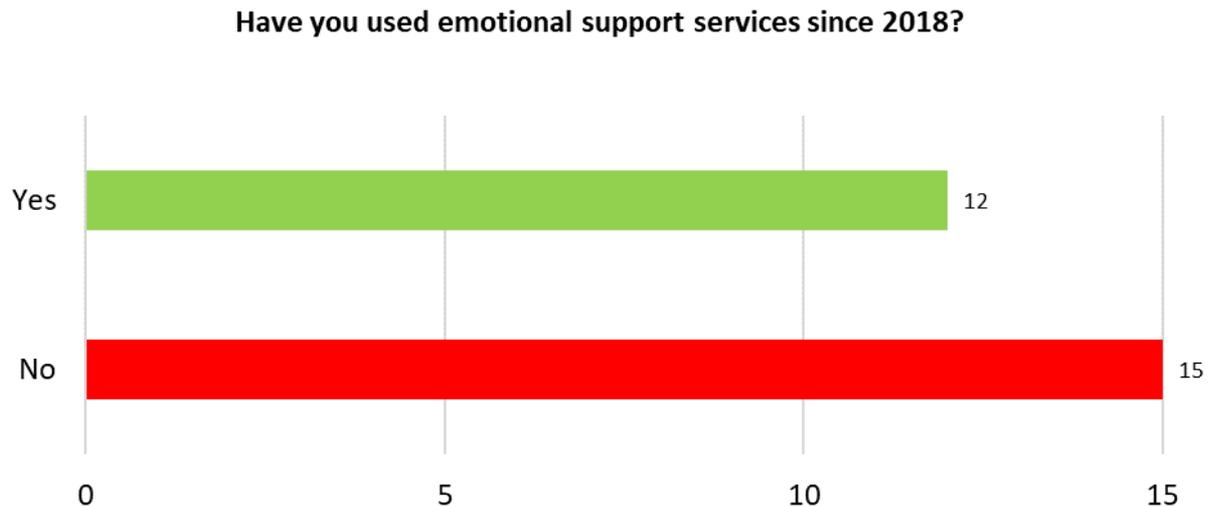
Base: All those responding as a resident, provider or from wider North Kensington community (27)



# Survey findings: Use of emotional support services

Respondents were asked if they had used emotional support services following the Grenfell tragedy.

- A total of 12 respondents indicated that they had used emotional support services since 2018.
- Slightly more, 15, indicated that they had not.

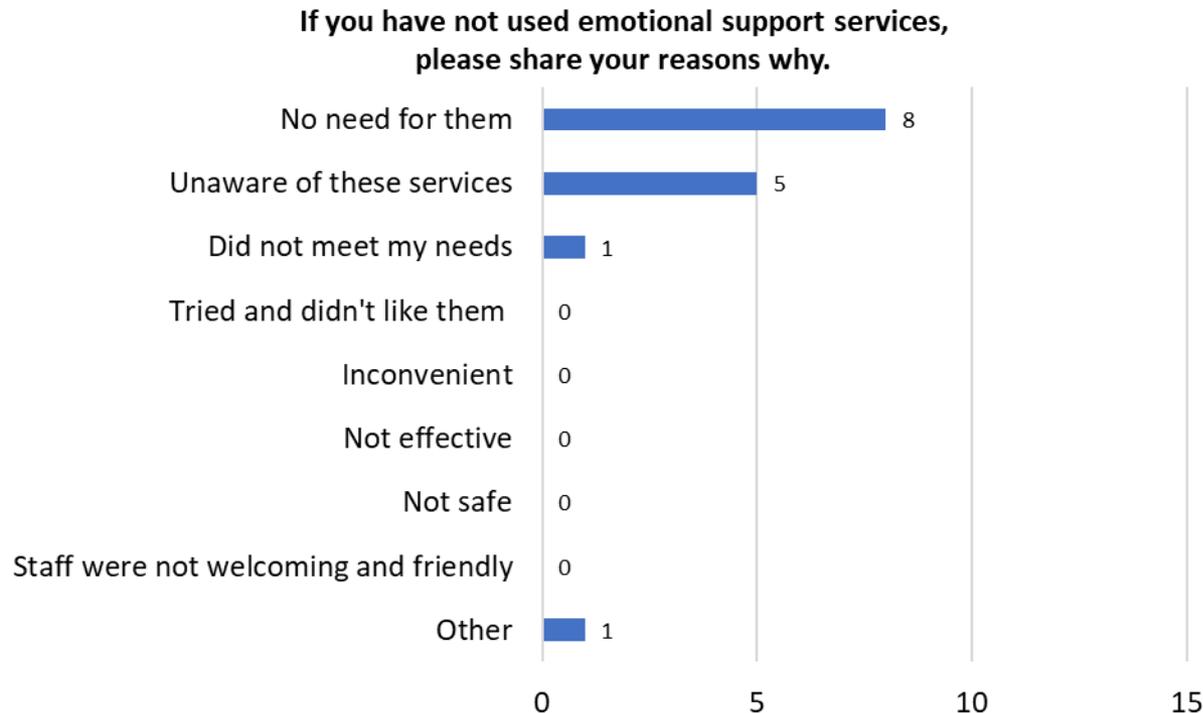


*Base: All those responding as a resident, provider or from wider North Kensington community (27)*

# Survey findings: Reasons for not using support services

Respondents that had indicated they had not used emotional support services were asked why this was. Respondents were able to select more than one reason

- Eight respondents indicated that they had **'no need for them'**.
- Five respondents indicated that they were **'unaware of these services'**.
- One reported that the services **'did not meet their needs'**.
- One indicated an **'other reason'** and went on to say *"I am able to get support through work. It seemed more appropriate to leave the limited resources available for those less fortunate."*



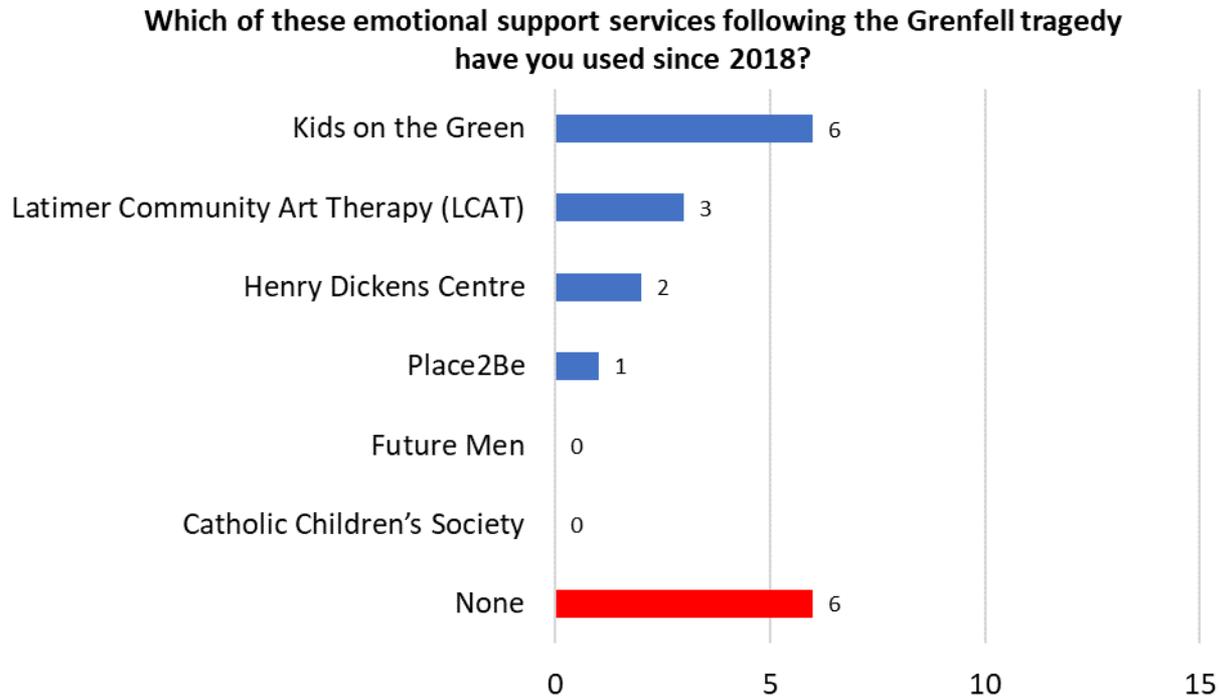
*Base: Those responding as a resident, provider or from wider North Kensington community that had not used services (15)*



# Survey findings: Emotional support services used

Respondents that had indicated they had used emotional support services were asked which services they had accessed since 2018. Respondents were able to select more than one answer.

- Six respondents indicated that they had used **'Kids on the Green'**.
- Three respondents reported using **'Latimer Community Art Therapy'**.
- Two had used **'Henry Dickens Centre'**.
- However, six respondents indicated that they had not used any of these organisations.



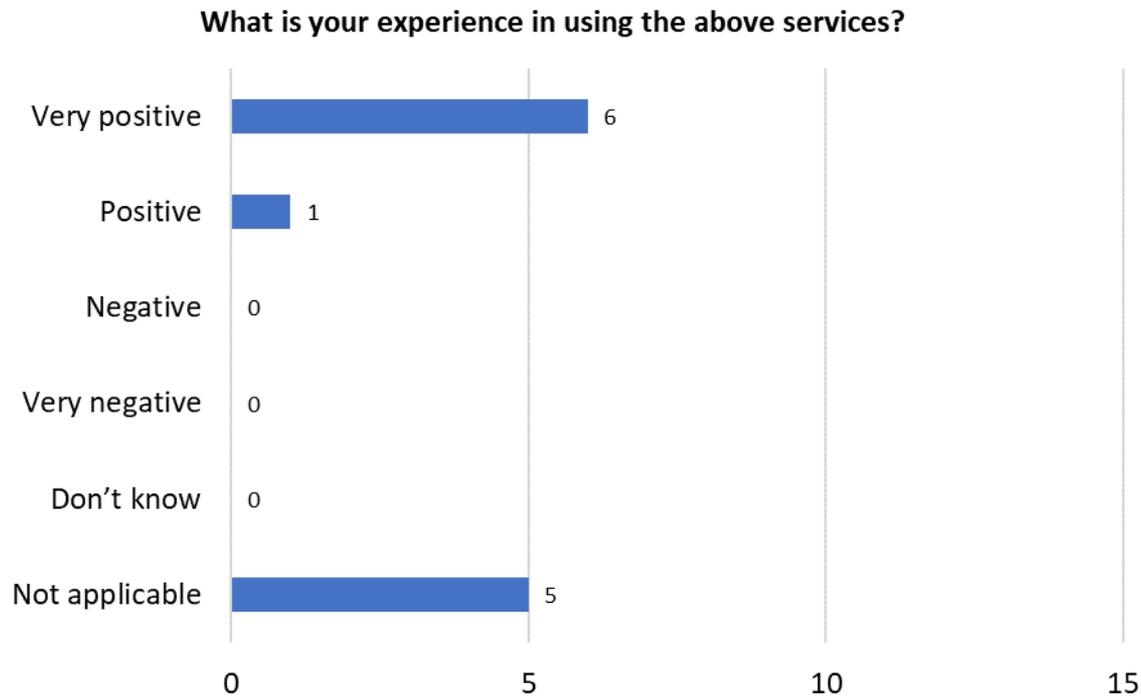
*Base: Those using services and responding as a resident, provider or from wider North Kensington community (12)*



# Survey findings: Experience of using services

Respondents that had they had used emotional support services were asked about their experience of using these services. Respondents were able to select more than one answer.

- Six respondents reported a **'very positive'** experience.
- One reported a **'positive'** experience.
- No one reported a negative experience.



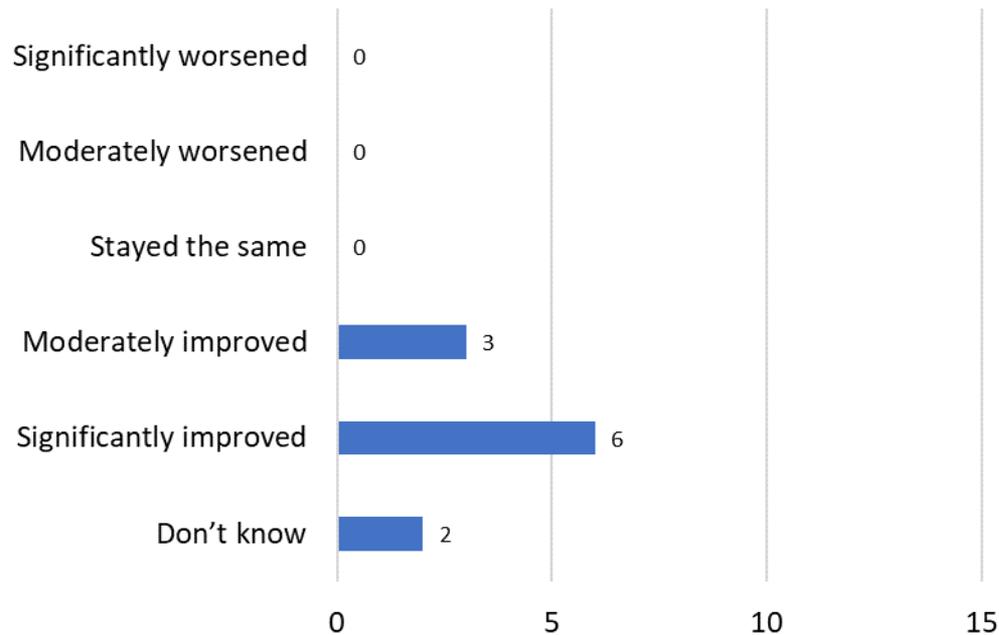
*Base: Those using services and responding as a resident, provider or from wider North Kensington community (12)*

# Survey findings: Contribution of services

Respondents were asked how services have helped their emotional health and wellbeing.

- Six respondents reported that services had '**significantly improved**' their emotional health and wellbeing.
- Whilst three indicated services had '**moderately improved**' their emotional health and wellbeing.
- Two did not know what impact services had had.

Overall how has the service helped your emotional health and wellbeing?



*Base: Those using services and responding as a resident, provider or from wider North Kensington community (12)*

# Survey findings: Other support

Respondents were asked to indicate other support they were aware of supporting the emotional health and wellbeing of children and young people. Comments made have been themed and the themes with two or more comments are summarised in the table below. The full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to ***Our Power Hub*** (seven comments), ***Children and Adolescent Mental Health Service*** (three comments) and ***Grenfell Health and Wellbeing/Outreach*** (three comments).

Theme*	Comments
Our Power Hub	7
Children and Adolescent Mental Health Service	3
Grenfell Health and Wellbeing/Outreach	3
ACAVA	2
Kids on the Green	2

*\*Themes shown with two or more mentions*



# Survey findings: Improving support

Respondents were asked for ideas on how emotional health and wellbeing could be improved for children and young people. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **more funding for services/more services** (10 comments), **addressing anti-social behaviour/crime** (two comments) and **improving awareness** (two comments).

Theme*	Comments
More funding for services/more services	10
Addressing anti-social behaviour/crime	2
Improving awareness	2

*\*Themes shown with two or more mentions*



# Survey findings: Improving support

***“Better investment in projects that are providing positive outcomes and good reach, with proven track records of successes and value for money.”***

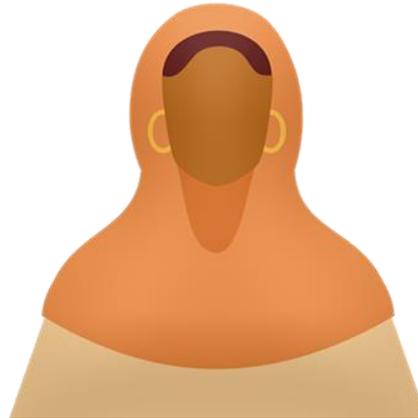
***More funding for services/more services***

***“I believe it could be improved by providing more community services such as youth clubs, academies and extracurricular activities.”***

***More funding for services/more services***

***“Increased funding to grass roots organisations.”***

***More funding for services/more services***



***“Lots of bored disaffected teenage boys gather and commit ASB in communal areas of our block, so things to occupy them are needed such as Youth clubs.”***

***Addressing anti-social behaviour/crime***

***“By making people more aware of what is available and by going to the Community with the services.”***

***Improving awareness***

***“I have only heard of one of the groups offering support. More marketing is required.”***

***Improving awareness***



# Section 5

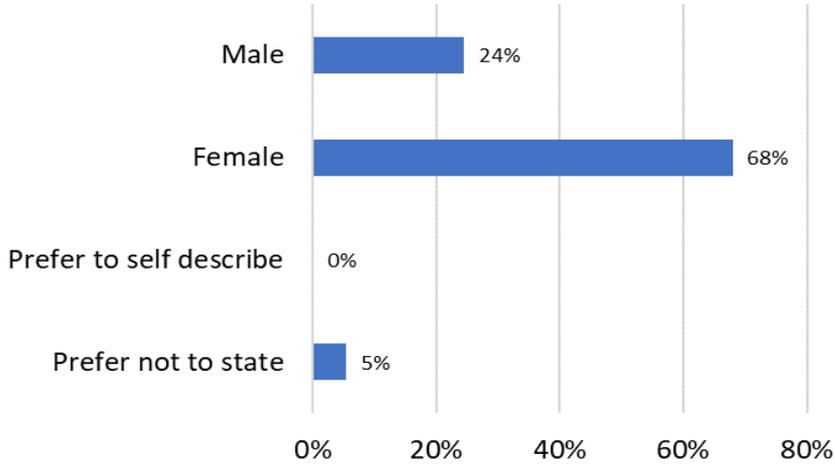
## Stakeholder survey:

### Profile of those responding to the survey

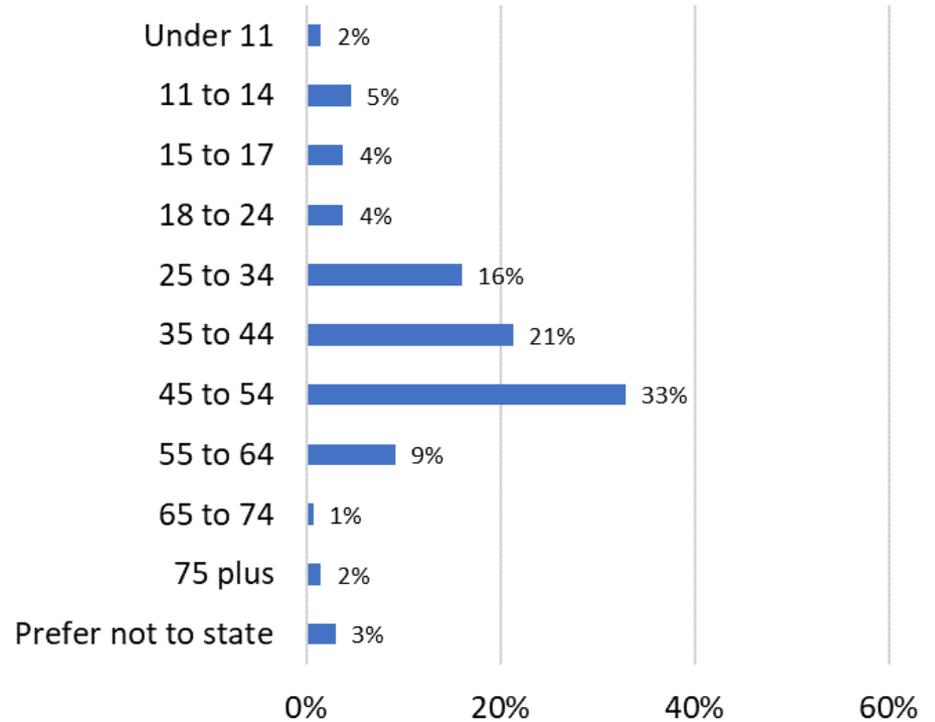


# Survey findings: Profile of respondents

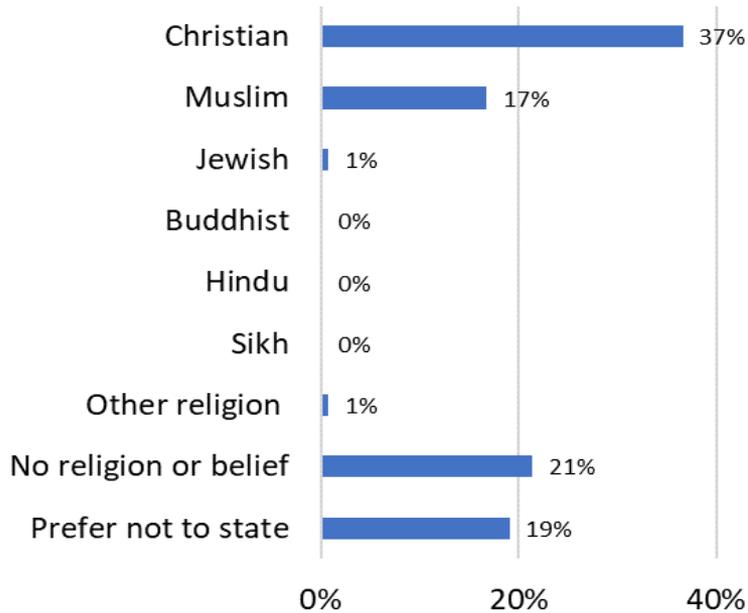
What is your sex?



Which age group do you belong to?

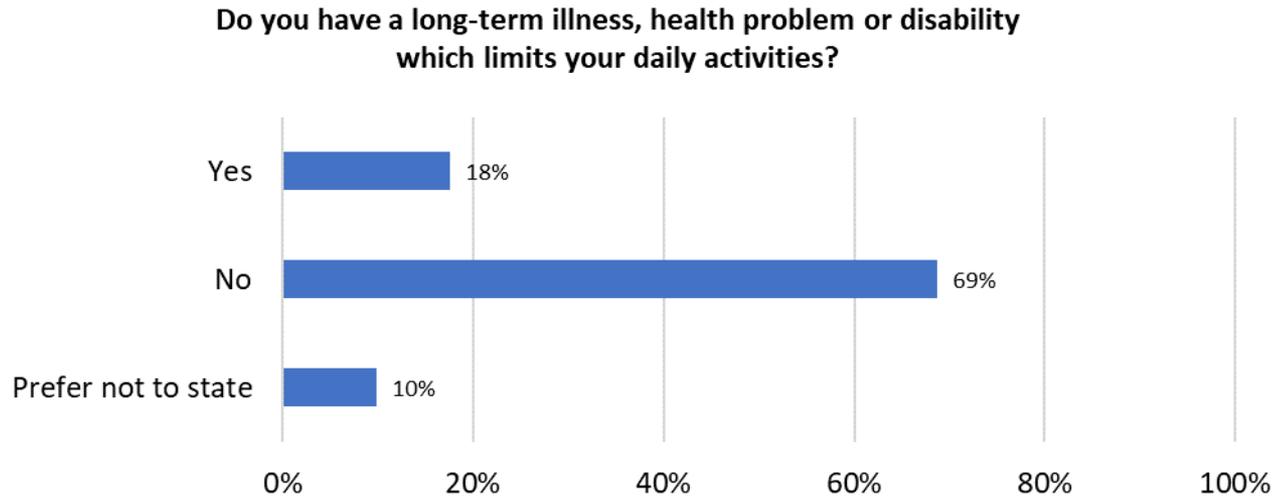


What is your religion or belief?



Base: All those responding to the survey (131)

# Survey findings: Profile of respondents

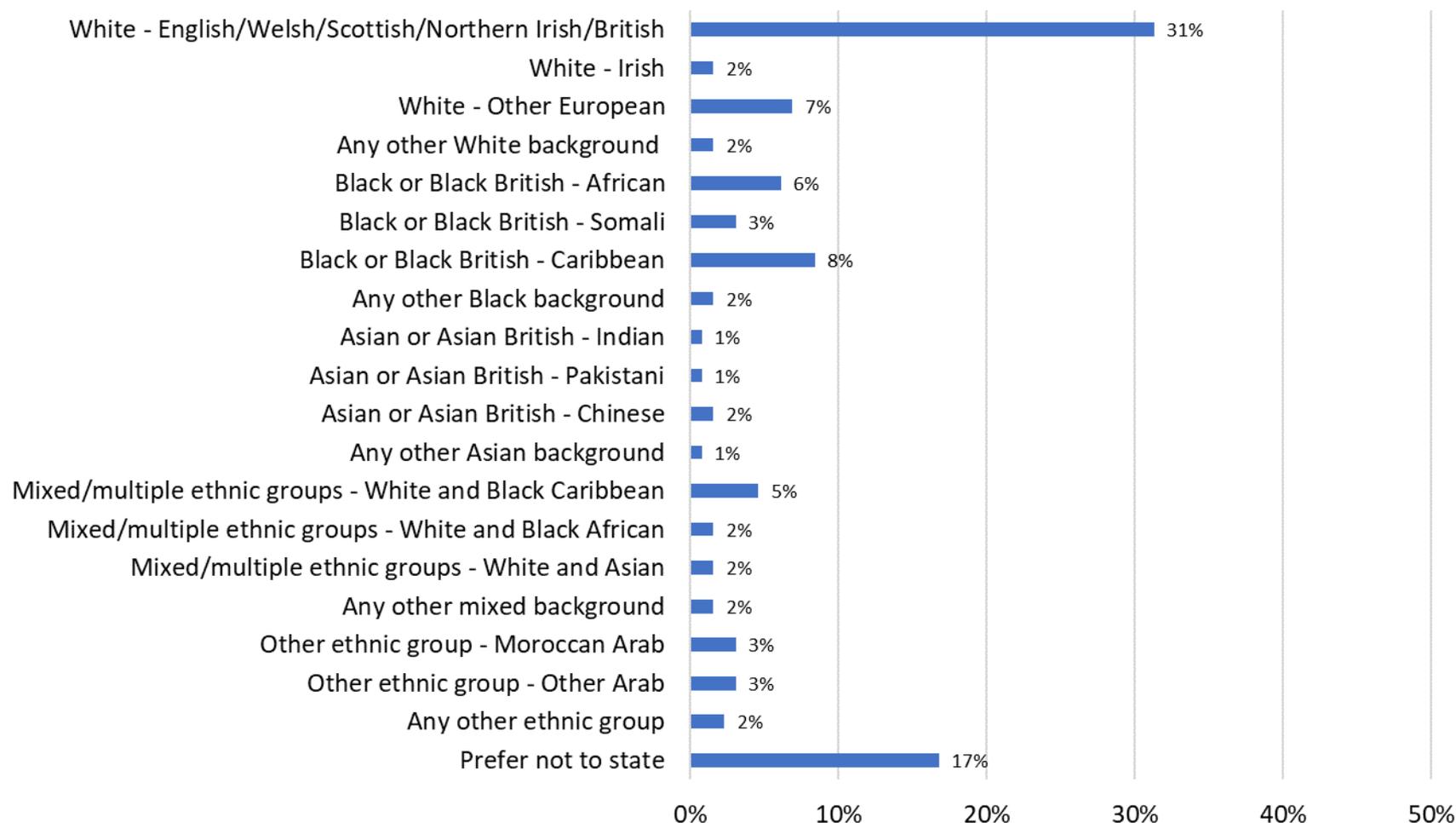


*Base: All those responding to the survey (131)*



# Survey findings: Profile of respondents

How do you describe your ethnic origin?



Base: All those responding to the survey (131)

Graph details ethnicities where a response was received.

# **Section 6:**

# **Focus Groups**



# Feedback from the focus groups

In addition to the survey, three focus groups were held with children and young people using the service. Two of these groups were facilitated by staff at Kids on the Green and the other was facilitated by staff at the Henry Dickens Centre.

A total of 17 children and young people participated aged 8-16 years old. The below summarises the feedback from each of these sessions, with more detail in appendix three.

## **The emotional health and wellbeing services used by children and young people**

All were users of Grenfell emotional health and wellbeing (EHW) services. To ensure participants felt comfortable contributing, keyworkers from 'Kids on the Green' and the 'Henry Dickens Centre' facilitated the group's discussion. Participants brought experience of using EHW services commissioned by the Council including the Henry Dickens Youth Club, Kids on the Green Youth Club and Kids Club and LCAT Art Therapy. Some also spoke about experiences with other local support delivered by the Harrow Club, the Rugby Portobello Trust, St Charles Mental Health Centre and the Pall Mall Mental Health Centre.

## **What did children and young people find most helpful about EHW services they accessed?**

- Confidence: All participants told us that the EHW services they used built their self-esteem, provided stability during turbulent times, and had given them a voice and sense of community when they didn't feel heard.
- Range and relevance of activities: participants really valued the range and relevance of activities on offer including mentoring, 1:1 support, music, art and film-making. Online interactive formats developed during lockdown were popular.
- Engagement in creativity for improving mood and building social skills were raised as key benefits in two of the groups.
- Building trust: the importance of dependable, trusting relationships with staff delivering the EHW services was highlighted by several participant as key to reaching out for help and advice. "Compared to CAMHS – it was shocking, I had 60 year old women who could not relate to anything I was going through and had a judgemental attitude. The nice thing about having [my youth workers], is they are more relatable...I believe mental health support really depends on the person that you're talking to."
- Some participants told us how the EHW services were a good distraction that offered positive role modelling to displace the negative influences of drug use, drug dealing and serious youth violence prevalent in their neighbourhoods.



# Feedback from the focus groups

## If you could design an emotional health and wellbeing service that would help others feel better, what would it look like and where would it be?

- **Stability:** Services need to foster stability so difficult emotions can be processed: Younger participants were particularly concerned about stability as they've lived through the Grenfell tragedy and now the pandemic. This group were keen to continue with Zoom sessions as this is what they've become accustomed to and considered stable. Teenage participants aged 13-16 were noticeably keen to get back into the centre for face to face engagement as this is what they've known as being stable.
- **Community settings:** Participants felt it was important EHW services remained available outside of school as this built their personal and life skills, and broke down barriers between different communities, in a way that school didn't.
- **Youth Centres:** several of the older participants talked about designing more Youth Centres for their local area: "not everyone will feel that way but it's about understanding that there are some people you *can* talk to and some that you *can* be real with. Youth Centre settings work but it's not for everyone. It's the mixture of people which gives you a perspective on people's problems and it may be that yours are not as bad as you think."
- **Trauma informed:** There was concern expressed by some participants about mental health services being delivered to Grenfell residents by the NHS when Youth Workers or Youth Mentors would be more engaging and appropriate: "In the local area, my place would be [my youth club], purely because as well as being a good creative outlet, I feel like I would be able to talk to someone and feel heard. At CAMHS it didn't feel that way."
- **One stop shop:** participants also talked about how in an ideal setting support would be delivered in one convenient location and they would prefer this to signposting out to lots of other services which didn't feel convenient or helpful.
- **Online:** Some participants found the experience of being in lockdown a positive one whilst others had struggled with the isolation and were desperate to get back to normal. It's important to note that some had seen improvements in their mental health with being at home more regularly (calm, no pressure, helped them to re-evaluate their actions).
- **Transition:** participants asked questions on how they would transition between child and adolescent services as they were worried about becoming 'too old for Kids Club' and how they would continue to benefit from the centre/services.



# Feedback from the focus groups

## **What children and young people told us about how services could be improved**

- Access: several participants said they and their peers would benefit from sessions at the weekend and more flexible opening times.
- Attainment: Participants made the link between school and mental health including pressure of exams and homework, failing behind in their studies because of Covid-19 and under-achievement linked to their mental health issues. Access to free tutoring and sports clubs were highlighted by participants as a missing element of better EHW services currently.
- Waiting to access talking therapies: one young person expressed dismay about waiting to access talking therapies for a long time, and this being their preference over medication for their mental illness. This comment is outside the scope of EHW commissioned services that are the subject of this consultation.



# **Section 7:**

# **Emails received**



# Emails received

## Emails received

During the consultation period the Council received five emails from parents, forward by Henry Dickens Centre or Latimer Community Arts Therapy.

The majority of these emails focused on praise for the provision at Henry Dickens Centre on Saturdays and the school holidays. There were concern expressed by some that this provision would be stopped and taken away. Below are some extracts from some of these emails, but all emails (with identifying information removed) can be seen in appendix four.

*"I would like to continue joining Saturdays activities club at Henry Dickens Community centre which my children are always excited to attend and go to do their daily activities even on Saturdays. So that we are looking forward for not to close it or stop it on Saturdays."*

*"Hello I'm writing as a parent of children attending and using HD facilities my children love the centre and all staff plus activities offered especially Saturday and school holidays where children are home and it's not run online they miss that face to face. This centre has helped me and my family throughout the lockdown and we look forward to seeing more activities running like art psychotherapy and outdoor activities too to help our children and keep our sanity too. Thank you for supporting them to support us as community who needs this place open."*

*"I understand that the council is thinking of ending the Saturday session at Henry Dickens Hall. Please don't as its important for our children as they get to do different activities and my son is always looking forward to the session."*

