**Support and Guidance for completing *Digital Services for Children and Young People’s Mental Health* Survey**

Thank you for agreeing to take part in this survey. We really are looking forward to learning from the children and young people that you care for, or work with here in Norfolk and Waveney. The survey is open until Sunday 20 August 2023.

The survey is a chance for children and young people to help shape the services we offer, that they can access on their phone or a tablet or laptop, to support them with their feelings and mental health. Examples you may have heard of are [Kooth](https://www.kooth.com/) or [Qwell](https://www.qwell.io/), that offer a variety of features, or apps like [LumiNova.](https://luminova.app/)

It does not matter if the children and young people have never used or even heard of these services, we would still like to know how aware they are and what they think about them.

It is open to all children and young people aged between 11 and 25. We would like to hear from as many children and young people as possible so that we capture a wide range of views. A child or young person with additional needs may need help to complete this survey.

If you are working with children and young people, your organisation may have opportunities where professionals or volunteers can work alongside children and young people to help them complete the survey, in a formal or informal setting.

If time allows, it can help to create space within a session or lesson to complete the survey. However, this is sensitive subject matter, and professionals need to be aware that the child or young person may want to keep this private. Incorporating this topic into a session or lesson as a discussion point would need to be done very carefully.

Please be mindful that for some children and young people who have experienced or are experiencing difficulties with their feelings or mental health, this topic might bring up questions or issues. For support with this, please telephone the Just One Number single point of access for Norfolk and Waveney on 0300 300 0123 or text parentline on 07520 631590, or visit [Just One Norfolk – Emotional Health](https://www.justonenorfolk.nhs.uk/emotional-health/) as a point of help.

**Set the context for the children and young people**

It is key that the children and young people engaging with the survey understand who is asking them these questions, why we are asking and what we will do with the answers. Please use the following information to help with explaining. PowerPoint slides with this information are also attached.

***Who are we?***

We are the NHS Norfolk and Waveney Integrated Care Board (ICB). This is a statutory NHS organisation which is responsible for planning the health needs of the population, managing the NHS budget and arranging the provision of health services in a geographical area. In this case, the area is Norfolk and Waveney (part of Suffolk).

***Why are we asking you these questions?***

Your help is needed to make decisions about what services to offer that you can use on your phone or a tablet or laptop to help with your feelings and mental health.

A service is something that is provided to help or assist people with specific needs.

Mental health involves understanding and managing your feelings like happiness, sadness, anger, fear, or excitement. It's normal to have different emotions, and it's important to recognise and express them.

We are doing this survey to understand

* if or how you are using services on your phone or a tablet or laptop to help with your feelings and mental health
* what you find helpful and unhelpful about them
* what would make it easy to use them and what would get in the way

It does not matter if you have never used or even heard of these things, we would still like to know what you think about them.

There are 13 multiple choice questions and one where you can write down anything else that is important to you on the subject. The survey should take no longer than 10-15 minutes to complete.

***What will we do with what you tell us?***

These services are there to help you, and we know that by listening to you, we can make better decisions about which ones to offer you.

We will use the information you give us to look at what we have now and what other things we could offer you.

We will not ask for any personal information about you, except for some basic things so we can see how different groups think about this. You cannot be identified from any of your answers, and we appreciate your honest opinions.

[**Click HERE to do the survey.**](https://www.smartsurvey.co.uk/s/LU56IE/)

Thanks so much for taking part in *Digital Services for Children and young People’s Mental Health survey* and having your say. If you have any questions, concerns or ideas, please contact us at nwicb.cypmhteam@nhs.net