

Appendix 1 – Young People’s Kickstarter Case Insights

Case Insights (from Quarter 4, 2023/24)

The information below is taken from case studies of real individual users of the service to protect anonymity. The presenting issues have been separated to provide further protection.

Presenting issues:

- Suicidal ideation and self-harm, with frequent low mood
- Sleep difficulties
- Feelings of isolation
- Disordered eating
- Relationship issues (whether intimate, romantic, social or living arrangements)
- Increasing anxiety and depression
- Impact of living with own neurodiversity
- Experience of being bullied

Interventions:

- Goal setting – some experiencing difficulty setting goals (feel ‘unachievable’)

Contextual impactors:

- Accommodation difficulties
- Identity and name
- Previous negative experience with other service(s)
- Impact of labelling / othering
- Transition to adult services / removal of support
- Statutory services not working with co-morbidity so multiple referrals
- Impact of parental relationship breakdown

Facilitators:

- A worker with a similar identity
- Trust relationship to be ‘authentic’ in sessions
- Creativity of support (e.g. use of games and practical activities)
- Flexibility of how to engage with service (e.g. text instead of phone)
- Advocacy by practitioner (with consent)

Outcomes:

- Accessing safe accommodation
- Improved relationships
- Increased agency from ability to choose their name/identity in certain situations
- Greater understanding and management of emotions
- Reduced feelings of isolation
- Adjusting to new situations can impact on 'progress' overall
- Reduction in frequency of thoughts to self-harm

Feedback:

- "They [practitioner] understand what help I need"
- "It's nice to have someone understand from a similar point of view"