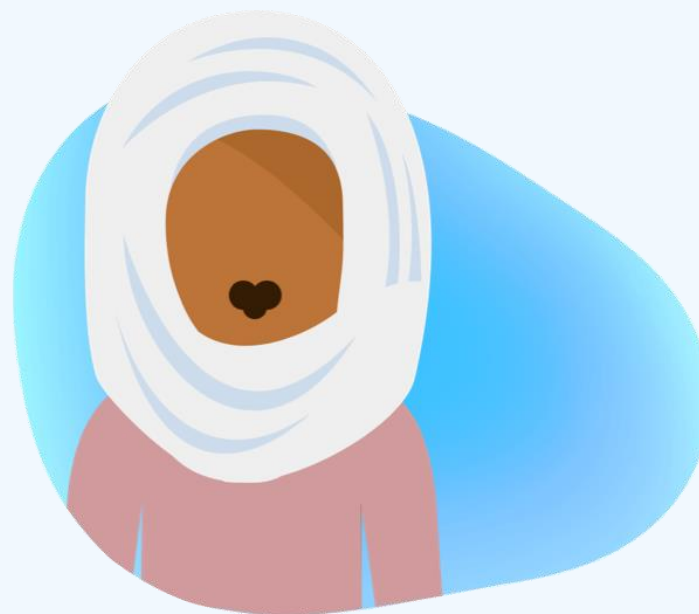


Good Practice Guide: Secondary School Mental Health Web Content



A new page on MindMate will signpost users to individual school pages.

This guide has been developed with Leeds Youth Council input to support schools to review and improve their mental health web content.

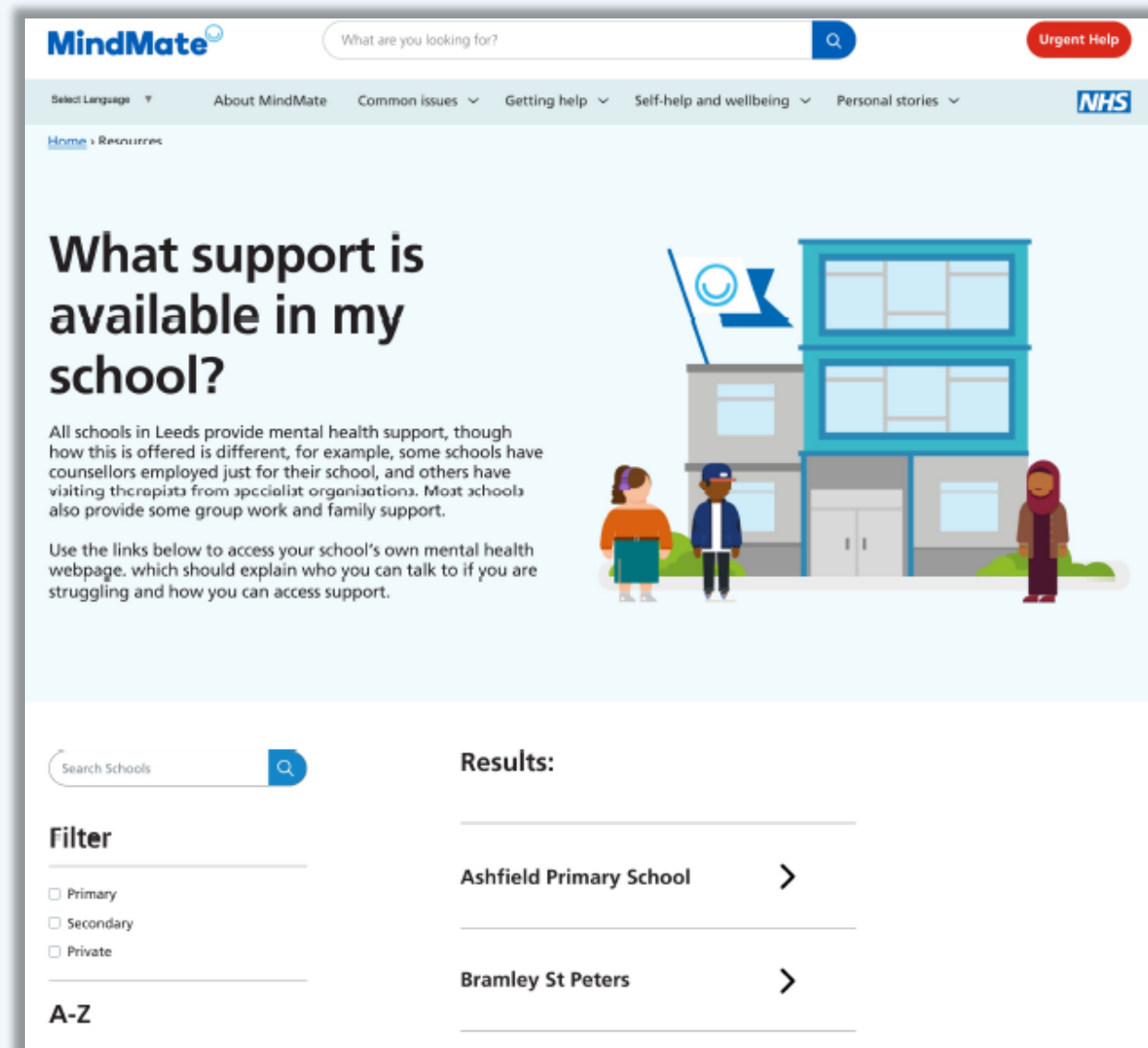


A new page on MindMate will be launched soon to inform families about the mental health support provided within schools.

As each school in Leeds provides mental health support differently, the MindMate page will **signpost users to their individual school's webpages** via an A-Z drop down menu. Initially this page will just include secondary settings.

This is a mock-up of the page 

This guide is to support you to review your own webpage based on feedback from the Leeds Youth Council.



Feeling really stressed or worried?

Everyone feels anxious from time to time. It could be your body's way of telling you [you're not safe or something's not right](#).

Feeling some anxiety can even help you to stay focused and achieve more when working to a deadline or competing in a competition, for example. Without some pressure, the Brownlee brothers wouldn't have smashed the Olympics (again) and Adele wouldn't have number one songs.



Feel like hurting yourself?

People might want to hurt themselves on purpose, or 'self-harm'. If this is happening for you, is there someone you trust that you could talk to? You and your needs matter.

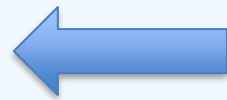
There are different ways to cope and care for yourself

- **Self-care** – Try curling up under a weighted blanket and watching a film or hugging a soft toy or pet.
- **and use your senses** – Listen to an upbeat tune, re, or sing
- Write or scribble, make a journal or do some art or
- e a stress ball or try holding a cold stone or a cushion textures
- **othe** – Watch your tummy go in and out as you take
- **less activities** – Have a look at some techniques [here](#)

As schools play a key part in the mental health offer in Leeds, it is important that young people and parents/carers understand what support is available in their school.

Referrals to MindMate Single Point of Access are unlikely to be accepted unless there is evidence that the child or young person has accessed support at education level (expect if urgent or some other exclusions – [see pathway](#))

The school support page is just one section on the MindMate website – users are also encouraged to access self-help resources and to find out about support outside of school settings including face to face, telephone and online support.



SafeZone
Crisis support by phone, online and face to face.
Call the number below or Text 07593 20529367 from 5pm to make a referral.
OPEN: Monday, Wednesday and Thursday 5pm – 10pm.
AGE: 11-17
[Find out more](#)
Call 0113 8198189

The Market Place
A range of counselling and support services for 11–25 year olds including face to face, video and telephone sessions. Open 6 days a week.
[The Market Place](#)

MindMate Support Team
Emotional wellbeing support for young people up to 19 years old in education settings across Leeds.
[Find out more](#)

CAMHS Crisis Call Helpline
A helpline for under 18s who want to talk about their mental health. Also for families and professionals seeking advice for young people.
Open 8am till 8pm every day of the year.
[More about CAMHS](#)
Call 0800 953 0505

Youth in Mind
Support for young people from year 6 to age 25 who are struggling with their mental health due to the impact of very difficult, frightening or distressing experiences or trauma. All staff have personal experience of trauma. Available in person, online, by phone or WhatsApp
[Find out more](#)

Teen Connect
A freephone helpline for 11-18 year olds who are in crisis.
OPEN: Mon-Fri 3.30pm–2.00am, Sat-Sun 6.00pm–2.00am.
Call, visit [Teen Connect](#) or send a text 07984355251
[Teen Connect](#)
Call 0800 800 1212

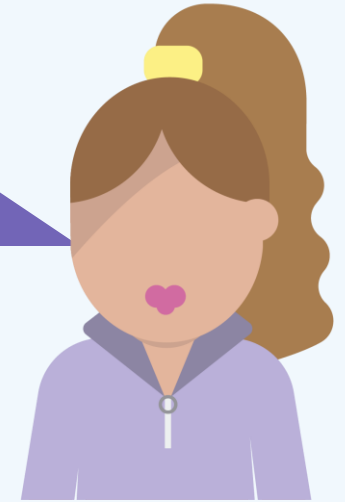
Resist or manage the urge to self-harm
The Calm Harm app for 12–25 year olds. It helps you resist or manage the urge to self-harm; it has a number of activities to help reduce symptoms of stress and anxiety.
[Calm Harm](#)

THRU
Peer support groups offering a range of workshops and activities for 11 to 25 year olds in community and education settings.
[Find out more](#)

Leeds Youth Council took part in two workshops to explore what they think a good school webpage should look like, what the tone should be and what content should be included.

The workshops were led by a Public Health colleague who works closely with the MindMate web developers to improve the site.

“The webpages shouldn't use jargon that we don't understand, such as words like 'inclusion' or 'SEND'.”



Leeds Youth Council are a group of young people who serve a two-year term. They meet in person every month to campaign around the top votes local issue from the Make Your Mark Ballot. They take part in consultations and projects, from different teams and services from across the city, as well as learn about what provide information and what is happening in Leeds for young people.

The young people reviewed the mental health webpages for 37 secondary schools/colleges in Leeds.

They reported:

- On some school websites there is a specific mental health pages, but some schools do not have a specific page and encompass this within safeguarding or SEND pages.
- 17 school mental health webpages include a link to the Leeds MindMate website and 20 do not mention MindMate.
- 22 webpages explain how to access support within school and 15 do not.
- 29 webpages explain about support out of school and 8 do not mention this.

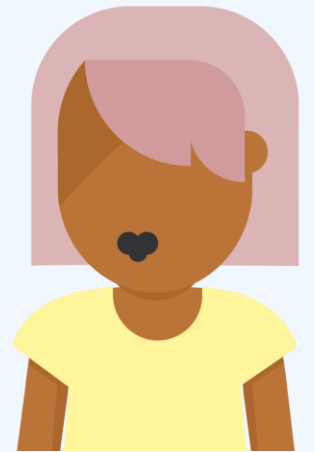
“It needs to be up to date – my schools page still talks about COVID restrictions ”



General feedback

- Have a webpage specifically focussed on mental health and emotional wellbeing – rather than including it in safeguarding or wider SEN webpage.
- The Youth Council members felt strongly that the webpages should be written *for* young people rather than for parents. Currently many webpages speak to parents about 'your child' which is off-putting for young people.
- Similarly, the language needs to be easy to understand for young people and avoid medical language such as 'intervention' or jargon such as SEND.
- External links and other resources should have a brief description, so people don't have to click through them all to work out what each one is.
- The design should include lots of colour and appeal to teenagers.
- Keep it up to date!

“Loads of the webpages are for parents but schools should have a mental health page that is designed for pupils”



Suggested structure:

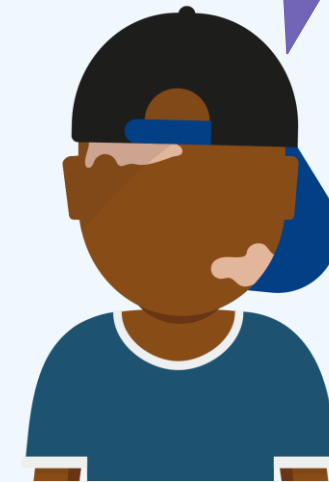
Suggestion to have three discrete sections (presuming this fits with format of your website):

1. Introduction -this should be a concise description about mental wellbeing, aiming to reduce the stigma about talking openly about difficulties. The Youth Council thought many websites had too much text to read in the introductions. Any general content like this could be in the third person then the rest of the content about accessing support could refer to 'you'.

2. How to get help within school this section should clearly explain who to talk to and different routes to access help (more info on next slide).

3. Where to get support outside of schools - this should clearly link to MindMate which is a local up-to-date directory of non-school based services (more info in subsequent slide).

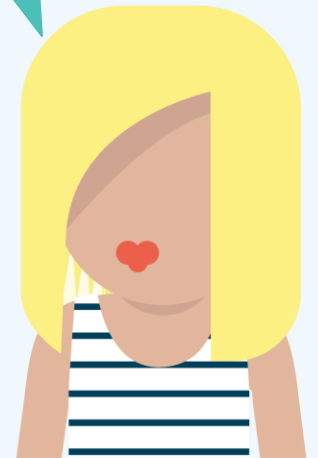
"Have a clear layout that works on mobile and desktop. Make sure that all the links work"



How to communicate support within the school

- Explain who they should talk to in school if they are struggling. Include photos of staff member and specific times of drop-ins.
- Explain different methods to reach out for support, ideally including:
 - Online system e.g. Bruntcliffe Academy use a 'tell us' button
 - Details of who to talk to – give variety of options
 - Details of drop-in sessions
- Be clear about what to expect once someone has reached out for support in school e.g. step by step what will happen.
- Describe the different mental health support available. The main providers of school mental health support are MindMate Support Teams, Northpoint, Gipsil, Barca, Place2Be and CathCare. Contact the service(s) within your setting and ask them to provide a description of their offer in your school.
- Be clear about policies and procedures e.g. what parent's will be told and when.

"I want an online option to ask for support – I don't want to put a note in a worry box as others might see me"



How to communicate support outside of school

MindMate is the key website to promote for young people to find services outside of school, as the information is accurate. It is constantly reviewed and developed with input from mental health professionals and young people.

Instead of trying to keep your own website up to date with information about wider services, you could copy the following content

What help can I get outside of school?

MindMate explains all the mental health support available in Leeds:

16 or under includes information about all the support services for 16 year olds and younger, including telephone, counselling and online support.

16 to 18 explains the services that are available after turning 16

Urgent help shows the services that are open at that moment in time (you can also see all the urgent help services here Urgent help - all services)

Coping with common issues includes useful information and advice about issues such as panic, bereavement, gambling and self harm.

MindMate also has blogs and podcasts by young people, self-help info, info for parents/carers and games you can play.

Self-review

Ask pupils to review your mental health webpage.

If you have taken part in the School MindMate Ambassador programme this would be a great project for the Ambassadors to lead.

Alternatively, you could ask the School Council or carry out an activity in PHSE or tutor group sessions.

Ask pupils to explore whether your existing webpage helps them to understand:

- ❖ Who to talk to in school
- ❖ What extra support is available within school
- ❖ How to find support outside of school

- ❖ Do they understand all the language used?
- ❖ Do they feel reassured that they will be supported?
- ❖ Do they have any feedback about how to improve the webpage?



Mental health promotion opportunities for schools

Take part in the
School MindMate
Ambassador
programme

Deliver the free
MindMate lessons
teaching resource

Order free
MindMate
promotional
materials

Join the MindMate
News e-bulletins list.
Email-
charlotte.hanson@le
eds.gov.uk

Invite MindMate
Ambassadors into
your school to run
a MindMate
awareness stall

Complete the
MindMate
Friendly &
Champion
programme

Contact details

If you have any questions or feedback about the development of this guide or the new page on MindMate, please email liz.neill@commonroom.uk.com

For further information about Leeds Youth Council please email Emily.Alderson@leeds.gov.uk

