

November 2025

FEEDBACK ZINE

Glossary

- ***Quality Framework - A criteria outlining quality for hubs to use.***
- ***Hub - Services supporting young people.***
- ***Accessibility - Being adaptable to individuals requirements, both physical accessibility of space, and additionally remaining flexible in the format of communication and information sharing with young people.***
- ***Active Listening - being present, understanding and attentive whilst listening to others.***

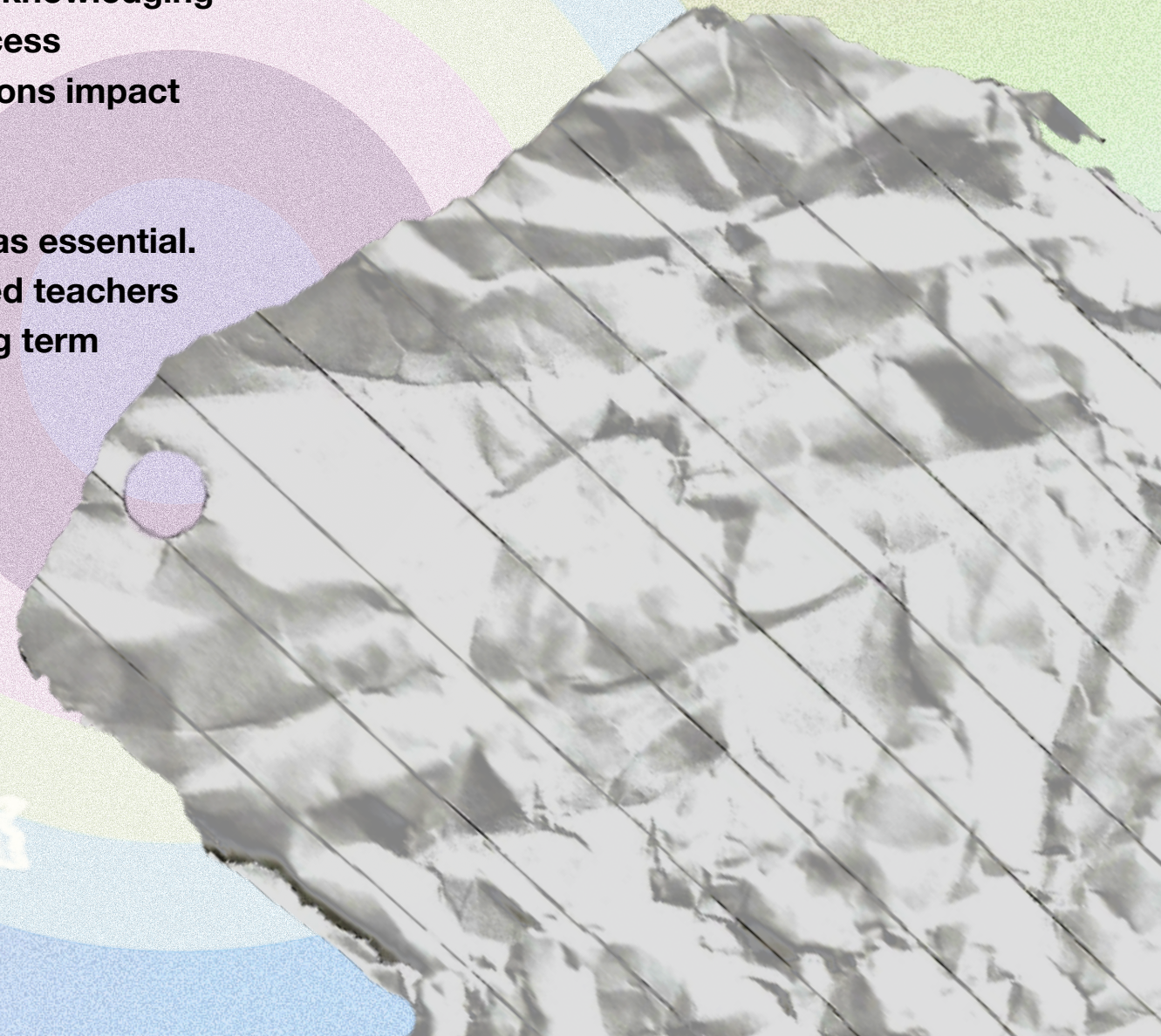
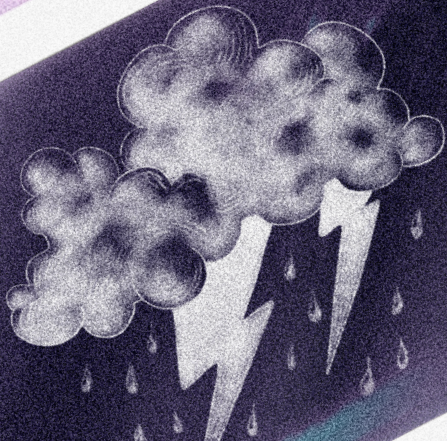
In the past few months we, the young co-designers, created a series of workshops to gain feedback from young people receiving support from community based services.

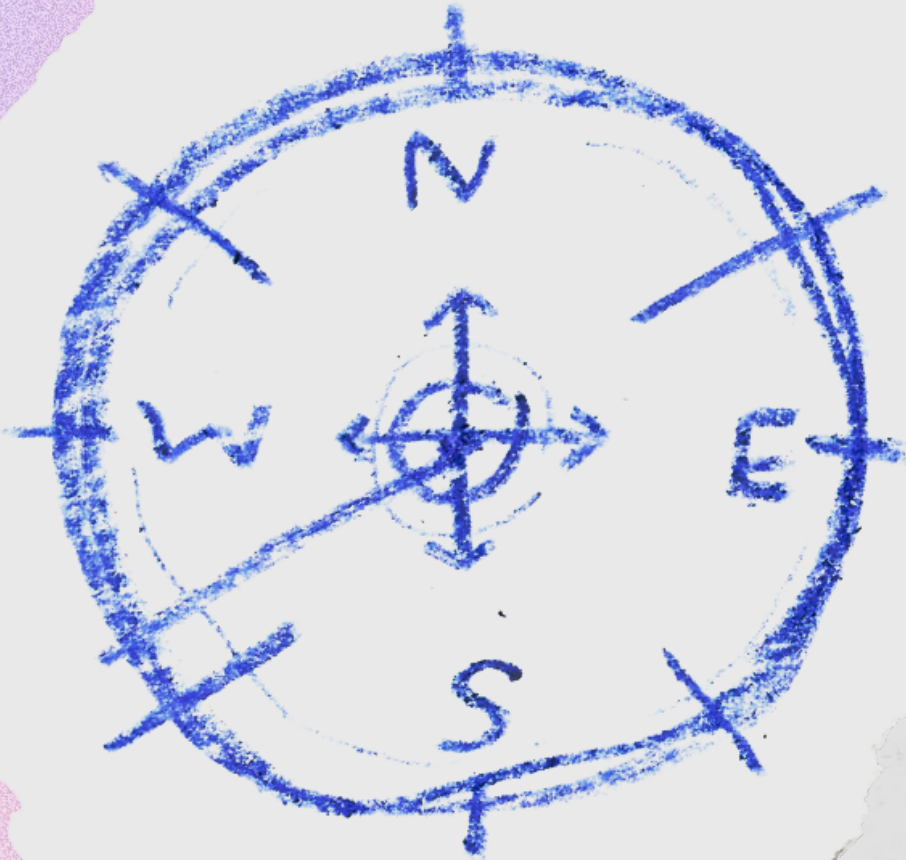
The purpose of our workshops was to better understand what young people need from community based services, what hubs are already doing well and in what areas they could improve. We heard from 38 young people!

We then collated all your feedback, analysed it and shared it to hubs across the country. We took the feedback and research we gained and placed it in a Quality Framework - a set of values, practices and training that community based services can use to meet the needs of young people. We have produced this zine to feedback to young people who participated in the workshops we held in Manchester, Croydon and Online.

EMOTIONAL

- **Active listening: making sure counsellors do not make assumptions about what young people need and listening rather than just providing solution based options.**
- **Affirming young people's identities, and acknowledging how physical health, neurodivergence, access requirements and/or mental health conditions impact them.**
- **Trusting relationships with hub workers was essential. Outside of hubs, some young people valued teachers and counsellors as trusted adults with long term relationships.**





LOGISTICAL

- **Aiming to provide both in-person (with travel support eg covering public transport or providing parking) and remote support for those unable to travel.**
- **Clear and accessible Information, Advice and Guidance provided by hub in additional places within community, to reach young people through early intervention.**
- **When consulting young people: paying them for their time without tax implications (eg using vouchers or cash), providing food that fits their dietary requirements and covering transport costs.**



PHYSICAL SPACE OF HUB

- Spaces that feel welcoming and less clinical, often allude to others interacting with the service, inferring to young people that they are not alone.
- Spaces are accessible, and cater to physical disabilities and neurodivergence (e.g., wheelchair accessible spaces and sensory toys).
- Young people are involved in the designing of the space in their hub e.g young people create art work to decorate it, young people have a say in the layout, young people can ask for a range of books, magazine, access to snacks and drinks in their space.





WHAT NEXT AND REALISM

This zine is a collation summary of what we found. We want to thank every single person who gave us their time and feedback. We realise there is still a long way to go however all of your feedback has really helped us take a huge step forward in improving mental health services.

We are sharing the Quality Framework with services, funders and government; we hope this will pave the way to make sure young people are feeling supported and heard.

Zine created by: co-designers
Kyra-Sky, Charlotte, Amy with
clinical lead Dr Isabel Hanson.