

Children and Young People's Mental Health Charter

FIRST DRAFT

Children and Young People have worked together to create a Charter for Mental Health Services.

This Charter sets out clear priorities and shines a light on the aspects of Mental Health Services that are most important to Children and Young People.

**YOUTH
in mind**

Shaping mental health
services in Norfolk
and Waveney

Services will care

By being transparent and honest

By showing compassion and empathy

By providing safety and security

By being welcoming and inclusive to all young people and by combating discrimination

By respecting individuality without judgement

Staff will support and be well supported

By being interested in young people as individuals, not just their symptoms

By genuinely caring and actively listening to young people

By combining knowledge, skills and experience to provide a flexible, holistic approach

By working openly and collaboratively across services

Staff are enabled to provide consistently high quality care through good training, regular supervision and effective organisational systems

Right help, right time, right way

Referrals to and between services will be simple and quick

Services will be honest about waiting times and will provide effective support in the meantime

Young people will have access to 24 hour support – online, by phone, in person – and will have choice about how and where they access help

Services will be fully accessible to all young people, especially those with additional needs

Treatment will be tailored to individual needs

A range of support will be available from prevention of mental illness and early intervention right through to life beyond MH Services

Information about the services and treatments on offer and what they can achieve will be clear and up to date

Service providers will be honest about how they can best help and will involve young people in planning their treatment

Communication will be effective

By being jargon free and young person friendly

By being regular, relevant, honest and concise

By being available in different formats and languages

By joining up all those involved in a young person's care

Young people will have a voice

Young people's experience will be valued and used to help make Services better for everyone

Young people will be made aware of their rights and supported to ensure they receive the right care

Services will actively seek compliments and complaints and will act upon them in a transparent way

Young people will feel respected, comfortable and safe during all of their interactions with Mental Health Services

This is the first draft of the Children & Young People's Mental Health Charter and we would love to know what you think of it.



Please take a couple of minutes to give us your feedback via this short, online survey: <https://www.smartsurvey.co.uk/s/CYPMentalHealthServiceCharter/>

All feedback will be carefully considered when agreeing the final version of the Charter. Thank you!

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