

# Mind our Future Gwent







Head of Communications &  
Engagement  
Future Gwent Project  
Manager

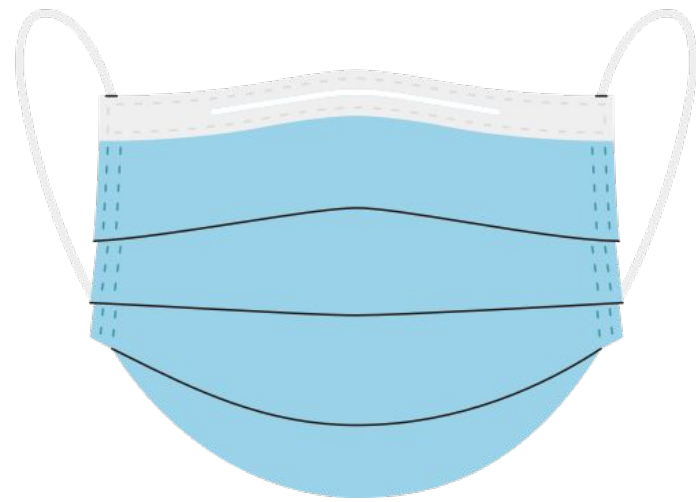




## Gwent - 5 local authorities

Blaenau Gwent, Caerphilly, Newport, Monmouthshire, Torfaen

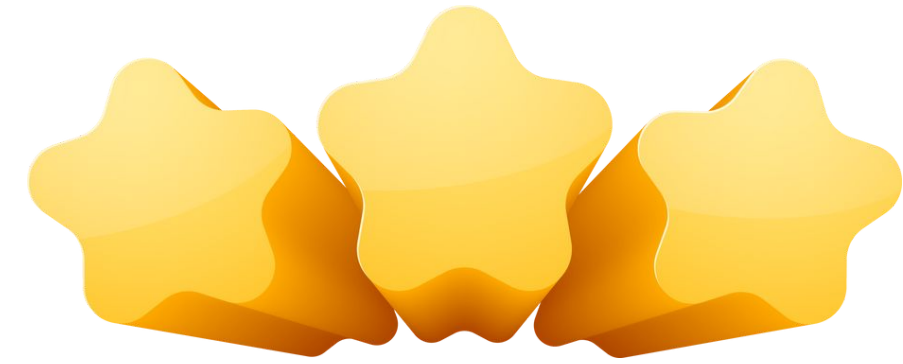




# 2020

What was important to young people in Wales?





# Mental Health & Wellbeing



ProMo Cymru and Newport Mind partnered with youth services and mental health organisations across Gwent and to put in an application for **Mind our Future Gwent (MoFG)**.

Our project goal is to prevent poor mental health and ensure that young people in Gwent get the right support at the right time, wherever they turn for help. Using a service design approach, want to build on what is already working in Gwent, identify the gaps in services and focus on developing and improving these.

Young people must be at the heart of the project. MoFG will be co-designed with young people .





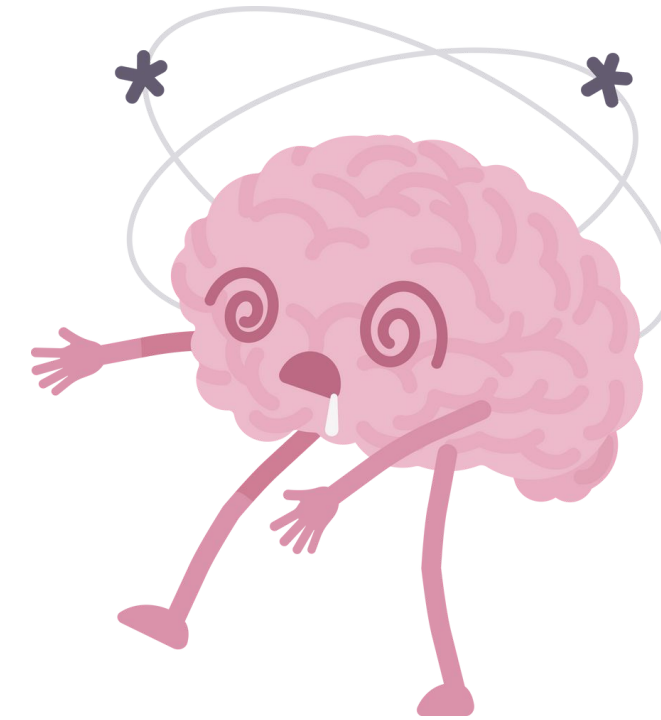
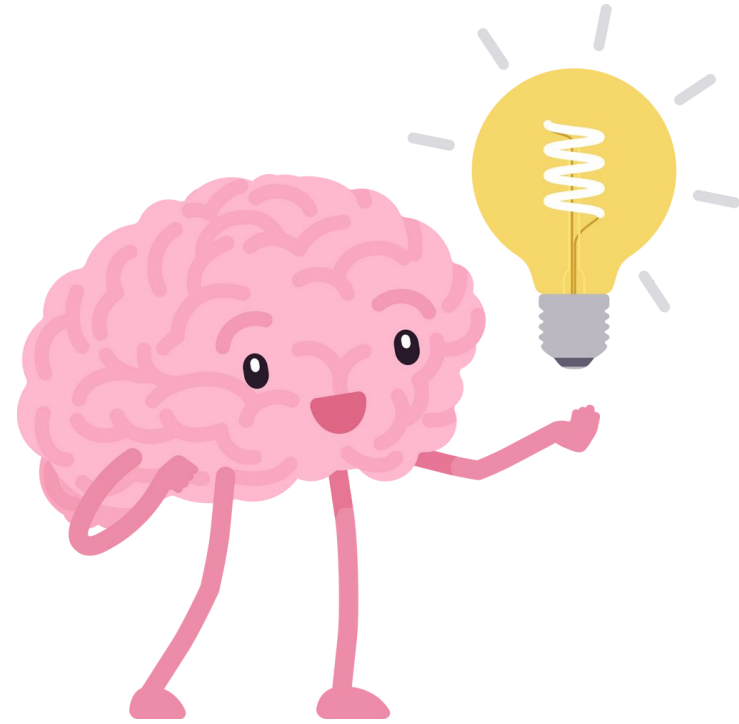
# 2022

We got it! Funding secured for 5 years!









10 young people are employed with us as Peer  
Service Designers to co-produce and deliver  
solutions



## 5 Pillars of Youth Work:

Educative, Expressive, Empowering, Inclusive, and  
Participative



# What is service design?

1

**DISCOVERY**  
Gaining insight  
into the problem

2

**DEFINE**  
Focusing on a  
specific area

3

**DEVELOP**  
Prototyping  
potential  
solutions

4

**DELIVER**  
Arriving at a  
solution that  
works



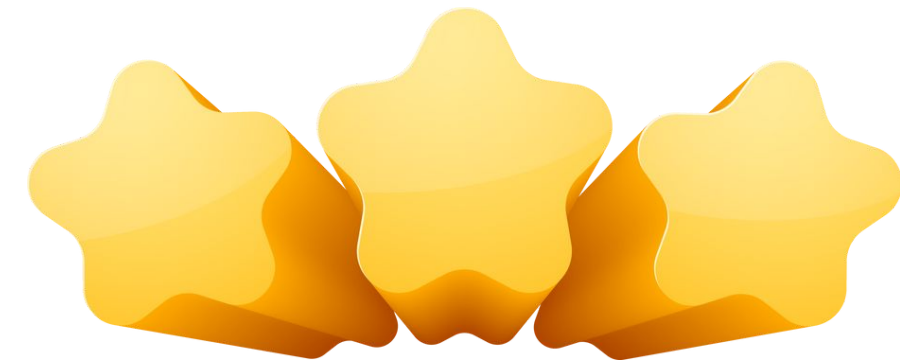
# 2023

Discovery research and defining areas to focus on



# Aims of research





Over 200 young people from Gwent participated in the research over 8 weeks.

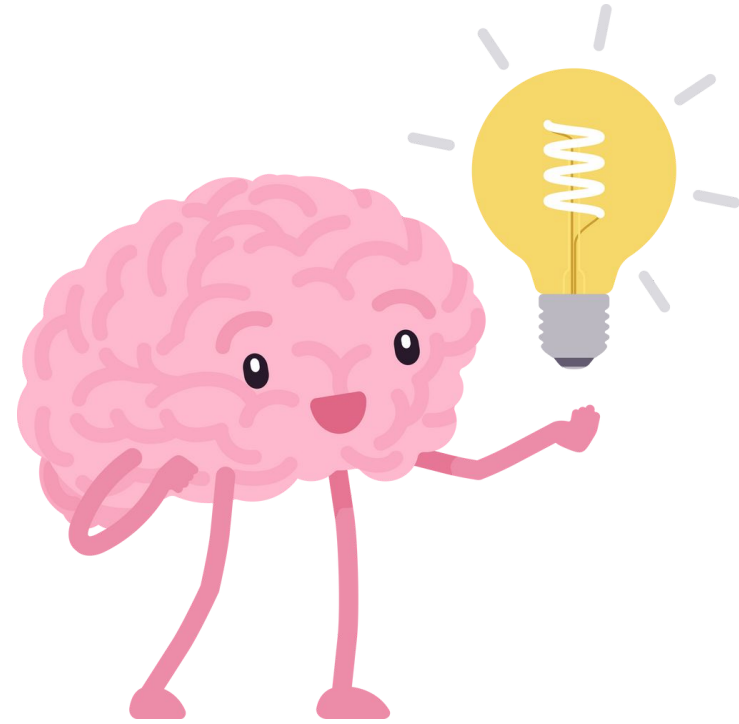
They were between the ages of 11 to 27.

42% of the young people were aged 16 and 17.



# Summary of the insights

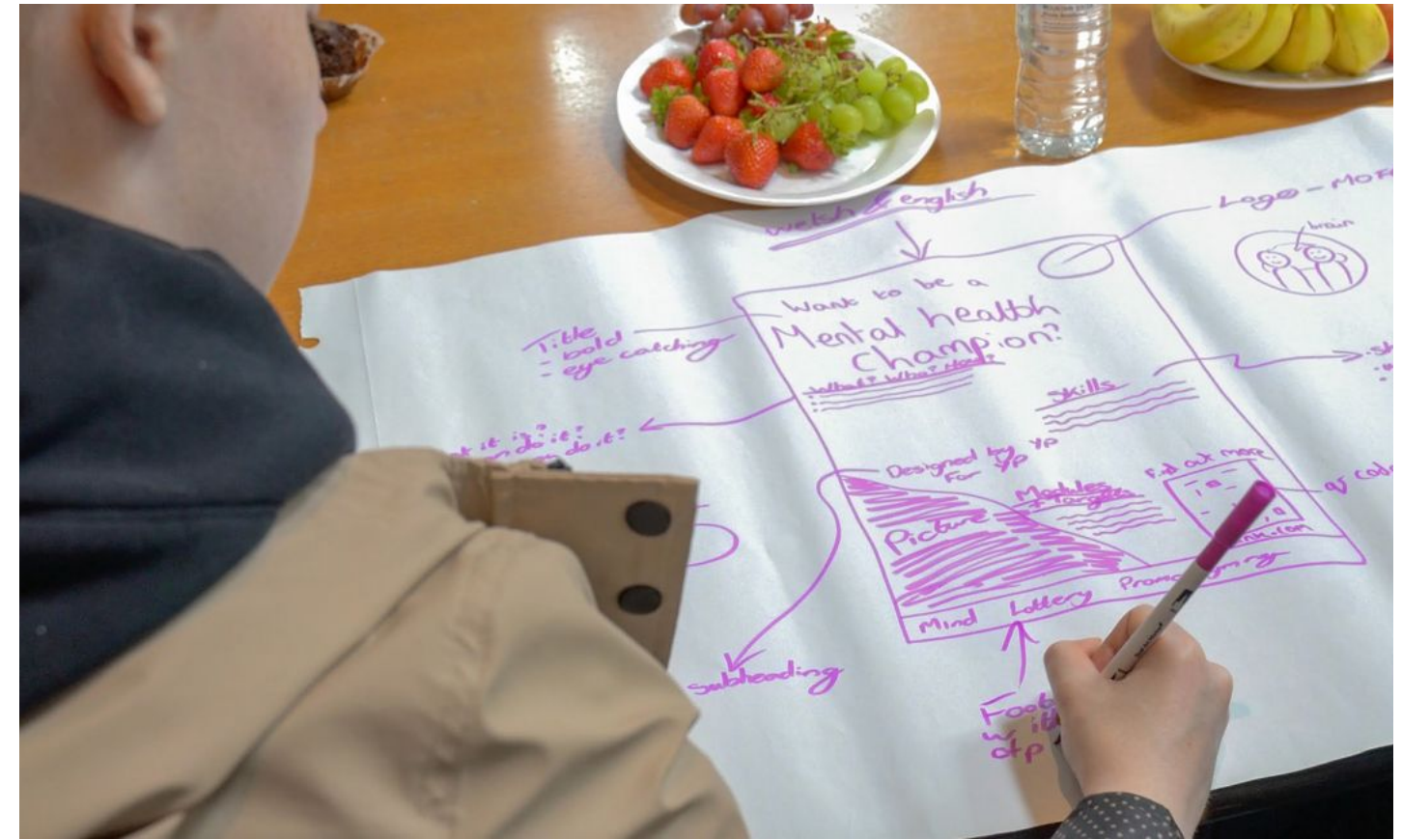
- 1. Good communication between staff and young people is vital for accessing mental health support.** Staff should be welcoming, non-judgmental, and maintain professionalism and confidentiality.
- 2. Services need to be flexible and accessible to all.** Barriers like poor transport links, location, timing, and session types should be addressed. Offering a variety of support options is important.
- 3. Young people lack knowledge about available mental health services in Gwent.** They rely on the internet and social media for information, but barriers like feeling overwhelmed and limited device access exist.
- 4. Consistency is crucial for young people transitioning within and between services.** Passing them onto different staff and repeating themselves hinders building trusting relationships.
- 5. Negative experiences of services act as barriers** for young people seeking and accessing support.
- 6. Fear of stigma impacts a young person's willingness to reach out for support.**



# 2024

Developing and testing prototypes







# Our 4 Prototypes



**Prototype 1** - Campaign/Social media

**Prototype 2** - Train staff to better support young people

**Prototype 3** - Work with SPACE panel to improve how young people are supported (a multi-agency mental health support system)

**Prototype 4** - Help young people support young people









2025  
Delivering our solutions

# Our priorities this year

Following the testing of our prototypes, we refined our delivery priorities for 2025.

1. Campaigning and Social Media
2. Training (to professionals and young people)
3. Engagement (with professionals and young people)

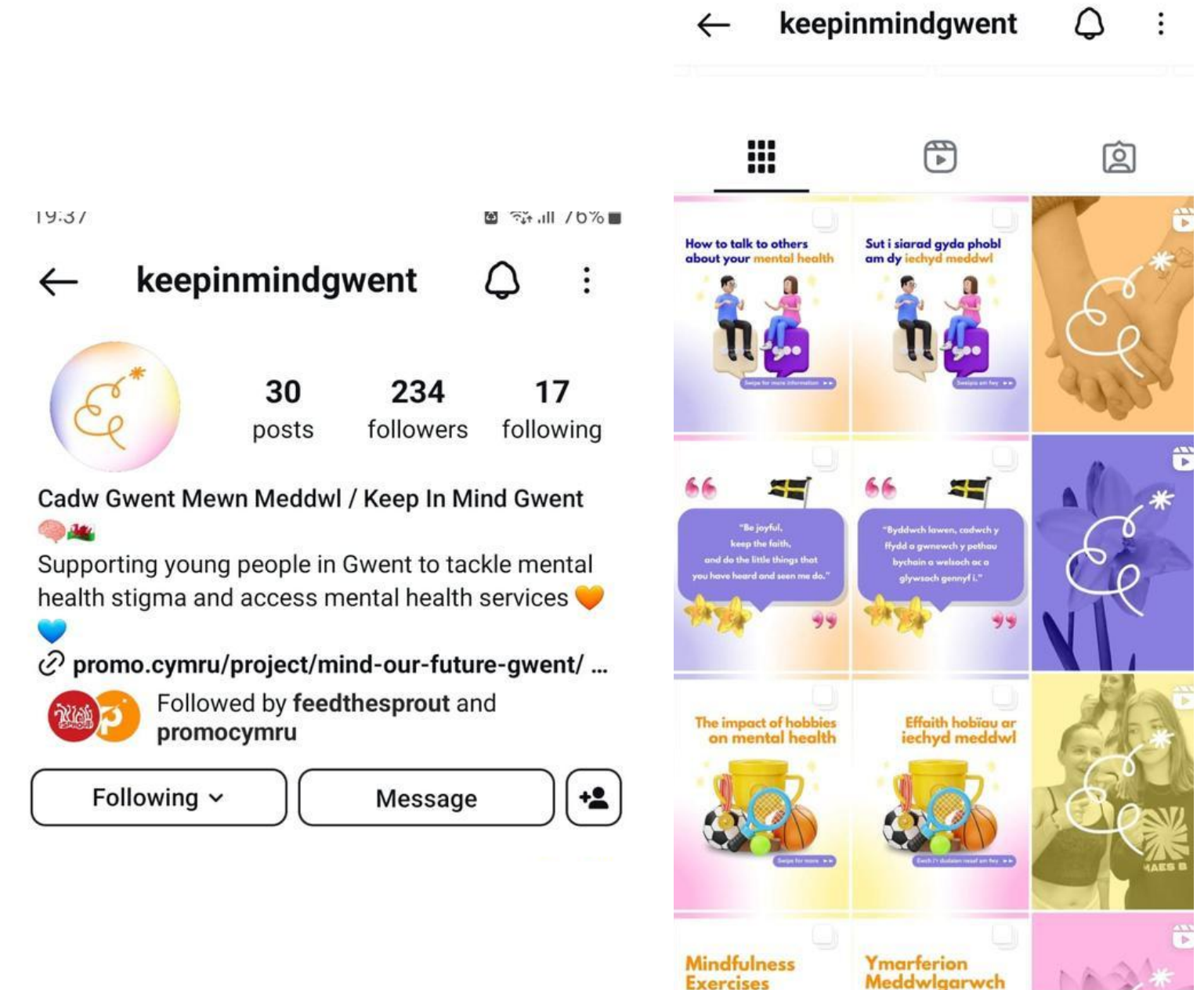


# Campaigns and social media

This priority is focused on using an active social media presence and strategies to combat stigmatisation and encourage young people to seek help in the right places.

## Aims and outcomes:

- We want young people to **feel assured and comfortable to open up and discuss their mental health problems** with their peers, trusted adults and professionals.
- We want young people to **feel informed and empowered to access the services they need.**





## 2 Training Offers

This priority is focused on delivering a 2-hour mental health conversations training session to professionals and to young people.

### Aims and outcomes:

- We want professionals to be **adept and confident when communicating with young people about their mental health**, in a way that makes them feel supported and listened to.
- We want to see **young people feeling more confident in supporting a friend or peers in need**.
- We want to see more young people having mental

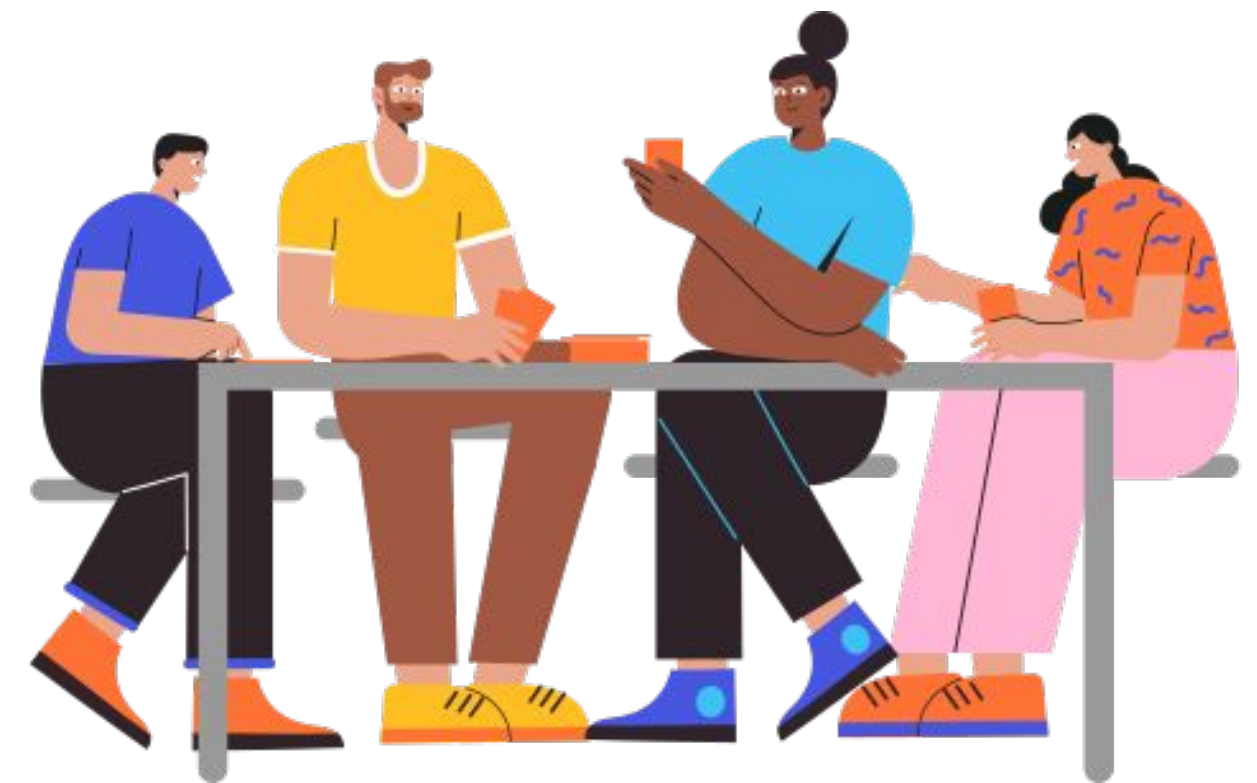


# Engagement

This priority is focused on actively engaging with professionals and young people to promote the project, improve collaboration and identify future opportunities.

## Aims and outcomes:

- **SPACE** - We want to work with SPACE to improve the young people's experience when accessing support through SPACE.
- **Youth Voice and Involvement** - We want to raise awareness of the project and the changes young people want to see to mental health services in Gwent.
- **Partnership and collaboration** - We want to actively seek out opportunities to widen our stakeholder network





# 2026

Scale up our solutions and widen our delivery



# Impact and Key Learning

1. It's powerful to empower the Peer Service Designers.
2. Amplify the youth voice. People want to hear from them more than from professionals.
3. Meaningful co-production takes time and experience.
4. Trust the Service Design process.
5. Find the gaps and fill them.



# Discussion & Questions

Thank you!



Exciting opportunity for an international learning  
exchange!

