Takeover day planning notes from the evaluation table

Suggestions on how to gather feedback and evaluation information on the day

- At the very start of the day announce all the different ways in which people can give quick and more considered views or leave complaints. Make sure this person highlights that all feedback, no matter how critical, is important and valued. Mention that the organisers are strong enough to hear negative comments as well as positive ones.
- At the end of each session use a 'Yes/No' scale that people have to move along to answer evaluation questions (as we did on the planning day). Try to do this with some time before the end of the session as you may be able to answer their complaint
- Have anonymous suggestion boxes in each session and in the main meeting areas. This enables people who feel less confident to say something to be involved.
- Create an evaluation questionnaire (see below) have people with clipboards inviting participants to take part in the evaluation so they read the question and note down the answers. This enables people who feel less confident with writing to be involved.
- The people with clipboards would also be people you can go to to make a complaint or raise an issue that might be resolved during the day rather than just a reflection for next time. Participants would feel more relaxed knowing they had a designated way to address issues as they come up.
- Send all participants the same questionnaire online via survey monkey. This would be anonymous (leaving name optional) and some people prefer to have more time to think about their answers.
- Create a big feedback board in a central area that people can write on at any time. This enables people to be creative and to leave comments at any point in the day.
- Create a large bullseye (see below) evaluation chart and smaller A5 or A4 ones that would be on a table alongside it that can then be left in a suggestion box. This is a really simple way people can leave a comment if they feel they don't have the energy to do more. It also creates a nice visual to encourage people to think about the day.

Bullseye Questions (Please see attached example)

1. Did you feel your voice was heard?
2. Was the day helpful to you?
3. Did you learn enough today?
4. Was the day fun?

End of session questions for a Yes or No scale to walk along

1. Will you approach this topic differently now?
2. Was your voice heard?
3. Was the session relevant to you?
4. Have you learnt enough?
5. Have you enjoyed /had fun in this session?

   In addition the group asked that participants then vote along the line imagining it goes from 1-10 answering the question 'How would you rate this session?'

In the scaling exercise the group imagined the facilitators asking any individuals who want to say why the voted as they did to so. They could then encourage others to leave their/more detailed feedback in the suggestion boxes or on the questionnaires.

Questionnaire- format: questions with multiple choice answers and free text options.

1. How would you score today overall ☺ Inbetween face here ☹

For these questions use a multiple choice   Not at all, somewhat, mostly, completely

2. Did you find the day relevant to you?
3. Did you feel your voice was heard?
4. Did you feel everyone was listened to?
5. Did people get to voice different opinions?
6. Do you feel like you participated in influencing changes?
7. Was everything explained well?
8. Was the day helpful to you?
9. Did you enjoy the day?
10. Was it valuable?
11. Has the day changed how you feel about mental health?
12. *Can you say more: Free text box*
13. Was the venue accessible?
14. Was the venue easy to find?
15. Was it easy to navigate around the venue?
16. Did you feel comfortable?
17. Could you get refreshments when you needed to?
18. Were there enough facilitators?
19. Were the right decision makers there?
20. *Who would you like to see attend next year?*

For these questions use a free text box

21. Did anything get missed today that would have been important to include
22. If you were in charge of running this event next year, what would you change?
23. What have you learnt today that was new for you?
24. Was anything about today unnecessary or unhelpful?
25. What did you hate about the day?
26. Any other comments?

Why is it important for young people to be talking about mental health?

To teach those suffering that they are not alone!

To raise awareness and educate those who aren't suffering with direct experience

To learn more about it

To help everyone

To give people who are suffering an option out

To help stop discrimination and stop people suffering from being bullied by people who don't understand/believe it's a real thing.

To show people that it's more common than you think.

Which messages do people need to hear?

Anything can lead to someone suffering: one story isn't worth more because it was more difficult. Another person's struggle doesn't discredit your own.

The first step is talking about it

You are loved, no matter your struggle, you will still be supported

1 in 4 young people are affected by mental health problems- chances are that you know someone.

Just because you can't see it, doesn't mean it's not real

Break the stigma- we are still valuable

Mental health affects everyone

It's part of life. Ignoring it won't make it go away.

Just because people have the same illness doesn't mean they suffer in the same way.

Mental Illness is not a sign of weakness

Could these messages be written on large speech bubbles that cover the walls/hang from the ceiling? Could there be blank ones for participants to fill in on the day?

What can professionals working with children and young people do to support them with their mental health?

Make it normal to have conversations about mental health

Please don't judge; especially if you don't understand

Listen more than you speak

Empathise

Make support accessible

Make sure that people have good coping mechanisms

Don't invalidate me; I am just as worthy a person as you are

Make sure people are as educated about mental health as possible.

Don't ask if it's a 'phase'.

Don't compare my suffering to someone elses: I am a different person

Always consult the young person before sharing their story with other people- even if it is to sort out support for them

Have people willing to listen to what a young person has to say and willing to offer help and take in what that young person has had to say.

Listen to young people and REALLY listen

Listen to me- don't dismiss my suffering as 'just a teen problem' my issue is weighing me down.

Try to help as best as you can, if you don't know how just be patient with me…

Stop people talking about mental health in a negative way as much as possible.

Always challenge the use of mental health terms as insults.

Could these be made into a voice recording of different young people saying the phrases? The recording could then be available to listen to on the day? Again participants can be invited to add their own ideas. Maybe there could be a 'staff room noticeboard' on which you pin your suggestions on a postcard.

Why is evaluation important?

To reflect on what was said

To summarise before information is presented to decision makers

To help others in the future

In case we run another event

To see what has gone well and what needs improving

To make sure people are taking the things they learn away with them and not forgetting everything.

You learn more from your failures.