



**How well is the Insight
Platform service meeting the
needs of families and young
people with substance
misuse issues?**

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020 8888 0579



info@healthwatchharingey.org.uk



www.healthwatchharingey.org.uk



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Summary

- In total, **44 people shared their views** on the support offered by Insight Platform - this included 31 current service users (both parents and young people) and their families, 8 staff from local schools who refer into the service and 5 young people who are not currently using the service but who shared their views on how they might like to access it for themselves or a friend
- Current service users (both parents and young people) told us that:
 - They valued many aspects of the service - including their relationship with their key worker, the holistic nature of the support offered (including addressing issues with housing, benefits and social services), the flexibility of the service and its ‘whole family’ approach
 - The Insight Platform website and online support could be improved - but there was not a huge demand for this, as most people preferred to access support and information face-to-face
 - A wider choice of locations could be offered to access the service
 - Some young people would prefer more one-to-one support rather than group support
- Young people who are not currently using the service told us that:
 - Their understanding of ‘substance misuse’ is different from that of services - taking drugs is not on its own seen as ‘misuse’
 - Young people can feel that they will be stigmatised or judged by their peers by asking for help to reduce their drinking or drug-taking - there can be peer pressure to drink and take drugs
 - Schools should be teaching students about drugs and alcohol - there is currently much more focus on sex education
- School staff who refer into the service told us that:
 - They have a very favourable and positive opinion of Insight Platform
 - Improving awareness of Insight Platform among young people, parents and professionals was an important area for Insight Platform to focus on in the future, and this could be achieved by advertising as well as running events

- Based on the findings from this review, Healthwatch Haringey recommends the following (full recommendations on page 27):
 1. A refreshed communications and marketing campaign for Insight Platform with a strong online presence, co-designed with young people
 2. Peer educators (young people with experience of substance misuse and support) trained to carry out outreach work in schools and other young people's services
 3. A programme of outreach by Insight Platform staff to social work teams, schools and other referrers to refresh staff awareness
 4. Insight Platform to help design lessons plans for PHSE lessons in schools
 5. Workshops for parents, teachers and other staff to improve knowledge and understanding of drug and alcohol-related issues and support available
 6. Agreement between senior leadership teams in schools and Insight Platform that students are able to take time out of lessons to attend sessions with their support worker
 7. Explore opportunities for young people to access support anonymously

Background and introduction

Insight Platform is a service for Haringey residents that offers support and information for those experiencing drug and alcohol misuse. It is delivered by Blenheim CDP, a charity that supports drug and alcohol users and their families. The Insight Platform service aims to minimise harm to young people, working primarily with people between the ages of 12 and 21 who are affected by drug or alcohol misuse - either their own or that of a parent or close family member - as well as working with parents. Insight Platform offers two main services. The first of these is a young people's substance misuse treatment service, whilst the second is a family substance misuse support service. They also offer a range of training and consultancy services to other agencies around substance misuse, hidden harm and parenting.

The Care Quality Commission last year undertook a quality report looking at the Insight Platform service, publishing their report in April 2017¹. They asked five main questions of the service, namely whether the service was safe, effective, caring, responsive to people's needs and well-led. The report highlights numerous areas of good practice by the service. Having spoken with clients of the service, they reported that "clients were very positive about Insight Platform" and that "both adults and children told us that staff were friendly and carried out their jobs well". Furthermore, they reported that "children and adults said they enjoyed coming to the service" (all p.5).

Haringey Council decided to extend the Insight Platform contract for 2017/18. However, the Council were keen to engage with service users, young people more generally and referrers to find out whether the service as it stands is meeting their needs. Healthwatch Haringey were also keen to better understand people's experiences and expectations of this service, and so carried out a programme of research and engagement.

¹ Insight Platform Quality Report (April 2017), accessible at http://www.cqc.org.uk/sites/default/files/new_reports/AAAG3957.pdf

Method

Healthwatch Haringey used four methods to capture the views and experiences of current service users (both parents and young people), non-service users and referrers to the service.

- A client survey for users of Insight platform services. The survey was developed using the SLA between Haringey Council and the Insight platform service, and explored young people and their family member's opinions and satisfaction with the services offered by Insight Platform - 18 people responded to this survey
- One service visit during a family event at which we had brief conversations with 15 service users and asked them about the strengths and weaknesses of the service in their experience
- Two small discussion groups with young people recruited through the Haringey Young Adults service, who were not currently using the Insight Platform service, about how drugs and alcohol affect them and their peers, their knowledge of the Insight Platform service and how to access it - 5 young people in total attended these groups
- Phone interviews with 8 members of staff from local schools who refer into the Insight Platform service to ask about their experiences of the referral process and the service provided by Insight Platform
- Seven phone based or face-to-face interviews with referrers to Insight platform (eight participants, two of whom were interviewed together as one referrer, R1-R7). Referrers worked within schools and various departments of Haringey council. The interviews explored referrer's knowledge of the Insight platform, their relationship with Insight platform and opinions on the work of Insight platform

Through these methods, we aimed to get a picture of the strengths and weaknesses of the current service from a range of different perspectives.

What did we hear about Insight Platform from service users?

a) Online survey

A total of 18 participants responded to the survey. Of these, 10 identified as people aged 21 years old or younger either at risk of experiencing or experiencing drug or alcohol problems or parents of such young people. 6 participants identified as parents/carers in recovery or receiving treatment for drug or alcohol use and receive parenting support from Insight Platform, wider family members of someone with drug or alcohol problems involved in the care of their children or young people aged 21 years old or younger and affected by their parent/carers drug or alcohol problems. 2 participants identified as belonging to both these groups.

Fig. 1: Participants level of satisfaction with aspects of the Insight Platform service.

	VS	S	NSND	D	VD	DK	NA	NR
Formats (e.g. Face to face, online)	11	4	0	0	0	1	0	2
Locations	6	5	4	0	0	1	1	1
Times	8	7	1	0	0	1	0	1
Referral process	10	6	0	0	0	0	1	1
Waiting times	9	6	0	0	0	1	1	1
Information about substance use	15	1	0	0	0	0	1	1
Support provided to people with a substance use problem	17	0	0	0	0	0	0	1
Support provided to the family members of people with a substance use problem	16	0	0	0	0	0	1	1
Activities	9	4	0	0	0	3	1	1
Online services	4	4	1	0	0	5	3	1
The Insight Platform website	8	2	0	0	0	5	2	1

Participants were asked to rate their level of satisfaction with various aspects of the services offered by Insight platform, including the referral process, times and locations of the services (*fig. 1*). None of the participants expressed dissatisfaction with any of the aspects of the services offered by Insight Platform. Nonetheless, neutrality towards some aspects of the service or greater levels of satisfaction with others was evident. The three aspects of the service that resulted in the highest number of 'Very satisfied' responses were:

- Support provided to people with a substance use problem (17/18 participants).
- Support provided to the family members of people with a substance use problem (16/18 participants).
- Information about substance use (15/18 participants).

Conversely, the aspects that received the fewest number of 'Very satisfied' or 'Satisfied' responses were:

- Online services (8/18 participants)
- Insight Platform website (10/18 participants)
- Locations (11/18 participants)

Fig. 2: Participants responses to a series of statements about the Insight Platform services

	SA: Strongly Agree	A: Agree	NAND: Neither Agree nor Disagree	D: Disagree	SD: Strongly Disagree	DK: Don't Know	NA: Not Applicable	NR: No Response
Insight Platform is provided in ways (eg. Online services) that suit the needs of children, young people and their families.	4	3	1	0	0	3	3	4
Insight Platform is provided in locations that suit the needs of children, young people and their families.	7	5	0	0	0	0	2	4
Insight Platform is provided at times that suit the needs of children, young people and their families.	8	5	0	0	0	0	1	4
Insight Platform deliver good alcohol and drug education to young people in education settings (eg. Schools, colleges)	10	4	0	0	0	0	0	4
Insight Platform deliver good alcohol and drug education to young people outside education settings (eg. Youth clubs)	11	1	0	0	0	2	0	4
It is easy to self-refer to the Insight platform service.	11	3	0	0	0	0	0	4
Insight Platform helps family members influence the service user's life positively.	9	4	0	0	0	1	0	4
Insight Platform have developed online services suitable for the needs of young people and their families.	4	3	1	0	0	6	0	4
Insight Platform actively engage service users to help them improve the service, by asking for feedback for example.	9	5	0	0	0	0	0	4

Participants were also asked to indicate to what extent they agree with a series of statements about the Insight Platform service, related to various aspects of Insight Platform's work (fig. 2). No participants disagreed with any of the statements regarding any of the services provided by Insight Platform. The three statements that were most frequently strongly agreed with were:

- “Insight Platform deliver good alcohol and drug education to young people outside education settings (eg. Youth clubs)” (11/18 participants).
- “It is easy to self-refer to the Insight platform service.” (11/18 participants).
- “Insight Platform deliver good alcohol and drug education to young people in education settings (eg. Schools, colleges)” (10/18 participants).

The three statements that were least frequently strongly agreed with were:

- “Insight Platform is provided in ways (eg. Online services) that suit the needs of children, young people and their families.” (4/18 participants).

- “Insight Platform have developed online services suitable for the needs of young people and their families.” (4/18 participants).
- “Insight Platform is provided in locations that suit the needs of children, young people and their families.” (7/18 participants).

Fig. 3: Participants responses to a series of statements about the Insight Platform services

	SA	A	NAND	D	SD	DK	NA	NR
Insight platform help improve parenting skills for substance misusing parents.	9	2	0	0	0	1	2	4
Insight platform help the children of substance misusing parents.	10	3	0	0	0	0	1	4
Insight platform help improve the well-being of substance misusing parents.	10	3	0	0	0	0	1	4
Young people’s school attendance improves as a result of Insight platforms work.	4	5	1	0	0	4	0	4
Insight Platform helps families engage in education, training and employment.	8	4	1	0	0	1	0	4
Insight Platform actively engage service users to help them improve the service, by asking for feedback for example.	10	4	0	0	0	0	0	4

Participants were asked to indicate to what extent they agree with a series of statements about the Insight Platform service, mostly related to Insight Platform’s work with families (fig. 3). Once more, no participants expressed disagreement with any of the statements. There were three statements that received the most ‘Strongly agree’ responses. These were:

- “Insight platform help the children of substance misusing parents” (10/18 participants).
- “Insight platform help improve the well-being of substance misusing parents” (10/18 participants).
- “Insight Platform actively engage service users to help them improve the service, by asking for feedback for example” (10/18 participants).

The statement that received the fewest ‘Strongly agree’ or ‘Agree’ responses was “Young people’s school attendance improves as a result of Insight platforms work” (9/18 participants).

Participants were also asked what they thought were the best things about Insight Platform were, what they thought Insight Platform could improve and if they wished to make any additional comments. Fig. 4 indicates some of the themes that emerged in response to these questions.

Fig. 4: Responses to open questions

Question	Theme	Quotes
What do you think are the best things about the Insight Platform service?	Staff	“How helpful the staff are.” P2 “The fantastic support and friendly staff.” P11 “The staff are friendly and warm.” P14
	Services	“Attend YOS to see me.” P8 “Services provided to support parents.” P13 “Helping with relapse prevention.” P18
	Environment	“The welcoming building- clean.” P1 “The setting is ideal too as it's local.” P11 “It's nice atmosphere.” P12
What do you think the Insight platform service could improve and how?	Awareness and Information	“More signposting to their service so more people know about.” P11 “Online presence and marketing of their services.” P17
	Services	“More staff and volunteers. Open on Saturdays.” P2 “Provide more training & workshops for parents who have substance using children as there isn't a lot ... in regards to support for us” P13 “Helping family members.” P18
Is there anything else you would like to add?	Positive comments about Insight Platform	“Insight platform is one of the best services I have engaged with.” P2 “Thank you.” P9 “It's a fantastic service which they're always happy to have you back if and when you need support.” P11

b) Service visit

Following on from the online survey, Healthwatch Haringey visited Insight Platform during a family event on 13th February 2018. During the event, we had brief conversations with 15 people about what they liked about the service and what could be improved:

- 4 parent service users
- 5 young service users
- 1 partner of a parent service user
- 5 children of service users

All of the people spoken to regularly attended the Insight Platform centre, rather than using the satellite services.

Feedback about the service from all service users was overwhelmingly positive. The conversations highlighted some key aspects of the service that people felt particularly positive about:

- **Relationship with key worker** - all service users spoke favourably about the relationship that they had with their key worker - one person described hers as 'the best person I have in my life'. Key workers were described as having good listening skills, being approachable, non-judgemental and genuinely caring and offering motivation and encouragement. People were really able to develop a bond with their key workers - one young person described her key worker as more like a friend than a professional. Through this relationship, service users said that they felt able to speak about their feelings and develop more understanding of other people's perspectives.

"It's been helpful sharing my motherhood journey with my key worker. Getting to talk about real life hardships on a one-to-one level helps my son as I get better with my approach to him as a growing, shy teenager."

- **Flexibility** - four people (two parents and two young people) said that their key worker was flexible about when and where they met, taking into account personal circumstances (e.g. struggling to get out of bed in the morning). Key workers were also easy to contact by phone in

between sessions. Although nobody said that they did not like coming to the main Insight Platform location, at least one person felt that being able to meet in public places (cafes, parks) felt more informal and relaxed

- **Holistic support** - almost all of the service users we spoke to (particularly the parents) talked about how the support offered by Insight Platform staff went far beyond a narrow focus on substance misuse to address wider issues around housing, benefits, employment and child custody. Service users valued the signposting role of the key worker - the ability to ask them anything and be linked up to the appropriate service. They also really valued support from their key worker in meetings with social services - people said that their key worker was able to advocate on their behalf and they felt taken more seriously as a result
- **Positive change** - young service users in particular talked about the impact support from Insight Platform had had on their motivation. This had led to positive changes in their lives. One person said that he was now looking for work and making more plans for his life, another said that she had filled out a volunteering application. Another parent service user also said that she was looking to get a better job, as she wanted to set a good example for her daughter, and was thinking more positively about her life. One young person mentioned the alcohol diary and mood tracker she had been completing regularly with her key worker, which allowed her to look back and see the progress she had made over the past 6 months
- **Whole family support** - in several cases, where appropriate and with consent, key workers had spoken to other members of a service user's family, particularly where they were helping to parent young children (e.g. partner, mum). Even where Insight Platform had not worked to support other family members, the key worker had often met them and knew them. In one case, the key worker had helped a young person to write a letter to a family member with whom she had a difficult

relationship - she said that she would never have been able to do this on her own

The only aspect of the current service that one person mentioned could be improved was the range of activities offered for families during the shorter school holidays, not just the summer holiday. One young service user also said that she did not feel that she had enough one-to-one time with her key worker, as she mostly saw him in group sessions.

Although nobody complained about waiting times for the service, it appeared from a handful of comments made that people who self-referred had to wait significantly longer for a first appointment than those who were referred by another agency (months as opposed to weeks).

Children of service users saw Insight Platform as a good opportunity to have fun, make new friends and take part in activities. The children we spoke to had particularly enjoyed a visit to Go Ape, the cinema and various London museums, and also enjoyed drawing and art activities and playing football. They told us that the staff are really nice and that they would like to be able to come more often.

What did we hear about substance misuse from young people not currently getting support from Insight Platform?

Healthwatch Haringey held two small discussion groups with young care leavers through the Young Adults Service. A total of 5 young people aged between 16 and 25 took part in these discussions. Of these 5 young people:

- 2 did not consider themselves to be at risk of experiencing alcohol and/or substance misuse
- 3 said that they were currently or had in the past experienced alcohol and/or substance misuse

In both groups, young people were asked to complete a number of tasks individually and as a group. They were first asked to respond to a set of statements about knowledge and definitions of substance misuse and substance misuse services. They were then asked to respond to a set of statements about accessing support and information about substance misuse when needed. Young people were then given the opportunity to debate their answers as a group and record their final response to the statement, which may have changed in the course of the discussion. Finally, young people were asked for their views on accessing other services in Haringey, such as Child and Adolescent Mental Health Services (CAMHS) and sexual health services.

Understanding and awareness of substance misuse and substance misuse services

Statements	Number of people who agreed (out of 5)
I know what substance misuse means	3
I know what substance misuse services do	4
I can name organisations that help with substance misuse	3
I know how to get information about local substance misuse services	4

Most people said that they knew what substance misuse services were, more than half were able to name some and the majority said they felt able to get information about substance misuse services.

However, in discussion it was clear that young people had a different understanding of what counted as 'substance misuse' compared to professionals working in services, with drinking or drug-taking on its own not necessarily seen as 'misuse':

- *"I'm not sure, I think most young people are not sure what substance misuse is"*
- *"There is a lot of peer pressure to drink and take drugs, I don't think about it as abuse"*
- *"People don't really know if it's abuse, it isn't talked about"*

After participants were given the space to pause and discuss their answers among themselves, the same statements were read out again - this time, there was more of a feeling that although information is available through social media/online if young people look for it, there should be more proactive efforts to educate young people e.g. in school, on TV or by using role models who young people recognise and respect:

- *"I think most people know what misuse services do through social media"*
- *"There is stuff on the internet but its better if there was a role model to look up to"*
- *"They could do more to let us know about services - they could advertise them in cinemas or on TV"*
- *"Even if young people knew, more can be done"*
- *"Schools could help by giving us interesting activities to help us learn about services"*

Understanding and awareness of how to access support for substance misuse

Statements	Number of people who agreed (out of 5)
There is a lot of support available for young people with substance misuse problems	2
It's easy for young people to receive help for substance misuse problems	2
I know who to speak to if I want to help my friend with substance misuse problems	4
It's easy for young people to find reliable information and drugs and alcohol	3

In contrast to the previous set of statements about knowledge of substance misuse and substance misuse services, responses were more neutral around whether there was a lot of support for young people with substance misuse problems and whether it is easy for young people to get help for these issues.

Young people in the groups were much more confident that they personally would know who to speak to to get help for a friend than that it was generally easy for young people to get help, perhaps suggesting that they felt their knowledge was better than average.

Overall, feelings about accessing support were very mixed, with confidentiality (or 'safe spaces') a concern again:

- *"There is support for young people"*
- *"I would know how to get help for a friend"*
- *"I would take a friend to a GP or phone Childline"*
- *"There are no safe places to go for support"*
- *"I don't think it's easy to get help for it"*

Following these two discussions, young people were asked to respond to four statements, this time reflecting on knowledge and attitudes among their wider peer group.

Statements	Number of people who agreed before discussion (out of 5)	Number of people who agreed after discussion (out of 5)
Young people know what substance misuse is	4	3
Young people know what substance misuse services are	1	1
Young people can access substance misuse services without fear or judgement	1	1
Young people know how to access information, support or services relating to substance misuse	2	3

Statement 1: ‘Young people know what substance misuse is’

Most of the groups agreed that young people generally know what substance misuse is, and they recognised and agreed that it can be an issue for young people. Most people in the two groups agreed that many young people might drink excessively or take drugs due to peer pressure and the novelty of risk-taking. Boredom was also thought to play a role and others saw family dysfunction as a primary cause. Other influences include family members, friends and other people they know introducing or normalising the use of drugs and alcohol in the first place. This can also extend to celebrities (e.g. musicians), as well as advertising for alcohol.

“The easiest way is to stop promoting substances... through advertising and music, artists and stuff”

It was claimed that young people generally do talk about drugs and alcohol, but that these conversations vary depending on their friendship group and family

background. Discussions with friends tend to focus on amounts consumed rather than there being a problem, and there is an element of ‘bragging’ involved. Two of the young people in the groups said that their families were very religious and drugs and alcohol would never be discussed at home, so having an opportunity to have an informed discussion at school is vital:

- *“Taking drugs and alcohol can be a novelty and there is definitely pressure to do so”*
- *“Drugs are cheap and normal now, it isn’t seen as abuse”*
- *“Drugs are so cheap, that’s why it’s easy to have problems”*
- *“Using drugs and alcohol is talked about, but not as misuse”*
- *“I don’t think its talked about but it depends who they are around”*
- *“There is some discussion but usually about being proud of drinking or smoking”*

Agreement with this statement went down slightly following the discussion, perhaps as young people reflected on different understandings of the word ‘misuse’.

Statement 2: ‘Young people know what substance misuse services are’

Only one person agreed with this statement, suggesting that young people felt that the general level of knowledge about substance misuse services among their peers was low, compared to their own knowledge:

- *“Not sure if young people know what the services are”*
- *“I don’t think people know about services”*
- *“Are there AA services for young people? ... there should be an AA for young people”*
- *“You can go to a GP or another service, like Childline or FRANK”*

Statement 3: ‘Young people can access substance misuse services without fear or judgement’

This statement was the most discussed and explored, with young people saying that fear of judgement or fear of someone finding out might hold them back from getting help, as well as the risk of being stigmatised and statutory services not

being seen as a safe place to go. There was also concern that approaching substance misuse services would alert the police and/or parents. Young people would need a lot of reassurance about confidentiality, and who would/would not be told about them getting help and under what circumstances:

- *“Being judged or criticised when asking for help is a big fear”*
- *“Peer pressure is a big influence”*
- *“I think people hide this - it is better to stay with others who have drug or drink problems so they don’t judge you”*
- *“Not sure there is fear, it depends who you hang out with”*
- *“Counselling is a good place to go - they do a good job as its anonymous so alcohol and drug problems could be treated the same way”*
- *“One-to-one sessions would be better to help people instead of group meetings, which are intimidating”*

As part of this discussion, young people also highlighted other barriers to accessing services, including not having money for transport to attend a support service (*“it’s all being spent on a fix, or credit on their phones”*).

Statement 4: ‘Young people know how to access information, support or services relating to substance misuse’

More than half of the young people in the groups disagreed with this statement, and the discussion that followed highlighted the ways that information could be improved, with a particular emphasis placed on the role played by schools. It was felt that schools should be educating students about drugs and alcohol and when and how to get help. These messages would be particularly powerful if they came from a young person who had experienced substance misuse issues themselves and could talk about how they had benefited from getting help.

- *“School should improve knowledge but it’s not taught in schools, we learn about other stuff, like condoms but not about this”*
- *“School is focused on drugs and sex but not alcohol”*
- *“We come from a Christian family and don’t know anything - school should be the place to teach this and tell us what to do if we have problems”*

- *“Schools should bring people who have had experience themselves so they can share their story with young people - this would be most powerful”*

The emphasis - both in schools and wider marketing for substance misuse - should be on positive messages around support (‘selling the benefits’) rather than punishing young people for risky or illegal behaviour:

- *“We can all access help on the internet but it could be better by using positive role models more”*
- *“Services should be on social media and incentives to access services that are helpful not punishing”*

Other services for young people

The final part of the discussion looked at other services for young people in Haringey (e.g. CAMHS, sexual health services and support for young carers), barriers to accessing these and thoughts on how best to overcome these barriers. Some of the barriers mentioned were lack of visibility of these services, and stigma - particularly around mental health and sexual health services:

- *“These services are not always promoted”*
- *“Counselling services might be the best place to help but [they are] stigmatising to access”*
- *“Sexual health services are stigmatising”*

To overcome these barriers, young people suggested having more information available online, on TV and through schools. One person said that having a positive role model speak about their experience could help encourage other young people to find and access services. Young people should be able to access services anonymously - particularly mental health or counselling services - and there should be lots of reassurance given that support will be non-judgemental:

- *“Counselling services are best as they are anonymous and offer help instead of feeling judged”*
- *“TV should advertise services and internet and leaflets that don’t blame young people”*

- *“The internet would be helpful in getting people to access services anonymously and find out which ones to use”*
- *“Schools and media need to be more open about services”*
- *“A positive role model is the best way to help people to find and use services”*

What did we hear from school staff who refer into Insight Platform?

Interviews with referrers to the Insight Platform service were very positive around the work of Insight Platform, with some referrers reporting a heavy reliance on their services in helping around issues with substance misuse. Four major themes emerged from the referrer interviews. The four themes were:

1. Staff and organisation of Insight Platform
2. Collaboration with referrers
3. Information, guidance and work of Insight Platform
4. Awareness of Insight Platform

Within each theme, strengths of Insight Platforms work, barriers to the work of Insight Platform and suggestions for future work of Insight platform were identified.

In the summaries below, the referrers we interviewed are referred to as R1-R7 to maintain anonymity.

Staff and organisation of Insight Platform

- **Strengths:** Overall, referrers had a very positive view of Insight Platforms staff as well as the organisations of their visits, with most referrers stating that their presence on site was useful for both staff and clients (*R1 & others*). Particular strengths that emerged included the skills of the staff, especially at building engaging relationships with clients (*R4 & others*), and the availability, accessibility and ease of contact with workers (*R6 & others*). Satellite services of Insight Platform were also looked at very favourably (*R1 & others*).
- **Barriers:** *R5* stated that the caseloads of the workers combined with the lengths of the sessions were limiting the number of young people that could be seen. *R5* also believed the one hour sessions with young people were problematic as they impacted upon the academic aspect of the young people.
- **Suggestions:** *R5* suggested that it would be possible to overcome the high caseloads by an increased presence of one full day a week at the beginning

of the school year, with a review later in the year. *R5* also believed that this would account for the unpredictability of an average school day.

Collaboration with referrers

- **Strengths:** Referrers frequently referred to collaboration with Insight Platform as particularly strong areas of Insight Platforms work. Insight Platform's adherence and respect for safeguarding and child protection (*R1*) and confidentiality (*R6* & others) were directly mentioned as strengths of Insight Platform's work. Communication between referrers and the Insight Platform was a particularly prominent strength (*R3* & others) with the range of methods and suitable frequency- neither too little nor too much- praised by referrers.
- **Barriers:** *R7* believed that even where young people wished to engage with the Insight Platform and could be referred to the service, the fear of their family finding out about referrals was a potential barrier for referral. One previous barrier- the lack of a direct line to the worker associated with an institution, and the convoluted method of communication associated with this (*R5*) - was recently resolved through direct line availability to the worker.
- **Suggestions:** *R3* felt that although communication with Insight Platform is already good, and they are easy to contact, regular meetings between *R3* and the Insight Platform would also improve communication.

Information, guidance and signposting from Insight Platform

- **Strengths:** Referrers were aware of the advice and signposting Insight Platform provided in addition to their one to one and family work (*R7* & others). *R5* believed that the work Insight Platform did directly with young people was more impressive and more important than any training, talks or events they held. *R4* said that workshop Insight Platform previously held with young people around signposting and information about substance misuse, which was useful both for staff and young people. The information

available on the Insight Platform website was also believed to be good by R4.

- **Barriers:** No barriers were reported by referrers about Information and guidance provided by Insight Platform.
- **Suggestions:** R1 felt that it would be useful to hold training and workshop events, especially for parents. R2 also felt more information and guidance for parents would be useful. R4 believed it would be helpful to send links directly to referrers, especially around any new information emerging. They also felt that workshops with staff regarding new drugs, legal highs and updates on legal status would be helpful. R3 believed it may be useful to give tools to organisations to help them deal with clients that did not want to be referred.

Awareness of Insight Platform

- **Strengths:** Some of the referrers felt that there was a suitable level of awareness around Insight Platform, with the service enjoying a high profile in some settings (R1 & others). It was also sometimes felt that the level of awareness was appropriate for staff associated with institutions, and there was not necessarily a need to increase the amount of awareness staff for these institutions have about Insight Platform (R5 & others).
- **Barriers:** One of the barriers to awareness of Insight Platform amongst social services and social workers was identified by R3, who believed that high staff turnover and rotation resulted in loss of awareness around Insight Platform as people became more knowledgeable about them. R4 also indicated that there was a lack of awareness around Insight Platform and that they did not believe children's care homes knew much about Insight Platform. R2 felt that there was a potential structural barrier within their own organisation in organising workshops with Insight Platform. This was because any such arrangements had to be organised with more senior members of staff, who themselves may not know much about Insight Platform.
- **Suggestions:** R2 believed things could be improved in terms of awareness and outreach through events such as workshops with students, or, if

possible, presentation at assemblies. They also felt that it would be useful to raise more awareness amongst parents if possible. *R7* felt that the Insight Platform could improve awareness of their services through more advertising and posters as well as holding assemblies and workshops with young people. *R3* felt that more attendance at team meetings may improve social services awareness of Insight Platform.

Conclusion and recommendations

The feedback we heard from service users (both young people and parents), their families and referrers painted a positive picture of the support currently being offered by Insight Platform. The one issue that emerged across all groups - as well as young people not currently connected with the service - was the need to raise awareness of Insight Platform and also to raise awareness more generally of how drugs and alcohol might affect young people, and what information and resources are available. As a result, a number of our recommendations focus on communications and outreach.

Healthwatch Haringey recommends:

1. Insight Platform should develop a **communications and marketing campaign** to raise awareness of the services that it offers, among young people, parents and potential referrers.
 - a. This should include a strong **online communications element** reaching across social media platforms most popular with young people (e.g. Instagram and Snapchat)
 - b. Communications targeting young people should be **co-designed with young people** to reflect their understandings of substance misuse, and to incorporate the messages that they feel would have most impact - particularly around confidentiality and positive messages around support rather than blaming or criticising young people
2. Insight Platform should explore recruiting **peer educators** to carry out outreach to schools and other youth services - these could be volunteers, but should be young people who have personal experience of substance misuse and recovery.
3. Insight Platform should carry out a **programme of outreach to social work teams and schools** (as well as other current and potential referrers such as CAMHS) to refresh staff awareness of the service and referral process.

4. Insight Platform should work with schools in Haringey to **develop lesson plans for PHSE lessons** that teach young people about drugs and alcohol, when to worry about their own (or a friend or family member's) consumption of drugs or alcohol, and how to access support and information.
5. Insight Platform should also work through schools to run **workshops for parents, teachers and other staff** on a range of issues related to drugs and alcohol (e.g. new street drugs, changes in the law), as well as how to provide support to a child or young person who is experiencing misuse.
6. Schools should have an agreement with Insight Platform to **allow students to attend sessions with a support worker during lesson times** - this should have support at SMT level.
7. Insight Platform should explore options for young people to **access support anonymously** (e.g. drop-ins or a helpline).

Appendix - response to recommendations from Insight Platform

Healthwatch Haringey invited Insight Platform to respond to our recommendations. We received a positive response from the service, setting out work that they are already doing to address some of the issues and recommendations from this report, and also to note where the service already works in the ways we have suggested but where this was not reflected in feedback.

Healthwatch Haringey recommendation	Insight Platform response
<p>Insight Platform should develop a communications and marketing campaign to raise awareness of the services that it offers, among young people, parents and potential referrers.</p>	<p>Insight Platform has commenced the development of a Digital strategy. The aim of this strategy is to increase Insight’s social media reach amongst young people, their parents/carers and potential referrers. Insight Platform has now established their own Instagram account, posting regular updates on relevant local events and their work within the community. The specific target audience of this channel will be young people and youth organisations within the local area. Insight Platform will also post branded content (e.g. relevant national awareness events) to support the creation of a unique Insight brand that young people can easily recognise on Instagram and across our other social media channels. Insight Platform has already made progress on implementing this element of the strategy, with a new locally managed account set up in December 2018 that</p>

	<p>has already gained 39 followers and posted 27 times.</p> <p>Service Users are encouraged by Insight Platform to get involved and co-produce literature/service leaflets etc. The most recent service leaflets were revised with the assistance of group of young people.</p>
<p>Insight Platform should explore recruiting peer educators to carry out outreach to schools and other youth services - these could be volunteers, but should be young people who have personal experience of substance misuse and recovery.</p>	<p>This activity is currently incorporated within Insight Platform's service improvement strategy.</p>
<p>Insight Platform should carry out a programme of outreach to social work teams and schools (as well as other current and potential referrers such as CAMHS) to refresh staff awareness of the service and referral process.</p>	<p>Insight Platform's conduct regular outreach and visits to partner agencies such as schools, Children Centres, Children Social Care, CAMHS etc. to ensure key professionals are kept updated on Insight's service offer and the pathway process to make referrals.</p>
<p>Insight Platform should work with schools in Haringey to develop lesson plans for PHSE lessons that teach young people about drugs and alcohol, when to worry about their own (or a friend or family member's) consumption of drugs or alcohol, and how to access support and information.</p>	<p>Insight Platform is working collaboratively with some schools in the borough in relation to input around the PHSE agenda. This offer will continue to be made to other schools and it is hoped take up of such support around substance misuse education and awareness will increase over time.</p>
<p>Insight Platform should also work through schools to run workshops for parents, teachers and other staff on a</p>	<p>Insight Platform delivers a range of services to secondary schools within the borough including:</p>

<p>range of issues related to drugs and alcohol (e.g. new street drugs, changes in the law), as well as how to provide support to a child or young person who is experiencing misuse.</p>	<p>One to one targeted treatment interventions for young people who misuse or at risk of misusing substances</p> <ul style="list-style-type: none"> • Substance misuse awareness workshops for young people • Prevention Programme • Substance misuse training to teaching staff • Training to teaching staff around the impact of parental substance misuse on children and young people. <p>The above provision of substance misuse services lends itself to a strong emphasis on joint working with schools and supports young people to receive appropriate interventions in a familiar setting.</p> <p>Insight Platform’s small team of practitioners can deliver a range of structured interventions such as psychosocial and counselling based techniques to encourage relevant behavioural and emotional change amongst young people/learners who substance misuse.</p>
<p>Schools should have an agreement with Insight Platform to allow students to attend sessions with a support worker during lesson times - this should have support at SMT level.</p>	<p>Such an agreement is in place in all the schools that Insight attends which facilitates the Insight Practitioner to confidentially see young people on a 1:1 basis. The schools are very supportive of this provision.</p>

<p>Insight Platform should explore options for young people to access support anonymously (e.g. drop-ins or a helpline).</p>	<p>Self-referrals are welcomed by Insight Platform so young people have always been encouraged to contact the service and access support anonymously and confidentially.</p>
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