

# Spotlight on: BEAM Shropshire, Telford and Wrekin

## The service:

Funded by Midlands Foundation (NHS) Partnership Trust, our BEAM services support children and young people aged up to 25 who are experiencing difficulties with their emotional well-being.

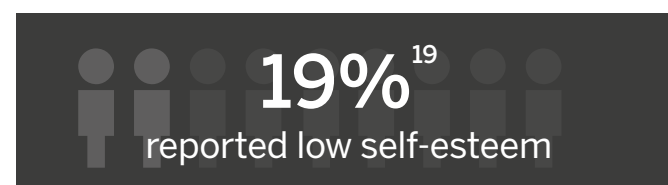
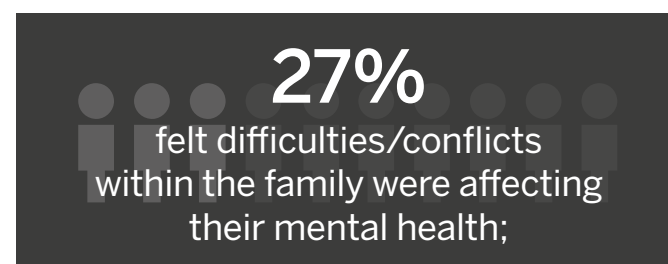
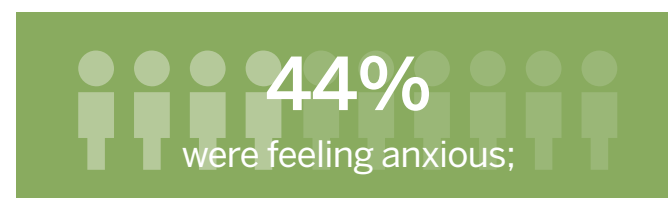
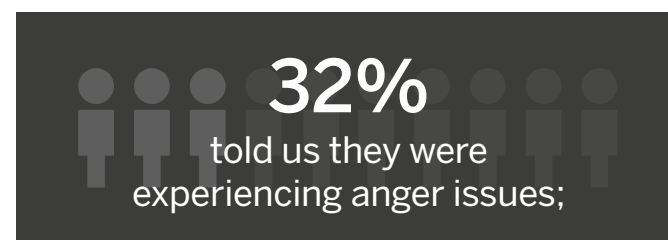
Whilst parents are much more likely to take their child to the GP when they are worried about their child's emotions or behaviour, that is not usually what young people want. Young people tell us that they want relaxed and non-judgemental support on their own terms. They say they want someone to talk to who will listen and understand, and give them the support and confidence they need to manage their own emotional health.

## Our work:

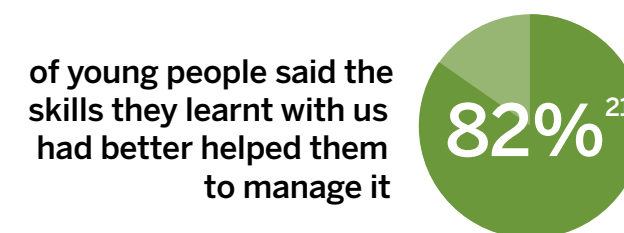
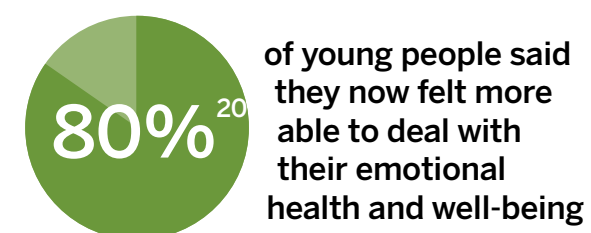
Young people can use our BEAM drop-in services whenever they need to – there are no appointments, no waiting lists and no need for a referral. By providing young people with therapeutic support, educational resources and access to online learning, advice and guidance, BEAM enables children and young adults to access the mental health services they need.

## Our impact:

In 2019/20 there were 1,432 young people who came to Shropshire BEAM, with a total of 3,523 visits.



After working with us:



We wanted to hear from young people about the support they need to manage their emotional health and wellbeing. The Children's Society's Youth Engagement team, and BEAM practitioners, recently spoke with 114 young people at the service – and a further 44 at a local school. Their voices will influence the shape and direction of BEAM, as well other services like this.



**Places that are easy to access.** Places that young people can go by themselves. A place that young people feel comfortable.

Pupil at Local School

Young people want drop-in support, where they can access confidential, trusted advice to work things out. At BEAM, they can receive earlier and faster help, both face to face and online. They feel safe and comfortable in the space, and our staff are friendly and really listen.



**Not being stuck to an appointment is really good – when I'm ready to talk about something it's not when other people are ready.**

Young person supported by BEAM

Young people do not need an appointment, to join a waiting list, or to meet any criteria to access support. Young people, and their families, are able to access support from a trusted and qualified professional when they need it.

<sup>19</sup> All based on a sample size of 100%

<sup>20</sup> 524 out of 655, sample size of 46%

<sup>21</sup> 522 out of 637, sample size of 44%

<sup>22</sup> 710 out of 732, sample size of 51%



**It's a calm environment** where I can open up, and I felt there was people there that cared and listened about what I was feeling.

**Young person supported by BEAM**

The service has created a safe, non-judgemental and welcoming space to have conversations about mental health and well-being, where young people can choose what they wish to discuss. The service seeks to build resilience and promote good mental health, providing early intervention, as well as a place to turn to in crisis.



**Before I came to BEAM I felt heavy, even though I didn't really think about it because I was used to it, but I now feel like I'm floating on a cloud.**

**Young person supported by BEAM**

Young people learn techniques and coping methods to apply when they are in challenging situations or feeling stressed or anxious. They have told us their confidence, resilience, and self-awareness has increased, and they know they are not alone. Young people know how to manage their emotions, including anger, and have an improved understanding of self-care.



**I don't like being around people I don't know and it gets busy here.**

**Young person supported by BEAM**

We also learnt a lot about how to improve the service from this work. It can be difficult for young people to find the courage to walk through the door, and share personal information with a practitioner. The drop in is unpredictable, and sometimes waiting times can be longer, which can be stressful. Some young people said that they would like to attend without their parents, but weren't able to get there without them. The research presented some ideas for service improvement that we're working on this year.



**Thoughts get buried and replaced by other tasks, queries, responsibilities...**

**BEAM Practitioner**

BEAM staff reflected that what they hear and learn every day from their interactions with young people is often lost because of other priorities. There was recognition that services are safer when practitioners have more time and space for reflection. Ideas were put forward as to how this insight could be captured and shared, including through staff journals, having dedicated reflection time, and the organisation providing more opportunities to connect and share practice across services nationally.

