

# Solution: A Points-Based Game

How does your support rank in the support it offers to young people?

**1 - Young people are listened to and validated during sessions**

☐ ☐ ☐  
-1 0 +1

**2 - We offer regular medication review appointments to monitor side effects and needs**

☐ ☐ ☐  
-1 0 +1

**3 - There is a clear, youth-friendly explanation of support options**

☐ ☐ ☐  
-1 0 +1

**4 - Sessions are accessible, considering things like location, timing, and transport**

☐ ☐ ☐  
-1 0 +1

**5- Young people are offered a choice of clinician or support worker**

☐ ☐ ☐  
-1 0 +1

**6 - Families are involved appropriately with the young person's consent and on their terms**

☐ ☐ ☐  
-1 0 +1

**7 - Staff are trained in trauma-informed care**

☐ ☐ ☐  
-1 0 +1

**8 - There is a clear complaints and feedback mechanism for young people**

☐ ☐ ☐  
-1 0 +1

**9 - Cultural and identity-based needs are met, including LGBTQ+, faith and neurodivergence**

☐ ☐ ☐  
-1 0 +1

**10 - Waiting times are reasonable or well-communicated**

☐ ☐ ☐  
-1 0 +1

**11 - Risks, such as medication side effects, are explained clearly and in plain language**

☐ ☐ ☐  
-1 0 +1

**12 - Peer support or youth voice is integrated into the service model**

☐ ☐ ☐  
-1 0 +1

# Instructions

## Purpose and Who It's For

This activity invites youth and mental health professionals across all sectors to reflect on how effectively their service supports young people accessing mental health care.

By scoring 12 key support experiences, teams can identify strengths, gaps, and areas for improvement. The goal is not to judge, but to spark honest reflection, conversation, and change.

This tool is designed for:

- Frontline workers supporting young people
- Service managers and team leads
- Charity and community organisations involved in mental health
- Commissioners or policymakers reviewing provision

Whether you're youth-focused or part of a broader service, this game helps you assess how young people experience your support.

## Creators

The game idea was developed by young people as part of the Youth Action Away Day delivered by ProMo Cymru and Youth Access in 2025.

## How to Play

Read each of the 12 statements and score you and your service on how well you deliver that aspect of support.

Use the points scale:

✓ +1 = We do this well

⚠ 0 = We do this inconsistently or partially

✗ -1 = We don't do this, or do it poorly

Your total score can range from -12 to +12.

Remember to be honest!



# Scoring Sheet

1	2	3	4	5	6	7	8	9	10	11	12	=

Total Score	Interpretation
+9 to +12	🌟 Excellent support across key areas
+5 to +8	✅ Strong support, with some room to grow
0 to +4	⚖️ Mixed delivery - some gaps to address
-1 to -4	⚠️ Inconsistent or weak support in areas
-5 to -12	❌ Major concerns — young people may be at risk

