

# D-EXY



## Digital Wellbeing Platform for Young People



In partnership with

**EXCHANGE  
YOUTH**



The  
Exchange

# WHAT IS D-EXY?



Welcome to D-EXY an online support for the mental health of Young People when and where they need it.

D-EXY provides on-demand support to young people with proven therapeutic content, activities and practical strategies that work – all available online at the touch of a button. D-EXY also offers, safe, moderated online community discussions, and access to counselling – so they have real people to talk to and helpful information they can work through in their own time.

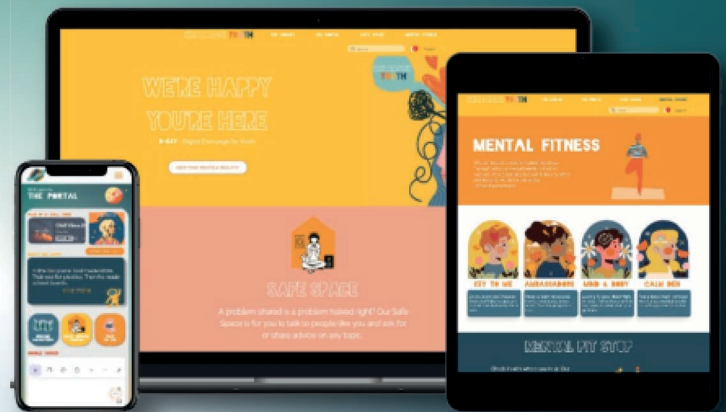
This digital application has been developed in collaboration with young people and is a **'one stop shop' for mental health** - available at young people's fingertips - designed to give immediate support as early as possible in someone's help-seeking journey, wherever they are.

D-EXY offers a continuum of support: at one end is mental health promotion - 'mental fitness'- and at the other end there is direct counselling support. In between there are ideas and guides for managing every day emotional distress and wellbeing challenges.

## FLEXIBLE ACCESS

**D-EXY** is available on both desktop and mobile. The platform has been optimised for use on different devices including tablets and phones.

The D-EXY app is also available to download on both the **Google Play Store & Apple App Store**.

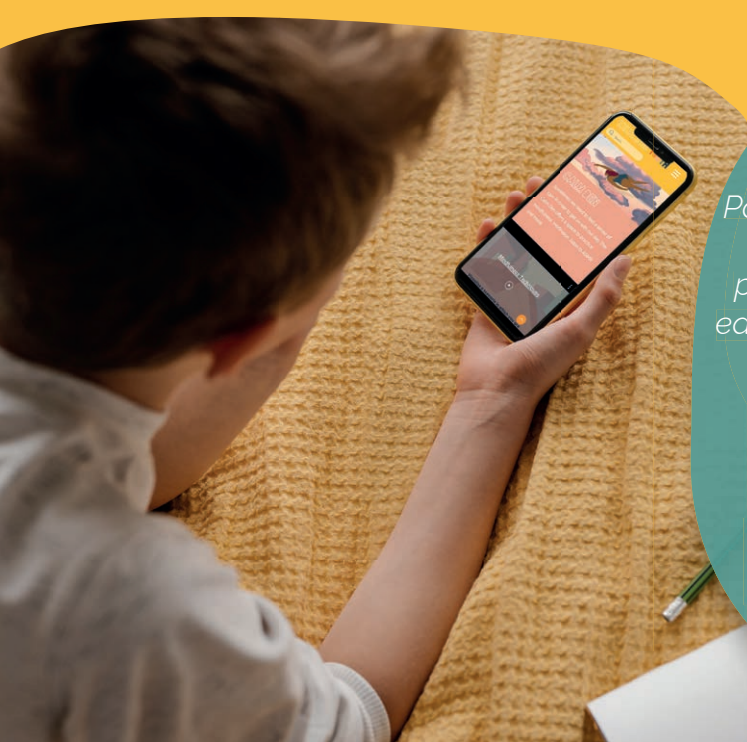


## AVAILABILITY

The library is available 24/7 365 days a year. Young people can browse and download as many resources as they want at their leisure.

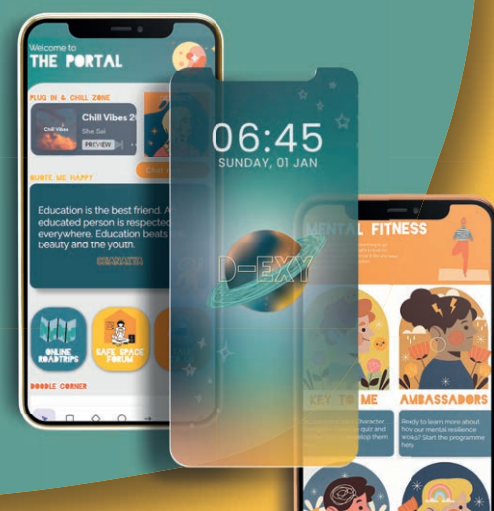
Safe Space Forum is available 24 hours 365 days a year.

The online chat function is available between 10am and 10pm 365 days a year.

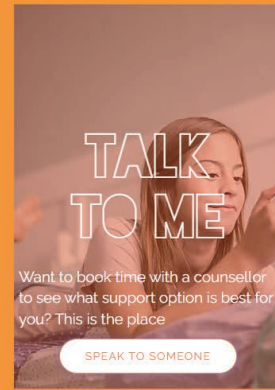
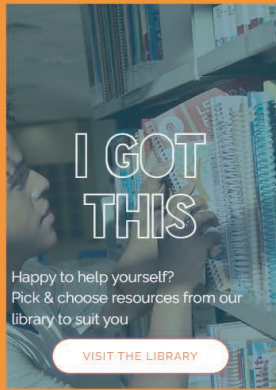


## D-EXY Mobile App

*Packed with all the same features as our web platform and allows for easy on-the-go access for young people.*



# CHOOSE YOUR PATH



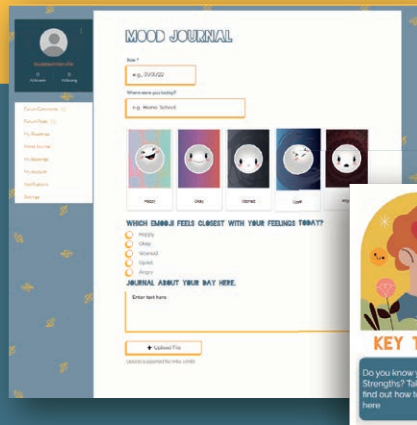
D-EXY offers the young person a choice of three areas they can use:

- 1 Independent - **I GOT THIS** - our library of resources that users can choose to access by themselves wherever and whenever they want to.
- 2 Interactive - **GUIDE ME**- guided self-help programmes which have an interactive text element to support the process.
- 3 Interdependent - **TALK TO ME** - specialised support in the form of planned counselling online and online chat for instant support provided by a fully qualified counsellor

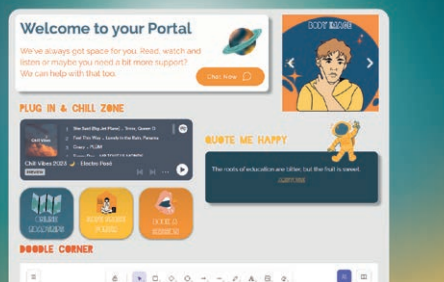
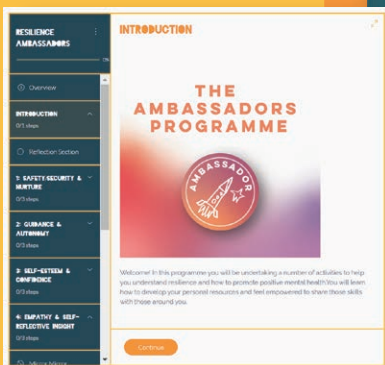
## FEATURES

### LEVEL 1

The Library  
Mental Fitness  
Calm Den  
Mental Health Pit Stop



### THE PORTAL

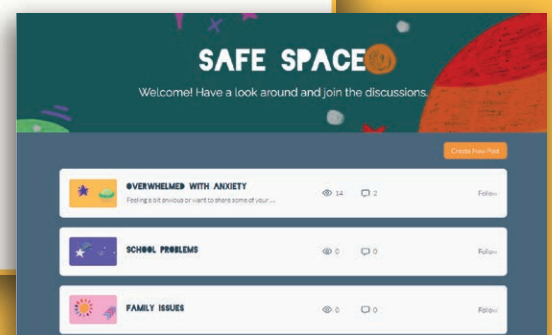
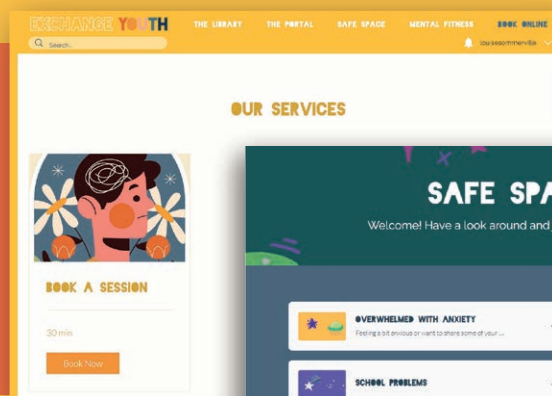


### LEVEL 2

The Roadtrips  
The Portal  
Mood Journal

### LEVEL 3

Safe Space  
Live Counsellor Chat  
Book a Session





The-Exchange brand has a universally positive reputation from service users and trusted partners. From experience we know that an aligned approach is the best way to ensure high engagement and positive outcomes.

Our integration plan involves digital and online avenues as well as more traditional marketing approaches across schools and communities.

## DIGITAL

- Digital Asset Library
- Supportive Social Media Campaigns
- Email Database Marketing

## TRADITIONAL

- Traditional Printed Materials:
- Dynamic QR code posters
- Discreet Referral Cards
- Info Leaflets & Flyers

## IN-PERSON

- Partnership Working
- "Meet D-EXY" team events
- Engaging Presentations

# SAFEGUARDING / CLINICAL GOVERNANCE

D-EXY works within the Working Together to Safeguard Children Statutory framework. Moderation on the portal is carried daily by trained moderators and we have a safeguarding team who are available to all counselling and digital staff each day.

The platform has security features built in to the peer-to-peer forums to prevent misuse. D-EXY promotes itself to young people as a confidential safe space in which users are free from judgment. When a young person chooses to engage in guided self-help (text support) or planned counselling, we request minimal but critical information for safeguarding purposes.

**CARE EXPERIENCED**

**A DIFFERENT APPROACH**

We understand that there can be different support needs after or care experienced.

Within our team we have trained staff who are available to help to navigate the site. We are more than a digital platform, connections to external support agencies are fundamental for anyone who has experienced being in care.

**DEDICATED LIVE CHAT**

The right support when you need it, just click the button in the bottom right of the screen to talk to our team.

**100,000+**  
CHILDREN AND YOUNG PEOPLE IN THE UK ARE LOOKING AFTER

**D-EXY has a designated area for care-experienced young people.**

There is a designated help button for care experienced young people. This takes the young person through to a specific domain which has tailored resources and a separate live chat which has a personalised welcome message letting the young person know that they can speak to one of our care-experienced leads.

D-EXY utilises a continuous improvement mindset by being both proactive and reactive to real-time data gathering. We are able to share detailed analytics to partners in order to target key areas of support needs. Our quarterly reporting system provides specific partner data as well as more generalised "trend" data.

Clients who utilise our counselling services also play a key role in informing our level of service - we gather feedback both during and after sessions to allow us to develop. We work with standardised measurement tools to allow us to monitor the young persons journey, such as; **YPCORE, PHQ9, GAD-7.**

**D-EXY QUARTERLY REPORT**  
18th May -30th Sept 2022

### REFERRAL DATA

Total Children Referrals to us this Quarter	61
Children who have received support this quarter	95
Children currently receiving support	44

We have had 61 referrals this quarter, which is an increase from our previous report. All of the 61 referrals were made by school staff. More males than females have been referred this quarter, this is inline with our previous reports. 95 children have received support, with 44 currently receiving support.

Schools who are accessing our service

22.4% Schools who have not referred  
77.6% Schools who have referred

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### FEEDBACK

Had a positive experience of our practitioners **100%**

Would recommend us to others in need **100%**

Noticed an improvement in their child **100%**

Felt our process was made clear from start to finish **100%**

We send out a short survey, at the end of the 8 week intervention, to all parents who's children we support. From the results above we can see that 100% of the parents who completed the survey had a positive experience, would recommend us, noticed an improvement and felt the process was clear.

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## DIGITAL PLATFORM ANALYTICS

- Visitor numbers to the platform
- Number of "sign-ups" registered
- Peer-to-peer posts
- Site downloads (included what type e.g., video/PDF/topics etc)
- Questionnaires completed
- Self-help programmes completed
- Visits per page/area
- Number of online chat discussions (times/themes/duration)
- Feedback comments

## COUNSELLING SUPPORT DATA

- Number of screenings (booked and attended)
- Number counselling sessions (provided/attended/cancelled/DNA)
- Number of young people completing counselling (included disengaged figures)
- Number of young people registering improvement (using YPCORE)
- Number of telephone/online/video sessions
- Time to screening
- Time between screening and first session
- The number and form of Safety Plans
- Referrals to other agencies

