

# Supplementary material 1 Case study evaluation interview topic guides: LGBTQ+ young people; staff and volunteers; and parents/carers

## Part 1 – LGBTQ+ young people



## A UK study about mental health support for LGBTQ+ young people aged 12 – 25 years

### Remote Interviews for Young Person: Phone via WhatsApp

#### Pre-interview

Participants will be sent via WhatsApp or email the following documents at least one week before:

- Participant information sheet
- Consent form - online Qualtrics link

At least one day before the interview, participants will be sent the following infographic (or similar):



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## **PART 1 – Introduction**

NOTE: In the below topic guide the black italicised text is an instruction to the researcher

- **Welcome – say hello**
- **Information – send info slide show/audio link, via WhatsApp. This link:**  
<https://youtu.be/8GHTFlcpF9M>



- **Any questions about the information? - ask this in text**
- **Explain/ask the young person to advise if they are going to break/stop and that the support staff member will be advised/follow up**
- **Consent form completion/check – ask this in text**
  - Confirm the participant has read/listened to the full participant information infographic/sheet.
  - Ensure the consent form has been completed in Qualtrics.
- **Check willingness to continue- ask this in text**

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## **MAIN BODY OF INTERVIEW – About the support from the service**

- **Section intro images as below**



- **Send Q images one by one**

**REMEMBER:** Be aware of participants' other experiences of accessing services where appropriate. Perhaps asking 'how was this different from previous service/support/help?'

- **Question 1**



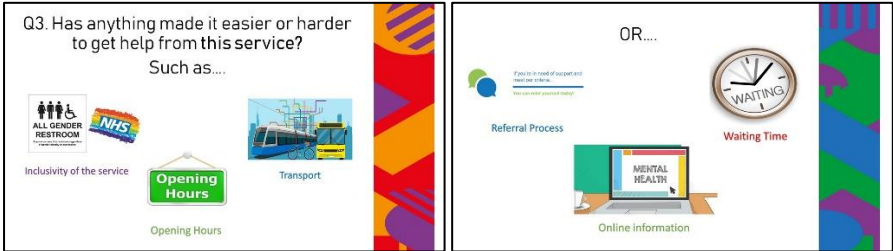
Prompts: How did you find out about the service? Referral from where? What made you feel okay about accessing this service?

- **Question 2**



Prompts: What they do at the service/ how they get here/ what activities/ what staff do/ any self-care support/ how do they feel when they are here?

- **Question 3**



Prompts: encouragement/ open-ness/ patience/ non-judgmental

- **Question 4**



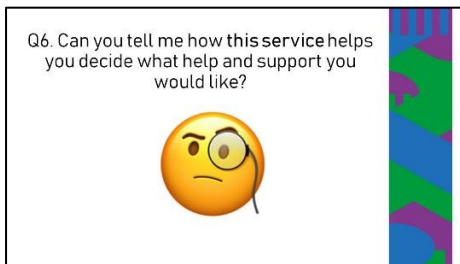
Prompts: pronouns or gender-neutral language/ no assumptions/ facilities e.g., gender neutral toilets/ understanding/ LGBTQ+ advice e.g., coming out, school, HBT bullying, family hostility, sex & relationships, trans issues.

- **Question 5**



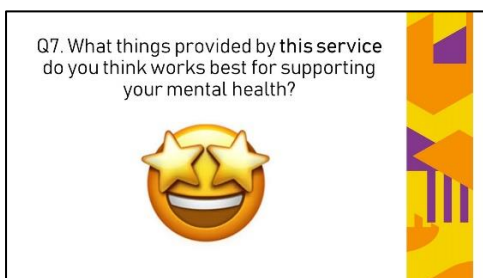
Prompt: diagnosis required?/ respect of individual's own evaluation of mental health/ offered clinical response (medication/referral)/ listened/ emotional support/ blame/ individualising approach/ does it require diagnosis or assessment?

- **Question 6**



Prompts: can make decisions about support independently/ no parent involvement/ control/ style of communication/ respect

- **Question 7**



Prompt: what works best and why– what should they continue to do.

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### **PART 3 – Interview Exit**

- ***Demographics – send link to Qualtrics demographics form and ask them to complete***

- Explain this is for our analysis so we can get a better understanding of the range of different things that impact LGBTQ+ young people seeking mental health support.
- **Welfare check – ask how the participant is feeling after taking part. Can send emojis as prompts, remind of check in from service staff**
- **Ask how they found the interview i.e., doing it by WhatsApp**
- **Send info slide show/audio about confidentiality/data etc. This link: [https://youtu.be/H7mkon\\_EPCU](https://youtu.be/H7mkon_EPCU)**
- **Send support contacts slide**



- **Any questions or comments? - as in text**
- **Thank you – send thank you image below**



## Part 2 – Staff and volunteers



**A UK study about mental health support for LGBTQ+ young people aged 12 – 25 years**

### Interview Topic Guide -Staff and Volunteers

## PART 1 – Introduction

### Welcome

### **What the interview is for**

- We know from other research that LGBTQ+ young people tend not to use mental health support services when they need them because the services often don't cater to their needs, and they fear being judged.
- We are studying **this**<sup>1</sup> service in detail to figure out 'what works best' when supporting LGBTQ+ young people with their mental health.
- We want to get insights into the support you offer at this service and your opinion on the things that work best.

### **What to expect today**

- I am going to ask you about your own individual experiences and views.
- You can give as much or as little detail as you want.
- There will be two question sections: 1) What you do at this service and how you do it  
2) The challenges and your suggestions for ideal provision.
- The entire interview should take 45 to 60 minutes.
- There are no right or wrong answers.

### **Opting out**

- We can pause or stop the interview at any point.
- If you decide to withdraw part way through the interview, we can erase the recording of the interview if you ask us to.

### **Anonymity and confidentiality**

- I will be recording our interview on Teams/Zoom.
- Afterwards the recording will be typed up into a written form called a transcript.
- The recording and the transcript will be stored in a safe place (at the university) where no one can access them except the researchers.
- Your name will not appear anywhere on or near the transcript and it will all be anonymous.
- When we write about the interviews in our reports, we may use some of the things that you have said, but we will not quote any information that could identify you like family or place names.
- During the interview, if you tell me anything that suggests you may be in danger of hurting yourself or someone else, we might have to share some information in order to ensure that you can get help and support.

### **Any questions?**

- Do you have any questions about the interview before we start?

### **Consent form completion/check**

- Confirm the participant has read/listened to the full participant information.
- Ensure the consent form is completed.

### **Check willingness to continue**

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## **PART 2 – Interview Questions**

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<sup>1</sup> **This** service refers to whichever case study site the participant has been recruited from and where the interview will be taking place.

[PAY ATTENTION/EXPLORE ANY TRANS/GENDER DIVERSE SPECIFIC SUPPORT THROUGHOUT]

## **Section 1: Your experience of working at this service**

These questions relate to your own experience of working or volunteering at this service – what you do and what the service offers for supporting the mental health of LGBTQ+ young people.

- 1. Explore first contact with the service - What do you do when a new LGBTQ+ young person first comes to the service and they request or you think they would benefit from mental health support?**

Prompts: how do you assess their mental health – one to one assessment etc./ formal mental health assessment/ self-diagnosis accepted/ how do you decide what type of support that's best/ referrals/ any specific support provided e.g., trans specific, disability specific, carer specific support

- 2. Explore the day-to-day support - Can you tell me about a general 'day in the life' of supporting the mental health of LGBTQ+ young person who is using your service?**

Prompts: support techniques/ tools your job role involves/ self-care support/ therapies/ how is the support evaluated?

- 3. Explore how they do it – what specific actions/activities do you do to offer this support?**

Prompts: coaching/ facilitation/ signposting / do you think this works well?

- 4. What words would you use to describe the values involved when supporting the mental health of LGBTQ+ young people at this service?**

Prompts: individual values e.g., enthusiasm, non-judgmental, collaboration/ service level values e.g., inclusivity, anti-oppressive (practice).

- 5. Can you tell me how you attend to the needs of young people in relation to them being LGBTQ+?**

Prompts: pronouns and gender-neutral language/ no assumptions/ facilities e.g., gender-neutral toilets/ any trans specific approaches/ why do you do these things?/ do you think that works well?

- 6. Can you tell me how the service ensures that the support offered meets the needs of each individual young person?**

Prompts: trans specific support/ one to one assessment/ tailored support/ why do you do these things?/ do you think that works well?

- 7. How do you respond to an LGBTQ+ young person when they come to the service or are thinking of coming but are afraid/anxious? i.e., how do you support them to sustain their engagement?**

Prompts: encouragement/ openness/ patience/ why do you do these things?/ Do you think that works well?

- 8. Can you tell me about how the service supports LGBTQ+ young people to make independent decisions about support for themselves?**

Prompts: can make decisions about support independently/ no parent involvement/ control/ style of communication/ respect/ self-care support/ why do you do these things?/ Do you think that works well?

- 9. Can you tell me about whether there a specific type of support you think works best specifically for support trans and gender diverse young people with any mental health problems they may have? If so, what is that like?**

Prompts: why do you do these things?/ Do you think that works well?

- 10. How would you sum up the approach taken by your service in supporting LGBTQ+ young people's mental health?**
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## **Section 2: Challenges and what works best**

These questions relate to your own experience of working or volunteering at this service – what you think works best and what you think could be improved about this service.

- 1. Can you tell me about any barriers you find that LGBTQ+ young people face when trying to access your service?**

Prompts: what have young people told you they find difficult? confidence/ information/ wider social support/ practical access issues (travel/money etc.)/ any specific considerations for trans and gender diverse young people?

- 2. Can you tell me about any factors that mean LGBTQ+ young people don't sustain their contact with the service once they have started coming and what do you do to support them to continue to engage?**



Prompts: confidence/ information/ wider social support/ practical access issues (travel/money etc.)/ travel expenses/ outreach work

**3. Can you tell me about the things that may compromise your ability to provide the support you want to?**

Prompts: funding/ resources/ staffing/ stigma/ training

**4. Can you tell me anything about how you think wider services tend to approach the mental health needs of trans/gender diverse young people?**

Prompts: pathologizing/ the role in trans and gender diverse young people's wellbeing/ conflation of trans identities and mental health problems

**5. Can you tell me about your experience of the family and their role in relation to the mental health and support of LGBTQ+ young people?**

Prompts: influential or not/ support role/ family support as part of service?

**6. Can you tell me what you think are the parts of your current service model that work best to support the mental health of LGBTQ+ young people?**

Prompts: why?

**7. If funding/resource was no object, can you tell me what services you would offer ideally to support the mental health of LGBTQ+ young people?**

Prompts: why do you think that would be valuable?

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## **PART 3 – Interview Exit**

### ***Welfare check***

- How are you feeling after taking part?
- Remember everything you have said to me today is completely confidential, so I will not identify you in relation to things you have said and any identifying details (names, places etc.) will be removed when we write up the recording.

### ***Demographics***

- Ask participant to complete the staff/volunteer demographics form.

### ***Any questions or comments?***

### ***Thank you***

- Express thanks

[RESEARCHER TO REMAIN WITH PARTICIPANT UNTIL PARTICIPANT WANTS TO LEAVE]

## Part 3 – Parents and Carers



**A UK study about mental health support for LGBTQ+ young people aged 12 – 25 years**

### Interview Topic Guide – Parent/Carer

## **PART 1 – Introduction**

### **Welcome**

#### **What the interview is for**

- We know from other research that LGBTQ+ young people tend not to use mental health support services when they need them.
- We also know that being LGBTQ+ can sometimes create pressure between young people and their families that can negatively impact their mental health; whereas positive family relationships are associated with better mental health for the LGBTQ+ young person.
- We are studying this service in detail to figure out ‘what works best’ when supporting LGBTQ+ young people with their mental health.
- We want to get insights into the support offered at this service and your opinion on the things that work best.

#### **What to expect today**

- I am going to ask you about your own individual experiences and views.
- You can give as much or as little detail as you want.
- There will be two question sections – 1) Your experience of finding and accessing support for your LGBTQ+ young person when they first experienced mental health problems 2) Your experience of the support your LGBTQ+ young person receives.
- The entire interview should take 45 to 60 minutes.
- There are no right or wrong answers.

#### **Opting out**

- We can pause or stop the interview at any point.
- If you decide to withdraw part way through the interview, we can erase the recording of the interview if you tell us that you want this to happen.

#### **Anonymity and confidentiality**

- I will be recording our interview on this recorder that is locked by a password.
- Afterwards the recording will be typed up into a written form called a transcript.
- The recording and the transcript will be stored in a safe place (at the university) where no one can access them except the researchers.

- Your name will not appear anywhere on or near the transcript and it will all be anonymous.
- When we write about the interviews in our reports, we may use some of the things that you have said, but we will not quote any information that could identify you like family names, or place names.
- During the interview, if you tell me anything that suggests you may be in danger of hurting yourself or someone else, we might have to share some information in order to ensure that you can get help and support.

**Any questions?**

- Do you have any questions about the interview before we start?

**Consent form completion/check**

- Confirm the participant has read/listened to the full participant information.
- Ensure the consent form is completed.

**Check willingness to continue**

**PART 2 – Interview Questions**

**Section 1: The support journey for your LGBTQ+ young person**

These questions relate to your own experience with your LGBTQ+ young person and how they sought help when they first started experiencing mental health problems.

- 1. Can you tell me about when your LGBTQ+ young person first started experiencing mental health problems and wanted to seek help?**

Prompts: were you aware 'from the beginning'?/ Did they want or need your support to access support?/ how did you find out?

- 2. Can you tell me about anything that made it difficult for your LGBTQ+ young person to seek support when they first started experiencing mental health problems?**

Prompts: fear/embarrassment/their mental health condition/unsure where to look/waiting lists

- 3. Can you tell me about anything that made it easier for your LGBTQ+ young person to seek support when they first started experiencing mental health problems?**

Prompts: friends/family support/clear information

- 4. Can you tell me about how you understood your 'role' as parent/carer when your LGBTQ+ young person was trying to access support for their mental health problems?**

Probes: Do you think parents/carers should be involved in the process of seeking support/ do you think LGBTQ+ young people should be able to access the support they need independently of their parents/carers

## **Section 2: The support experience of your LGBTQ+ young person**

These questions relate to your own experience of the support your LGBTQ+ young person has received and what parts you think work best.

- 1. Can you tell me what you think your role and the role of family is in supporting the mental health of LGBTQ+ young people?**

Prompts: communication/emotional support/safety/provide resources

- 2. In what ways, if any, does your engagement with this support service, assist you to support the needs of your LGBTQ+ young person?**
- 3. If your LGBTQ+ young person also engages with this service, in what ways do you perceive that is beneficial to them?**
- 4. Can you tell me about which types of support you perceive to have been most beneficial to your LGBTQ+ young person?**

Probes: why do you think these things have been beneficial?

- 5. What do you think is missing from the mental health support available to LGBTQ+ young people?**
- 6. What do you think would help parents, carers and families to support LGBTQ+ YP when they first experience mental health problems?**

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## **PART 3 – Interview Exit**

### ***Welfare check***

- How are you feeling after taking part?
- Remember everything you have said to me today is confidential and you will not be identified by anything we use in our reports that you have told me.

### ***Demographics***

- Ask participant to complete the family member/carer demographics form.

### ***Any questions or comments?***

***Thank you***

[Researcher to remain with participant until participant wants to leave]