



myh muslim
YOUTH
helpline

**IMPACT
REPORT
2022**

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Foreword

In 2022, we spent time speaking to young Muslims through our work to learn and be inspired. We heard the importance of being understood, how few spaces exist where young people can flourish and grow, and how finding the perfect personal balance between your competing interests and identities is integral to young people. This coming year, we will use all this to shape new conversations and resources to support young people.

MYH spent time with new and old partnerships, sharing what young Muslims are telling us they need and supporting other services and organisations to develop content and approaches that resonate with young Muslims. The impact these changes make means we're creating many appropriate spaces where young Muslims can feel safe and get the proper support for their development and happiness.

We've reached many milestones this past year. For this coming year, we are focusing on strengthening our resources online, doing more outreach, and focusing our signposting services to include regional and local services for young people.

Thank you for taking the time to read MYH's 2022 impact report and for caring. We received much support and guidance throughout, leading to a successful year, and we look forward to reaching new milestones and bringing you great news in 2023.

Stay happy and healthy.

Maaria Mahmood
Director

The past year has been one of reflection and accomplishment. Coming out of the pandemic, we re-adjusted to working with others in-person, while also maintaining our digital environment for our helpline.

Our helpline workers worked diligently, and met each service user with kindness, empathy, and a non-judgmental attitude. As an organisation, we partnered with many other like-minded organisations that helped us with our outreach by allowing us to spread our knowledge of the concerns of young Muslims, but also allowing us to engage with young people who may have never heard of us.

Looking ahead, we have a number of exciting partnerships and projects, including our plans for our volunteer project, along with partnering with organisations all over the UK in order to ensure we have the resources required for our wide breadth of helpline users.

As always, it continues to be a great honour to work alongside our brilliant team, who work hard to bridge the gap for young Muslims seeking culturally and religiously-sensitive support. I look forward to another brilliant year at MYH.

Hadil Nour
Helpline Manager

Introduction

Muslim Youth Helpline is a national listening service operating since 2001. We support young Muslims all over the UK, regardless of what they're facing. We work hard to provide a non-judgmental, non-directional, and empowering service for our young people.

Our approach makes us unique - we are a faith and culturally-sensitive helpline providing empathetic support to young Muslims in the UK.

In 2022, coming from a worldwide pandemic, many dealt with huge adjustments being around others, dealing with loss and grief, and navigating a changing world. Our helpline continued to meet a record number of users, with a record increase in access compared to 2021, and a total of 12442 individuals accessing our helpline in 2022.

Our concerns changed, with many young people accessing us for financial support during the cost of living crisis, alongside other top concerns such as mental health, family and relationships, and spiritual concerns.

Our helpline team worked hard to meet this demand, and as an organisation, we continued to work to support as many young people as possible.

Impact Points

Supporting Our Users By:

- ✔ Meeting our call demand
- ✔ Providing a good service
- ✔ Diversifying and expanding our team

Enhancing The Young Muslim Voice By:

- ✔ Our organisation achievements
- ✔ Partnerships
- ✔ Our signposting list

Our Year At a Glance



3005 Phone calls



468 Whatsapp Chats



7425 Webchats taken



1555 Emails replied

Total enquiries 2022:
12 442
(+55.7% from 2021)



AGES

10 to 69 years old

Majority between 10 and 29 years old



32+ CITIES

- London
- Manchester
- Birmingham
- Leicester
- Cardiff
- Newcastle
- Liverpool



GENDER

Female 3133 (58%)

Male 2294 (42%)

Unknown/other 7015

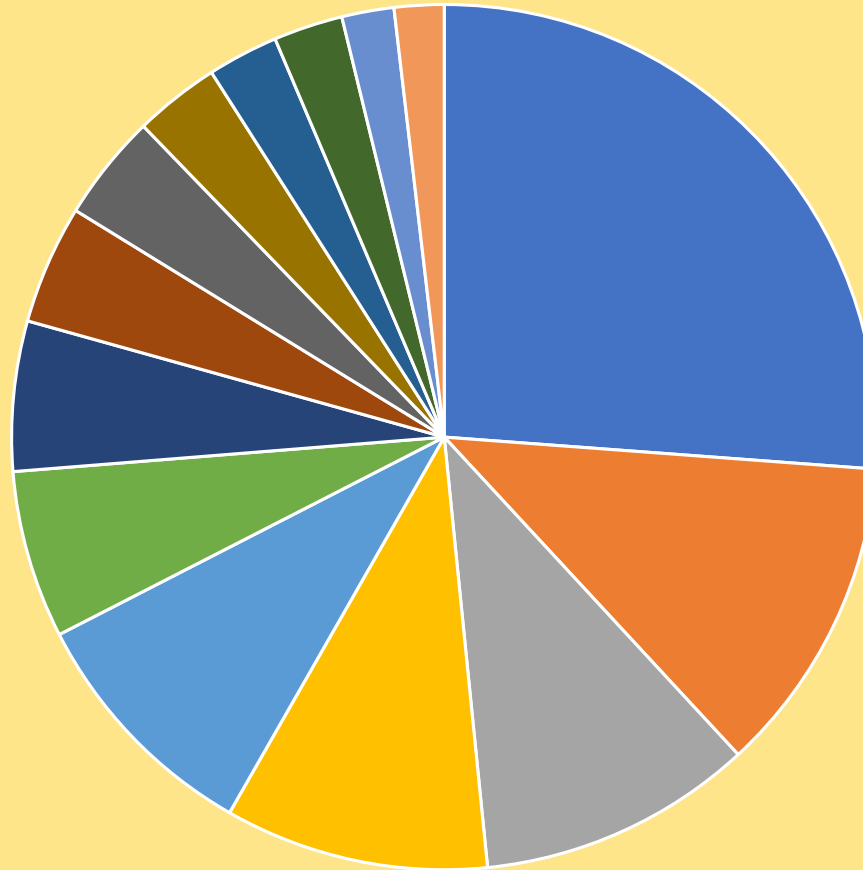


100% of users would use our helpline again



3429 hours spend engaging with service users

Primary Concerns



- Religious Advice (26.2%)
- Family Issues (11.9%)
- Faith and Spirituality (10.3%)
- Relationships (9.8%)
- Marriage (9.2%)
- Financial Support (6.3%)
- Other Mental Health (5.6%)
- Depression (4.4%)
- Anxiety (4.0%)
- Info about MYH (3.2%)
- Addiction (2.6%)
- Abuse (2.6%)
- Friendship (1.9%)
- Loneliness (1.6%)

What the Concerns Mean

1. Religious Advice, Faith, and Spirituality

Young people understandably have many questions. As Muslims, sometimes that is about one's identity or beliefs. Many young people access our helpline for support with faith-based concerns. While we cannot offer religious advice or rulings on our helpline, we pride ourselves in being a religiously- and culturally-sensitive helpline. We support young people, regardless of religiosity or background, in a non-judgmental and non-directional way. We explore underlying feelings and concerns like religious guilt, discussing context or other concerns, and signposting to reliable

2. Family Issues

Family issues are one of our helpline's top concerns annually. Young people struggle with family issues in several ways; arguments between family members, dealing with separation or divorcing parents, and having issues sharing their mental health with families who are less understanding.

3. Relationships

We see different types of relationship concerns on the helpline. These include platonic relationships such as friendships, family, or romantic ones. Young people may struggle with these relationships in some ways. We listen to and support our users to navigate their relationships and develop a solution that works best for their situation.

4. Marriage

Marriages can be challenging to navigate, especially for young Muslims entering a romantic relationship. Young people access our helpline as it can be difficult to share these delicate issues with those around them or maybe look for a non-biased and non-judgmental opinion. At MYH, we give them the space to listen, support and get guidance.

5. Financial Support

With the cost of living crisis we are facing in the UK, we have had more users reaching out for financial support. While we cannot provide direct financial support, our helpline workers have several resources to share. Beyond resources, we support our users to build a plan, to be heard and to empathise.

6. Other Mental Health

Many young people access our helpline without a diagnosis of a mental health condition or some symptoms which may be indicative of a mental health concern. Without a name, young people access us, unsure why they are experiencing certain feelings. While our helpline does not diagnose, we help young people get the support they need with their mental health.

7/8. Depression, Anxiety

Depression and anxiety are common mental health concerns we see on our helpline. We help by providing young people with a cultural understanding of mental health while also signposting to organisations which can help with professional support.

9. Information About MYH

Many individuals accessing Muslim Youth Helpline for the first time have many questions. Because of the uniqueness of our service, they may have little to no experience with similar organisations. Many of these enquiries come from young people, concerned friends, and parents who want support but don't know where to begin.

10. Addiction

Addiction in its many forms is another top concern on our helpline. Young people face addictions like pornography and illicit substances, but either don't know where to get support or are scared of the repercussions of telling those around them. They're worried about being met with judgement and tend to experience religious guilt.

11. Abuse

Young people, unfortunately, are met with different forms of abuse and may worry about contacting authorities or telling those around them. We meet these users with empathy and support and safeguarding.

Supporting Our Users

At MYH, our top priority is providing a service that works for our users. We adapt and work hard to ensure our service maintains quality, and our helpline workers always adhere to our helpline's qualities.

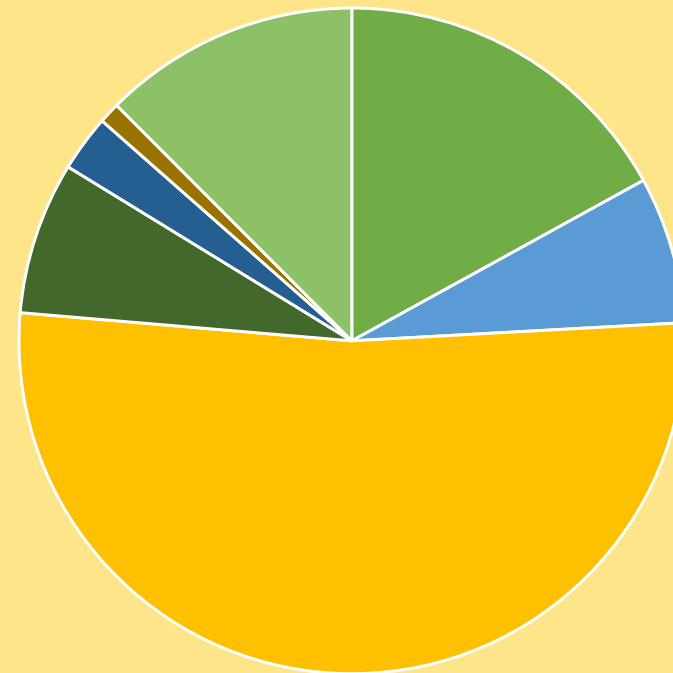
To support this, in 2022, we expanded our team to meet our enquiry demand.

Meeting Our Enquiry Demand

In 2022, our helpline continued to experience increasing demand since the 2020 covid lockdown. Compared to 2021, we experienced a 55.7% increase in enquiries - our highest record yet!

To keep up with this demand, we increased our helpline staff and completed our largest-ever volunteer recruitment drive. With over 12400 enquiries this year, we were able to respond to more than 85% of our enquiries during our opening hours.

We continue to work hard to meet our service users' needs by keeping up with data and trends on the helpline and ensuring our helpline workers are well-equipped to provide a non-judgmental and supportive service.



- Calls (17.0%)
- Webchats (52.2%)
- Whatsapps (2.7%)
- Emails (12.5%)
- Missed Calls HH (7.1%)
- Missed Webchats HH (1.0%)
- Missed Whatsapps HH (2.7%)

Service and Team

Providing a Satisfactory Service

At MYH, we want to ensure our service always meets MYH's standards: we take every enquiry with a non-judgmental, non-directional, and empathetic attitude. We continue to listen to the helpline feedback from the helpline survey. Our results showed that:

- 100% would reaccess our service
- 84% would recommend our service to a friend
- 94% Felt helped and understood at the end of their conversation with MYH.

We plan to revamp our survey for 2023 and make it more accessible for our users by allowing them to opt in during conversations.
<https://myh.org.uk/get-involved/myh-helpline-survey>

Diversifying and Expanding our Team

The team now consists of paid staff and volunteers. We recruited and trained volunteers to join the helpline to meet the rising demand for enquiries. We also diversified our team for our service users to relate to our helpline staff.

Our team now includes both males and females from many cultural backgrounds. Working from home has also allowed us to recruit nationally, so our volunteers operate from living rooms and offices throughout the UK!

Our plans for 2022 include expanding our volunteer team with more volunteers than ever. We have also hired a volunteer coordinator to ensure our volunteers are well-supported when they join our team.

“ service user feedback

I was really depressed by the situation at my house. The helpline officer helped me to reflect on myself and my priorities. Even when I contacted them after months, they didn't forget my case. I wish for them to know that they hold so much respect in my heart - it was an amazing experience. I have a stressful exam coming up, but I feel like I can handle it now. I couldn't have done anything without their help.

I'm not sure who I spoke to, however they were super nice and listened to me without being judgemental. May Allah SWT reward all of you guys for your efforts, this is the first time I've struggled with my mental health and you guys really helped! :)

JazakAllah, what you people are doing is the definition of empathy and humanity.

I was really nervous, as I didn't know if a non muslim could chat on a muslim helpline, but I am glad that you are welcoming of everyone. Not many people would have talk and listen to me the way MYH did. Thank you. Thank you for understanding and getting it. Nobody has so far. What you do here, helping people you don't even know? It's such a beautiful thing. You're the best kind of people.

volunteer feedback”

I have been volunteering with MYH for 6 months now and being able to support and listen to others from a similar cultural background has been very fulfilling. At times it has been challenging however the insight and encouragement from the HO's has been great and the initial training has helped me feel more prepared. The overall experience has helped me develop empathy and understanding for others and given me greater confidence in myself and my abilities. Positive feedback from clients who feel lighter after having spoken to someone really makes you realise how much this resource is needed.

MYH is a wonderful place to volunteer. It's a true community where no one judges and everyone unites in the support of others. Shifts can be intense, but I'm always prouder of doing them than anything else that week.

MYH has become like a second home, where on top of helping people, I met some amazing people, and learn to listen without holding a judgement, and I have now integrate it in my daily life. In return, that makes me a better person inshaAllah

Enhancing the Young Muslim Voice

Partnership and Supporters

Each year, we partner with several organisations to build resources and content and to better support young people.

Workshops/Speaking

Compton School support and fundraising

Relationships & Sexuality YM - Aston University
Suicide Prevention Podcast (Muslim Mind Collaborative)

Community Policy Forum Podcast

Improving Outcomes for Black and Asian Children
Ramadan Tent Project (Mental health and Muslims)

Trained 64 Muslim Students across universities in the UK to be Mental Health First Aiders

YourBestFriend - MYH has been a critical partner in the YBF project since 2020. The project brings together service providers representing young women from England and Wales to help shape a robust future, empowering 10,000+ young women with knowledge and confidence to act before someone harms or is harmed and to keep themselves and their friends safe. 2022 was our final chapter of the project, which saw the project reach 5.2 Million young people through the #friendscantell website, short film, TikTok campaign, Time to Step In the navigator, podcast and online resources.

Young Minds - In 2022, we began a critical collaborative project with Young Minds. The digital content campaign will launch in early 2023 to build and disseminate mental health content specific to young Muslims in the UK. The project so far has included insight sessions with young people to shape the content and understand the needs of young Muslims. Collaborating with other mental health services is essential for MYH; we can guide services to become faith and culturally sensitive so that when young Muslims need help, they receive appropriate care.

The Mix - On World Mental Health Day, MYH collaborated with The Mix to put together a simple online guide, 'How to discuss Mental Health with someone you trust'. It was to encourage mental health discussions and how to prepare yourself for the conversation, respond to doubts or questions, and what to do next. The goal for 2022 was to help make Mental Health a global priority, and from our experiences, we know you need support to begin your mental health journey, and sometimes the biggest challenge is to open up and discuss it with loved ones.

Welcome Directory Partnership - The Welcome Directory's goal is to support faith communities to become places where people who leave prison find acceptance. MYH is part of the directory as a service for those leaving prison who need a listening ear. We joined the directory and the team in 2022 and hope to use this as a springboard to join similar projects to help prison leavers find a safe space.

Association of Mental Health Providers - The Association is a body of organisations both regional and national, built to support the work we all do. The membership brings MYH opportunities to collaborate and build and relationships.

Barnardo's Health and Wellbeing Alliance - Last year, we joined the alliance as part of a joint effort between healthcare services and VCSE organisations to improve ways of delivering services that are accessible to everyone. Making it easier for all communities to access services will reduce health inequalities. MYH lends its ideas to the alliance on young people's access to mental health services.

Enhancing the Young Muslim Voice

Our Year Ahead

1

Expansion of our team - With increasing users, we had to ensure we were positioned to answer as many enquiries as possible. We doubled our efforts in 2021 and trained the largest number of volunteers our helpline has ever seen. Our volunteers understand the importance of handling sensitive issues with care and empathy and being religious and culturally sensitive. We will continue these efforts in 2023 as we expand our team.

2

Volunteer Coordinator - Our dedicated volunteer coordinator has allowed us to increase the number of volunteers on our helpline. Acting as the main point of contact for our volunteers, our VC has worked to identify areas of strength and weakness in our volunteer program while also working on expanding our reach.

3

Volunteer Training - It is essential to our volunteer program. We must ensure that our volunteers are ready with the skills necessary to work under pressure while also adhering to MYH's core values. Our volunteers come from all backgrounds and walks of life, so they may not have had formal training in mental health before joining our organisation. Our volunteer training includes:

- ✔ Basic Counselling Skills
- ✔ Islamic Counselling
- ✔ Addictions
- ✔ Mental Health
- ✔ Abuse
- ✔ Sex, Sexuality, and Relationships
- ✔ MYH Policies and Procedures

Our Organisational Achievements

1

Our Team - We hope to further grow our team in 2023. We learned many lessons during our recruitment process; we expect to implement these learnings with our next batch of volunteers.

2

Outreach - Our goals for 2023 are to expand our helpline's reach and ensure the resources we have to accommodate the young people coming to us from all corners of the UK. We plan to work with smaller local organisations all over the UK which provide expert support to young people in different areas, such as addiction, mental health, and spiritual support.

3

Technology for our team - Our helpline team operates online. As a helpline, we want to ensure we are using the best technology to meet the demand we experience. We began working with many technology companies to research which would fit best at our helpline. We are in the final stages and hope to introduce this in 2023.

New Referrals

At Muslim Youth Helpline, we work our best to meet our service users' needs. One of the ways we do this is by expanding our signposting list. Some of the organisations we added in the past year include:



new beginnings

Other organisations our service users were signposted to:



The Welcome Directory





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GET IN
TOUCH!

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 MuslimYouthHelpline

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