

Liz – 16



Year 12 – Beginning A-levels

Hobbies

- Enjoys watching Youtube videos, playing the violin and makeup

Personality traits

- Shy, positive attitude, studious

Pains

- Since the start of lockdown, Liz has been feeling isolated, unable to speak to her friends and more tired than usual.
- She's been lacking the motivation to keep playing the violin as well as her studies.
- Is spending a lot more time on social media but less time calling up friends or family.
- While her online activity has increased, she has been feeling very isolated, engrossed in looking at celebrity posts.
- Her marks have also been failing because of her lack of motivation to keep up
- Her isolation has caused her to shut down and not communicate with her friends or family

Needs

- A deliverable that would work with her regular online presence
- A way for Liz to find guidance so as to regain her motivation and go back to her hobby
- A booster to encourage communicating with her loved ones
- Alternatives for her to use her online presence to turn to helpful resources and talk to new people

Emma – 11



Year 6 – About to change to secondary school

Hobbies

- Enjoys drawing, playing outside with her friends from school

Personality traits

- Outgoing, creative, popular at school, caring

Pains

- Since the start of lockdown, her attention span has been more scattered than usual
- She feels restless, bored and can't pay attention to her school work as she can't be outside
- Her parents have been complaining about her hyperactivity at home
- She doesn't understand why she's so restless and has no resources to turn to that she can understand for answers

Needs

- A way for her to understand why she's feeling this way

- As she's inclined to be creative she would particularly find it useful to have a deliverable with illustrations
- Content that is easily understandable for her age group
- A resource that she can also share with her parents and encourage understanding/communication
- A resource that helps her feel understood and not alone

Sebastian – 14



Year 10 – Working towards GCSE's

Hobbies

- Enjoys gaming, competes in online gaming competitions, enjoys spending time talking to his close-knit group of friends

Personality traits

- Shy (suffers from anxiety), is prone to lack of energy due to depression

Pains

- Since lockdown, his depression has worsened and he's been isolating himself a lot more during his (more frequent) downtimes.
- Because of the lack of availability for therapists during lockdown, he's been receiving less support from professionals.
- His marks have reached an all-time low due to his ongoing mental health issues

Needs

- Needs online resources which can provide him temporary support during lockdown
- Encouragement to communicate with his loved ones
- A way to feel listened to and helped

- Motivation to keep pushing and to maintain a healthy lifestyle
- Content that is easy to understand
- Content that explains clearly and factually how to best go about lockdown
- Illustrated content that feels lively and sympathetic to his situation
- Clear explanation of the available resources