



Lancashire,
Manchester &
N Merseyside



Lancashire &
South Cumbria
NHS Foundation Trust

AN INDEPENDENT REVIEW

NOVEMBER 2019

CARRIED OUT BY
THE EVALUATOR



European Union
European
Social Fund

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Two Page Infographic Summary



Young people at Myplace



Through funding secured so far; Myplace currently works with young people aged 11 years and over, who live across Lancashire, often from deprived backgrounds and facing long waits for mental health services.



"I already feel happier, socialising with other people. Being here has massively improved my mental health and has inspired me to do more."



Young people who attend increase wellbeing across the board; on average by 2 points on the Warwick Edinburgh Scale of wellbeing, but this increases to a 5 point rise if that young person is feeling very low wellbeing at the start –
MYPLACE HAS THE MOST IMPACT ON THOSE WHO ARE FEELING VERY LOW



"It's good. You'll have a good time - you get to do better outside than you do in school."



THIS IS ECOTHERAPY

100%



100% of young people attending Myplace have learned something new.

95%

of young people have given something back.



"It's been a brilliant time, I have made a new friend and learnt so much about wildlife and nature."



"I attended Myplace at a time I really needed it. I made new friends and did lots of activities I enjoyed. Thanks for looking after me."



90%

of young people were more active.



85%

of young people noticed more around them.



80%

of young people have made new friends.



Myplace assesses impact on young people using the Youth Star outcomes framework and had the most impact in the sub-categories of Making a Difference, and Hopes & Dreams.



This is a summary of a full report which can be seen at www.lancswt.org.uk/myplace



Adults at Myplace



Through funding secured so far, Myplace currently works with adults who are furthest away from employment, who live in Lancashire, often from deprived backgrounds.



“Before coming to Myplace, I suffered with addiction, depression, social anxiety. I would isolate and close myself off from the world.”



Adults who attend increase wellbeing across the board, on average by 8 points on the Warwick Edinburgh Scale of wellbeing – but this increases to an 11 point rise if that adult is feeling very low wellbeing at the start – MYPLACE HAS THE MOST IMPACT ON THOSE WHO ARE FEELING VERY LOW.



“I wouldn't have gotten a job without the journey of self-discovery managed via Myplace.”



98%

of adults attending Myplace have made new friends.



“Myplace has been a very worthwhile addition to my life.”

The opportunity to get out and interact with the world around me has been extremely beneficial and fulfilling. The help and moral support I have received...has been amazing. Thank you!”



“This has helped me to get closer to nature and therefore rediscover hope.”

96%

learnt something new, gave something back and were more active.



88%

of adults noticed more around them.



Make new friends, give something back, notice more, be active, and keep learning!

5 Ways to Wellbeing



Myplace assesses impact on adults using the Work Star outcomes framework and had the most impact in the sub-categories of Job Skills & Experience, and Health & Wellbeing.



This is a summary of a full report which can be seen at www.lancswt.org.uk/myplace

Part One: Myplace itself

Introduction: This is Ecotherapy

Myplace is a project which uses the tagline; 'A natural way to wellbeing'. It's person-centred and nature does not judge. People are encouraged to take part gently, and there is no pressure.

Based across green spaces, Myplace encourages both young people and adults to reconnect to nature. They use the five ways to wellbeing to connect people with nature and place.

The Five Ways to Wellbeing:

1. **Connect**
2. **Be active**
3. **Take notice**
4. **Keep Learning**
5. **Give something back**

Activities can include bush craft, foraging, fire and cooking, nature walks, species ID, mindfulness, growing food, cooking. People are able to choose their own tailored plan.

Alongside self-referrals, participants are signposted here from the NHS. Myplace take referrals directly from mental health, parents who home-school, and social services amongst others. At times when waiting lists for mental health services are increasing, Myplace can respond and help people quickly.

"Most people who come to us have struggled integrating and benefiting from the systems that are there to support them. Myplace enables them to pause, step in the destigmatising world of nature and start to take control of their own recovery and work out what being well looks like for them."

Rhoda Wilkinson, Myplace Manager.

Participant
Quote

"I attended Myplace at a time I really needed it. I made new friends and did lots of activities I enjoyed. Thanks for looking after me."

Participant
Quote

Myplace has two sub categories; 'Our Bright Future' is the programme focussed on young people and is funded by National Lottery Community Fund and Myplace has an additional funding stream focussed on adults who are unemployed or economically inactive and is funded by European Social Fund (ESF). In addition, Myplace receives some NHS funding through Lancashire and South Cumbria NHS Trust.

Myplace work with a person-centred approach to connect to overall wellbeing. Currently, those over 25 have to be unemployed or economically inactive in order to take part but there are no restrictions on those under 25 years old.

Evaluation Methodology

In this evaluation, the major focus has been on who works with Myplace, and the impact data the Myplace teams have collected.

Literature Review:

The Evaluator was able to review the following documents:

- Raw data of all the evaluation materials currently collected
- Recent funding returns for ESF and National Lottery Community Fund
- Case Studies of individuals who have taken part in the programme
- One longer case study focussed around partnership work with The Harbour
- YouTube videos of participants describing their experiences

Focus Group:

The Evaluator ran a focus group specifically with young people on Saturday 22nd June 2019, which covered the impact of Myplace, access to services, the chance to design an ideal service, and individual case studies.

Staff Interviews:

In addition, The Evaluator was able to speak to the following staff:

- Rhoda Wilkinson, Myplace Manager
- Lisa Griffin, Myplace Support Officer
- Daveen Wallis, Director of Nature and Wellbeing
- Kevin O'Hara, Transformation Manager Lancashire Care NHS Foundation

Throughout this evaluation, participant quotes are highlighted, to explain the project in people's own words.

Participant
Quote

"I feel as though it makes you feel a lot better within you, so you can see the effect nature can have on yourself."

Participant
Quote

How does Myplace work?

The model of Myplace is clearly identified as ‘person-centred’ a fact that was made clear by both staff and participants alike.

Rhoda Wilkinson, Myplace Manager explains:

“There are lots of amazing parts of Myplace, but I think that it is flexible and responsive to the needs of people, encouraging them to take the lead through a person-centred approach. It’s also a very gentle approach and takes advantage of some beautiful settings that allow and encourage people to be kind to each other in a way that you rarely see in other walks of life, whether young people or adults. Also, that it’s not just about people’s recovery but it enables people to get involved in nature’s recovery.”

The key word to pick out here is ‘gentle’. Often the people involved in Myplace have seen many different professionals and still not received the help they need. They may have had to deal with long waiting lists, or not known where to turn. They may have felt the effects of being judged, being bored, and being lonely. With complex mental health issues, we do now know as a society that we need to teach self-coping strategies, and we need to tackle the range of social factors that can contribute to low mental wellbeing rather than view mental health as a medical problem to be solved.

This is something the NHS understands:

“If people young or old have been through a system and are still unwell then there is something that the system is not providing. Myplace provides the NHS with a non-clinical option for people who do not necessarily need or experience benefit from clinical treatment, but are seeking support in developing habits and a lifestyle that enable them to be well.”

Kevin O’Hara, Transformation Manager, Lancashire and South Cumbria NHS Trust

Yet Myplace is clearly an eco-therapy project, and its roots are firmly grounded in the natural environment. Being out in nature has been proven to have relaxing benefits, to affect all of the five senses, and to produce some physical benefits including lower blood pressure, better sleep, lower stress-hormones. Humans are bred to be in nature, but in our increasingly complex technological world, we are forgetting that we need this.

Myplace helps people who are a bit lost, to reconnect and to experience the grounding power of nature.

“The very nature of our activities is to break down any barriers to participation and everyone is made to feel equal with no stigma. People are made very welcome and the contact with nature and its very therapeutic qualities helps towards this.”

Daveen Wallis, Director of Nature and Wellbeing, Lancashire Wildlife Trust

Why is Myplace needed?

Mental Health is the definitive issue of our generation

Gen Z is anxious | Vice carried out research with young people internationally and discovered that **60% of Gen Z is anxious right now**

ISOLATION | YouGov announced in July 2019 that **'Millennials are the loneliest generation'** with 30% of millennials saying they are always or often lonely. 20% of Gen Z said the same, and 15% of Baby Boomers. **LONELINESS**

Stress and Burnout | In May 2019, the World Health Organisation (WHO) added **Burnout to its list of world diseases**

"In the 20th Century, illnesses were infections. In the 21st Century, illnesses are mental well-being"
Michelle Pilling, NHS Digital

Mental Health is a huge issue in the 21st Century and will likely to continue to be so. We do know that people who start to see mental health challenges in their youth are likely to continue to experience problems as adults.

Young Minds, the UK's leading charity fighting for children and young people's mental health. (Source: youngminds.org.uk) states that **"half of all mental health problems manifest by the age of 14"** and that **"adults who experienced four or more adversities in their childhood are four times more likely to have low levels of mental wellbeing and life satisfaction"**.

The infographic opposite puts an international context to this issue. Gen Z, which tends to refer to individuals born between 1995 and 2010, and therefore the core cohort for 'Our Bright Future', are anxious to a bigger extent than ever before. 60% of this generation are anxious and, at the time of writing, the oldest member of this generation is 24 years old. This is a worrying predictor of the future in mental health.

Millennials, who can also be called Generation Y, are those born between 1980 and 1994 (these age ranges are

all approximate, as there is no clear consensus on the generations. In this report, The Evaluator has used the mckinsey.com dates). This generation is the loneliest, which we know is a key determinant of mental wellbeing. 30% of all Millennials are always or often lonely.

These issues do not just affect young people; stress is now such a common part of the day-to-day world that the World Health Organisation has added 'burn-out' to its list of international diseases in 2019. In the UK, the Mental Health Foundation said **"In 2014, 19.7% of people in the UK aged 16 and over showed symptoms of anxiety or depression - a 1.5% increase from 2013."** And Mind further explained **"Approximately 1 in 4 people in the UK will experience a mental health problem each year"**. Mental Health problems are more common than ever before and they are growing.

These are worrying indicators of the scale of the issue facing those who work in mental health. With 15,000 young people currently living in Lancashire who are aged 5-16 years and estimated to have a mental health disorder (based on Office for National Statistics 2014 data), the true scale of the issue in the future is likely to be massive.

Part Two: Myplace Participants

It is clear that people who attend Myplace often start from very difficult places, emotionally and physically, and often are in desperate need of help.

One participant talked about being out of work for a long time and the effect that had had on their wellbeing:

Adult Participant Quote

"I [was feeling like I] wasn't useful anymore, that I wouldn't be able to get back into the work place and that's changed a lot since the project"

Adult Participant Quote

Another one used to have many mental health issues, particularly around social anxiety and used to have to attend with a personal assistant.

"One day he decided to come along without his Personal Assistant. This seemed like a giant step for him. He was still quite quiet on the sessions but always joined in with all the activities. Over the weeks he started to talk more to us all. At first, he mainly talked with us, the staff on the project. Then he began to start conversations with other participants on the project. He began to make jokes and enjoy the group dynamic. Even when new people started, he would talk with them. He seemed very different from the young man that started on the project. He has become more confident and positive. His social skills have increased hugely and he has been fantastic to have on the project."

Others mentioned the extent of their issues before joining, which reinforces the key message from this evaluation that those who are in the lowest mental place are the ones who benefit the most.

Adult Participant Quote

"Before coming to Myplace, I suffered with addiction, depression, social anxiety. I would isolate and close myself off from the world. "

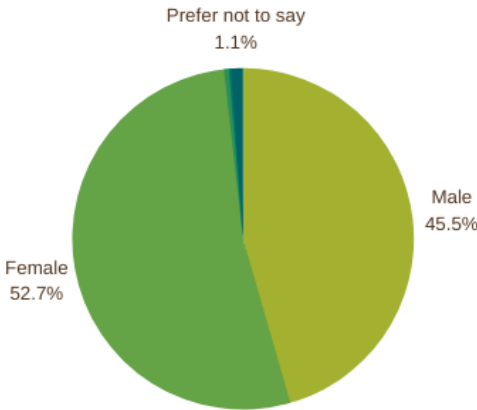
Adult Participant Quote

Young People Demographics

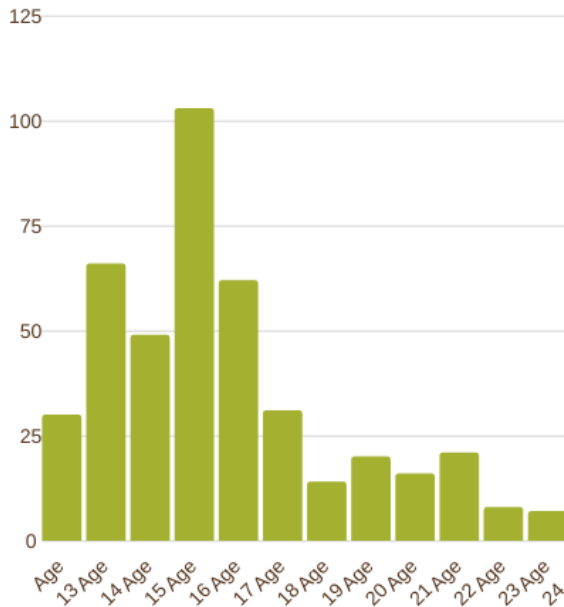


Young People Demographics

This is based on a review of 440 young participants

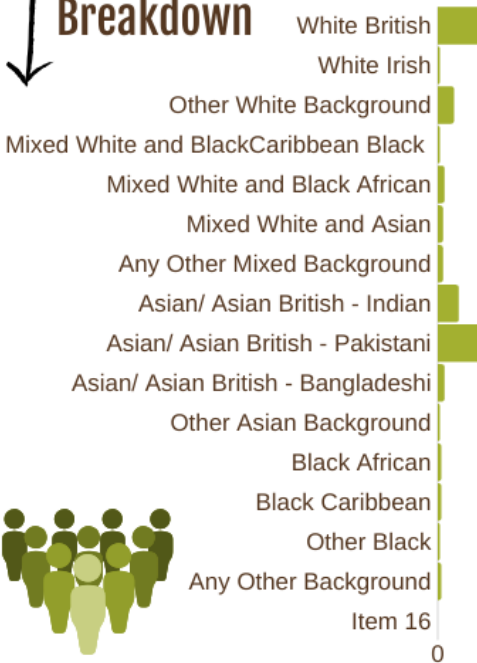


Gender Breakdown



Age Breakdown

Ethnicity Breakdown



In total, 14.5% of the participants are from BME backgrounds

Myplace appears to be reaching a good spread of people in demographics terms. Lancashire as a whole is 90% White, 10% BME (Black and Minority Ethnic) which means Myplace is slightly overachieving on BME recruitment. There is a relatively even split between male and female. The age breakdown shows a much stronger concentration of 14-17-year olds and a lower amount of those attending who are in their early 20's.

Geographical Spread of Young People



Analysis of the postcodes of everyone attending show that there is a good geographical spread of young people attending Myplace, from across Lancashire.

As Myplace does not collect any specific information around deprivation, and we know there is a clear link between deprivation and mental health issues, The Evaluator has compared two city regions - Preston and Blackburn - by showing postcodes of Myplace attendees

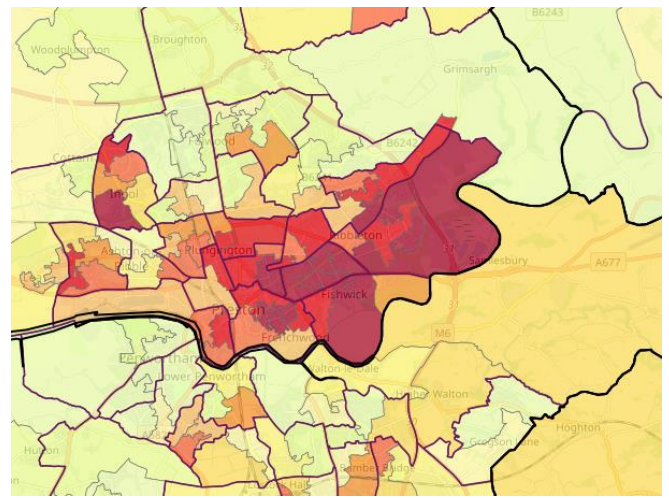
side-by-side with a map of the Indices of Multiple deprivation.

Side by side comparison – Preston

Postcodes of young people attending Myplace – Zoomed in on Preston



Indices of Multiple Deprivation for Preston (2015 data)



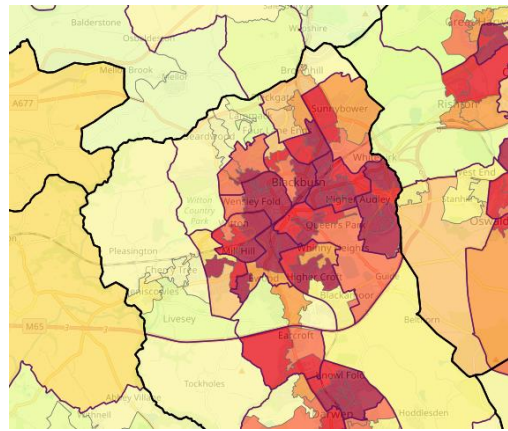
The purple areas on the Indices of Multiple deprivation map represent the 10% most deprived wards in the UK. The side-by-side comparisons show that Myplace attendees are, on the whole, from 'red' and 'purple' areas, hinting that they are more than likely to be from deprived backgrounds.

Side by side comparison – Blackburn

Postcodes of young people attending Myplace – Zoomed in on Blackburn



Indices of Multiple Deprivation for Blackburn (2015 data)



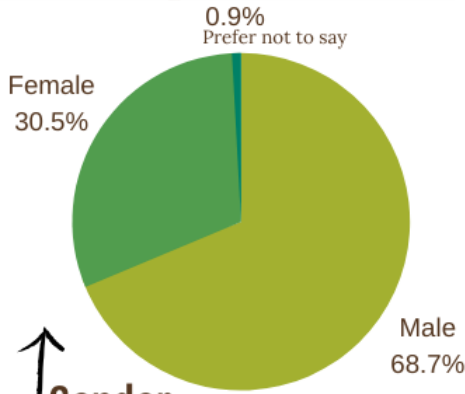
The purple areas on the Indices of Multiple deprivation map represent the 10% most deprived wards in the UK. The side-by-side comparisons show that Myplace attendees are, on the whole, from some 'red' and mostly 'purple' areas, hinting that they are more than likely to be from deprived backgrounds.

Adult Demographics

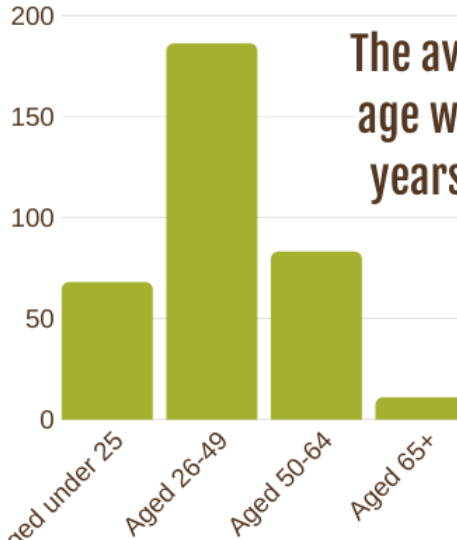


Adult Demographics

This is based on a review of 348 adult participants



Gender Breakdown



The average age was 39 years old.

Age Breakdown

Ethnicity Breakdown

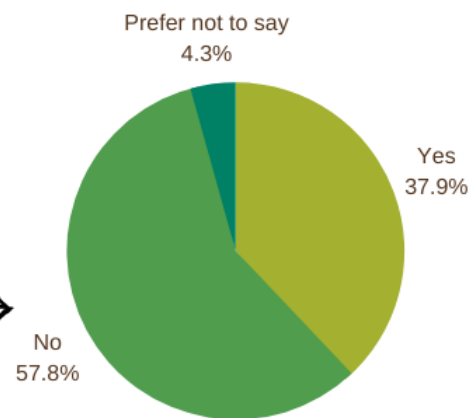


68% of participants were economically inactive, and 32% unemployed - which includes 10% long term unemployed

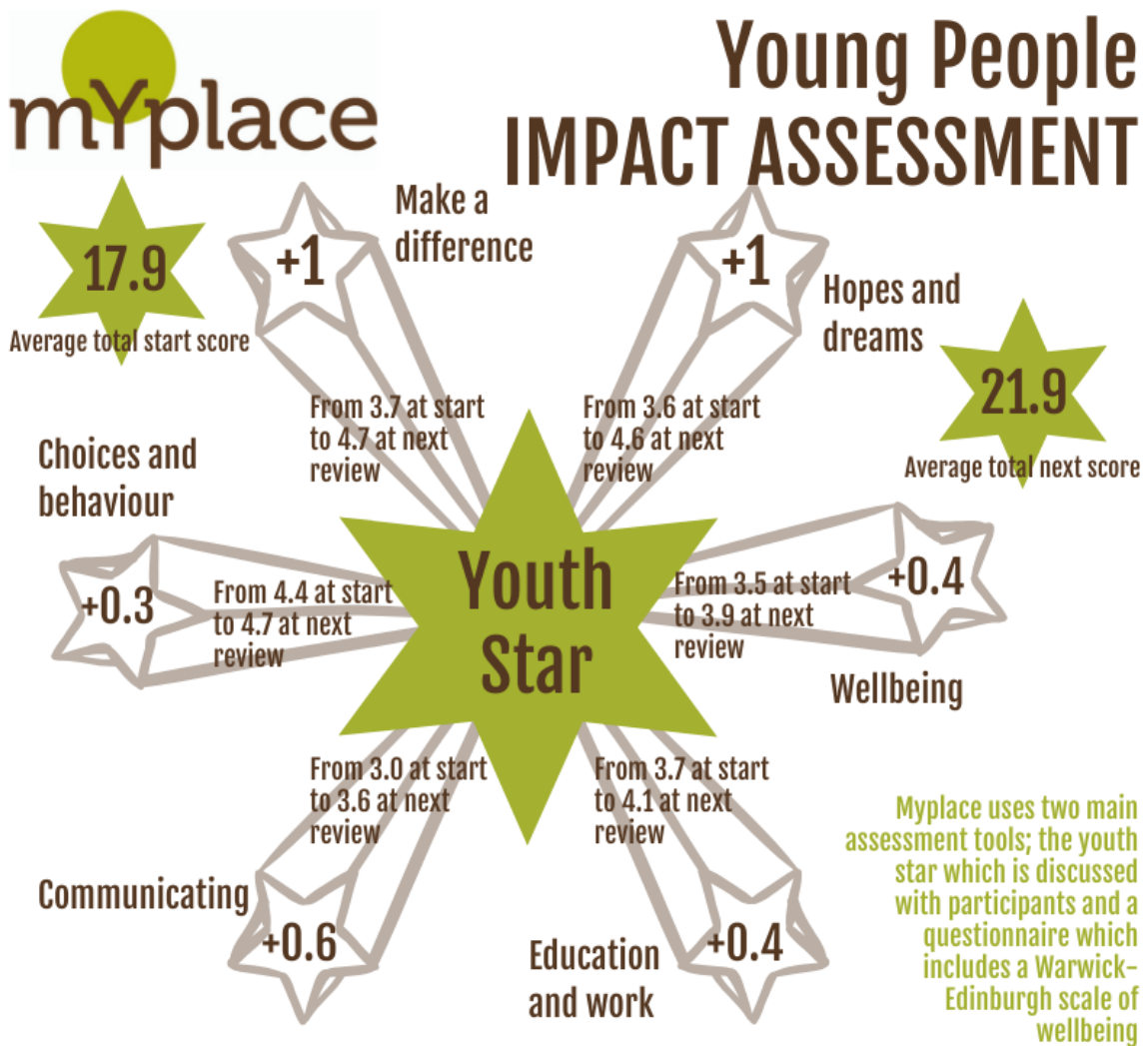
In total, 8.6% of the participants are from BME backgrounds, 90.1% are from White backgrounds and less than 1% chose not to say



Disability Breakdown



Myplace appears to be reaching a good spread of people in demographics terms. Lancashire as a whole is 90% White, 10% BME (Black and Minority Ethnic) which means Myplace is slightly underachieving on adult BME recruitment. There is a clear bias towards men, a common theme in most projects aimed at those out of work. Disability status is way above the national average (where even the highest estimates are around 20%) and again is relatively common in projects aimed at those out of work.



Emotional Wellbeing

Scores increase from **46.7** to **48.7**

But if that person starts with a score of less than 40 (indicative of low mental wellbeing) scores increase from **33** to **38**

- 90% were more active
- 95% have given something back
- 85% noticed more
- 100% learnt something new
- 80% met new people

Five ways to Wellbeing

This is a summary of impact on young people, attending the 'Our Bright Future' programme. Myplace has struggled to find a core measure so each of these summaries is based on different sample sizes. The Warwick-Edinburgh Scale

of Wellbeing is a nationally used scale and the advantage is it can be compared. Usually a score of 51 is considered the average score, and represents average wellbeing.

Overall, the Myplace wellbeing scores change for young people are not that large, but once we delve a bit deeper, a wholly different picture emerges. Those who have started in a place of 'low mental wellbeing' – which is what the NHS calls anyone who scores below 40 on the Warwick Edinburgh Scale of Wellbeing (WEMWBS) start to see significant changes start in their wellbeing.

Participant
Quote

"I am enjoying ecotherapy activities as it develops teamwork, resilience and confidence"

Participant
Quote

Participant
Quote

"Even more interested in the environment – mindful activities help me be more aware of my surroundings"

Participant
Quote

Myplace does focus on the five ways to wellbeing. Identified by the New Economics Foundation in 2007 there are five ways to improve personal wellbeing; connect, be active, take notice, keep learning and give. Myplace as a programme naturally covers these.

This was identified by staff and participants alike. One member of the project team explained:

"I'd say that the environment is a massive part of this too, the natural world is a very naturally calming and mindful place to be and, in many ways, the perfect place for people who have been experiencing very low wellbeing to begin their recovery journey. Even for those who have heard of the 5 ways to wellbeing it can be difficult for people to start engaging with them when they have low confidence and resilience and self-esteem. They will connect with all 5 ways every single time they come to Myplace, and start to experience success at doing this, and build a bank of resilience based on things that they know they have achieved."

Participant
Quote

"I feel as though it makes you feel a lot better within you, so you can see the effect nature can have on yourself."

Participant
Quote

Participant Quote

"I already feel happier, socialising with other people. Being here has massively improved my mental health and has inspired me to do more."

Participant Quote

Myplace have now started to assess young participants using the Youth Star framework. The Evaluator held a focus group with young people and they liked the Youth Star, as it helps them to see their own progress. A member of staff explained:

"We registered with the Outcome Star programme which is a series of personal development tools that both help people to own their journey through the project and ensure the person centred delivery, but also (a secondary benefit at the time that we hadn't really considered) meant that people gave themselves a score for the beginning, mid-point and end. Which we realised was a valuable contribution to our evaluation process in terms of self-assessed progress."

It is too early to confirm yet, but it does appear that Myplace is having most impact on 'hopes and dreams' and 'making a difference.' Using Youth Star is new to the team and sample sizes are small but it is showing increases in journey travelled, across the whole programme.

Charley* aged 14 taking part in Myplace's young persons project; Our Bright Future



Her overall work star score increased from 15 to 26

Charley's* Warwick-Edinburgh Scores increased from 42 to 43

*names have been changed to protect privacy

However, average pictures, do not represent individual journeys and two are represented here.

Charley (please note, names have been changed to protect the privacy of participants) saw the most change in 'Choices and

6 Choices and behaviour
Taking risks, drugs, alcohol, crime, sexual health

- 5 I look after myself and my friends. I am not involved in crime and don't take risks with alcohol, drugs or sex
- 4 I mostly stay safe and out of trouble
- 3 I'm trying to stay out of trouble and make the right choices, but things happen
- 2 I want to stop taking risks but I don't know how to change
- 1 I drink or take drugs a lot or often get into risky situations, and I don't care

Behaviour'

However, Charley saw mixed results in her Warwick-Edinburgh Scores with only a 1-point increase. Staff at Myplace suspect people can struggle to openly understand and evaluate their own wellbeing when they join the project and any evaluation methods used in the future would need to allow for that.

The Youth Star has a core framework and, under each topic, there are five main stages:

- Not interested
- Considering
- Having a go
- Working on it
- Enjoying and achieving

Liam* aged 21 taking part in Myplace's young persons project; Our Bright Future



His overall work star score increased from 12 to 18

Liam's* Warwick-Edinburgh Scores increased from

35 ➔ 42

*names have been changed to protect privacy

Liam had quite a consistent increase in his Warwick Edinburgh Scores but saw a much more changeable picture in his Youth Star. He dropped on two of the areas; Communicating and Making a difference, but saw a large gain in Hopes and Dreams.

2 Hopes and dreams

Hopeful, determined, making things happen

- 5 I feel positive about the future and determined to do well. I can make things happen
- 4 I often feel positive and want to do well but sometimes it's hard to believe I can have a good future
- 3 Sometimes I feel hopeful and believe good things will happen but then it all disappears
- 2 I want to do more with my life but I don't know how
- 1 There is no point in trying – there is nothing out there for someone like me



This is unlikely to represent that Liam's communication skills decreased; he is more likely to be able to describe and communicate his skills effectively at this point of measurement. Four case studies: young people in their own words...

CASE STUDY

Hannah C,
20 years old
from
Preston



“I’ve been coming here 2 years and I’m a volunteer now. The very best moment was 18 months ago when we had a special visitor and I got to show him around. It was Prince Harry! I can’t even explain how cool he is. He loved the project and said it should be nationalised! I was so proud and so excited being able to represent My Place.

Before coming here, I was at a 3 (scale 0 being I can see no future and 10 is my future looks amazing). It still fluctuates but I’m probably a 6.

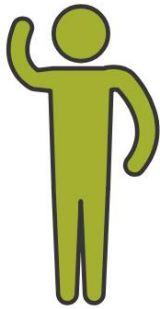
I have social anxiety but I’m getting to love being outside again. I’d lost all my friends; I couldn’t even go to the park. I was homeless because I was estranged from my family. I just sat indoors looking at the same 4 walls. My mum has low mood too and my mental health was impacting on my brother’s mental health too. We couldn’t live together. Coming here helped me like little stepping stones and now I make sure I get out every day. I’ve got skills I didn’t know I had; woodwork, plant and bird identification. I’m more passionate about nature; I’d lost my love for it and that was really sad. I’ve got more involved and I’m more aware. I went veggie and now I’m trying to go vegan. I sit and listen to the birds for hours and hours.

Some days I might not feel up for it but I will talk to My Place and they ask if I want to swap to a different day so I still get my dose of Ecotherapy. That’s so different from CAMHS where if you miss a day you get “struck off”. There’s leeway and it’s flexible; they understand what it’s like.

Being able to move from being a participant to being a volunteer felt like a big step. The volunteers here have so much life experience and they share their knowledge.

I’m excited to be living a better quality of life. My mum enjoys gardening too and we can bond over that. We’re rebuilding our relationship. The feeling of taking food home from the allotment is amazing, to harvest, cook and eat your food is just brilliant.”

mYplace CASE STUDY



Zac 15 years old from Preston

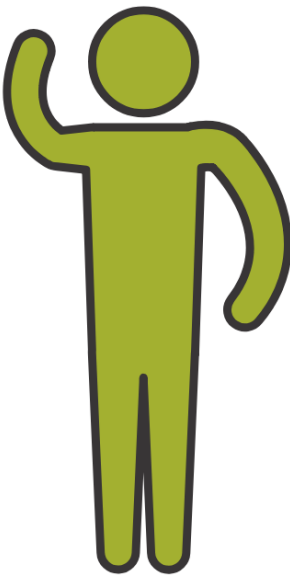
“I’ve been coming for a year. I was going to CAMHS and they told me about it. I was happy up to being in year 8 then I had a downfall. There was a teacher who made me so depressed. I loved school until then but she made me feel like a piece of trash. I went to the toilet and harmed myself. I told a teacher how I was feeling and she said “that’s so silly”. On a scale of 0 – 10 where 0 is I see no future I was minus 50. I wanted to commit suicide, I had a plan, I knew when and how and everything. I didn’t talk to anyone even. Since coming here I’ve moved from minus 50 to plus 100!

I loved it from the first day. I talk to anyone and everyone, I want to help people, I’ve joined the Youth Council and Our Bright Futures. I went to Belfast this week with them. My Mum and Dad say I’m much more positive and I love helping at other things not just here; like the school fair and the Halloween party. I’ve started doing wheelchair tennis again too.

I used to get really angry when I thought about that teacher but she’s not in my head anymore. Now I love nature; before I didn’t care and now, I do. I’ll look at a bee and that helps me.

The best thing is making friends. I’ve made a best friend here. We tell each other everything; no matter what. I like being more confident, more positive and able to talk to people.”

CASE STUDY



23-year-old female living in PR1

“I’ve been coming for about 2 years I think/ I used to live by myself and I was staying at home all the time, not really doing anything. I just slept and watched telly. I’d watch it all night then sleep all day. I was really isolated and I thought I have to get out of this rut. My depression and anxiety were at a total low. I got in touch with the Women’s Wellbeing centre and she sat and talked about what I liked and I told her I liked animals and gardening and things like that. She told me about My Place and I thought wow; it sounds amazing.

The key thing is it gets me out of the house. I was isolated from the world. I come every Friday and although I still don’t really socialise outside of that it means I have something to look forward to.

All week I look forward to Friday. I sleep better and if I come on a Friday it makes the weekend easier to get through. When Friday comes, I’m really excited. Since I started, I found out about Let’s Grow Preston because it’s on the same site and I really enjoy that too.

Before I came here, I was 0 on the scale (0 being I see no hope or future and 10 being I have a bright future). Now I’m an 8 or 9. I still have bad days. I’m 23 and never had a paid job so my confidence is low. I feel guilty because I live with my sister and she works really hard and pays for everything. But she keeps saying to me “you’re volunteering; it’s not like you’re on your bum all the time!” but it still makes me feel worthless not working.

Coming here I’m doing something I love doing. It’s hard to find somewhere where you can do what you’re interested in but when you did it makes you stick with it.

When you grow something you’re never grown before...when it grows and then you eat it, it’s like wow!

I did a pond for instance. Bringing wildlife into the world! Giving nature a home to come to, giving them the opportunity. I love animals and it feels good to know I’ve made an animal happy, that I’ve saved a plant by watering it. I’ve helped it survive; that’s good.”

Hannah H 23 years old from Blackburn



“I started going to the Blackburn project in October 2018. There have been so many good opportunities I don’t know where to start. The beach clean at Anglesey was amazing. It was the first time I had spent time away from my family since my anxiety started. I learned a lot and we ate seaweed!

We’ve done a trip to Parliament and I’m part of Our Bright Future.

Before I was stuck in my bedroom, I wouldn’t even go to the corner shop but this week I got on a plane to go to Belfast! It was the first time I’ve ever flown; it was a big deal for me.

Before I came here, I was a 2.5 or 3 on the scale (0 is I see no hope or future 10 is my future looks bright). Now I’m a strong 8. It’s really friendly, it’s not judgemental. No one judges me and everyone here is going through the same sort of thing. We share the same interests.

I love bees and I’ve got really interested in conservation. I’m looking into an apprenticeship in Bee Keeping.

The sessions could be a bit longer, once a week is not always often enough. It’s a long time to wait if you’re having a bad time. But even that one day a week has helped me so much.”

Results from Focus Group

On Saturday 22nd June 2019, The Evaluator held an in-depth focus group at Brockholes, Preston, with young people who took part in the Myplace project. Seven young people participated on the day; three males and four females, they ranged in age from 15 to 24 years old. All have experienced or currently experience poor mental health.

These are people with lived experience of mental health issues who have received support from Myplace.

Two have accessed LGBTQ support services, four have been in trouble with the police, two were excluded from school at least once, one described himself as disabled, three are currently NEET (Not in Education, Employment or Training), and four had or have an EHCP (Education or Health Care Plan) or statement of special educational needs at school, one is a wheelchair user.

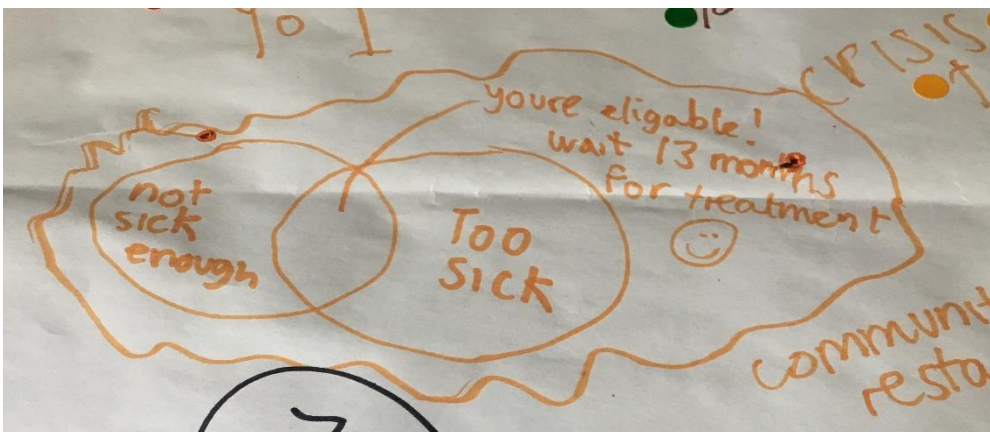
ALL OF THE YOUNG PEOPLE HAVE STRUGGLED TO FIND THE SUPPORT THEY NEEDED.

They often had negative experiences with both Children's Mental Health Services (CAMHS) and the Job Centre. When asked about CAMHS specifically, young people mentioned how difficult it was to fit into the system; some mentioned being too old and having to move to adult services with no consistency or support...

"I got kicked out because I was the wrong age – there is no continuity when you have to move to adult services"

Others mentioned that CAMHS was only really designed for people in times of crisis, and that the service did not adequately suit changeable young people.

"There's only a tiny window when you're eligible – wait 13 weeks and then it's ooh you're too old now."



One young person drew their experience of CAMHS...

The young person explained; most of the time you are too sick or not sick enough. If you happen to fit in the tiny space in the middle, you have to wait 13 months for treatment and not get sicker or better

during those 13 months.

When talking about Job Centre Experiences, young people described the constraints and how the service was not supportive of their difficulties.

"They said I have to spend 35 hours job seeking – it's not physically possible; there aren't that many jobs to look at! Then you get a sanction; it's heinous."

One young person described being sanctioned while in hospital, and another how staff assessed them despite not having any understanding of mental health. The young people felt let down by services.

Young people did say they were able to access support from doctors very quickly, Myplace was mostly quick to access, with only one person having to wait, whereas half of the young people had to wait for support from CAMHS.

100% of those attending said it was easy to get support from Myplace; compared to 29% easy from a teacher in college or school, 29% easy from youth service, 57% easy from a doctor, 29% easy from a phone line like Childline or Samaritans and 0% of those attending had found it easy to get support from CAMHS.

This is not supposed to be a damning indictment of CAMHS, we know how much pressure the NHS is under at present times, but this does reinforce how important it is for projects like Myplace to exist.



The session was not pushed to negative experiences. Young people were asked to draw places to get help near to Preston and encouraged to discuss what had happened to them.

Some places received positive reviews. For example, Minds Matter, where one young person explained, "It's consistent. They make you feel welcome and comfortable. The woman even kept in touch after. She'd just text to see how I was doing. She made me feel like she cared." One person mentioned Artful Minds, "Really friendly, helped build my confidence. When I've got my art, I feel better about things."

Myplace also received very positive reviews; being described as positive, relaxing, a place to make friends, and one person described the non-judgemental attitude as being key to the whole experience. A full summary of the focus group is detailed in Appendix One.

"We're not judged. At CAMHS it's like a medical thing: "you are ill". Here you're treated like a person."

"It gets you outside; there is structure which helps people who are anxious but you're not forced to do anything. You work at your own pace; take a break when you want."

"They help in a different way. It's a mindful place."



We held a focus group with young people attending Myplace

For each question;

young people could answer 'yes a lot', 'yes a little', 'not sure' or 'no'

Do you feel happier since coming to Myplace?



100%
Yes, a lot
happier

Do you feel more confident since coming to Myplace?

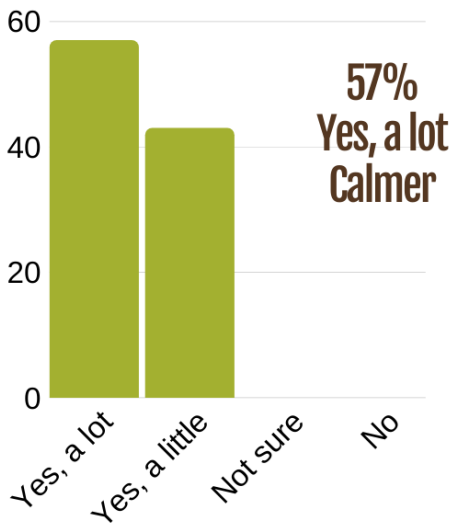


100%
Yes, a lot
more confident

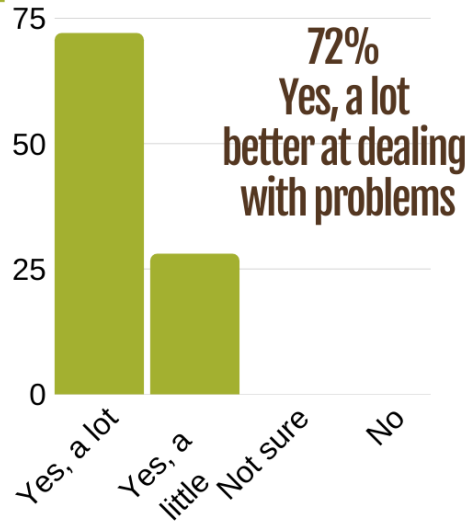
Do you feel less angry since coming to Myplace?

100%
Yes, a lot
less angry

Do you feel Calmer since coming to Myplace?



Do you feel like you can deal with problems better since coming to Myplace?



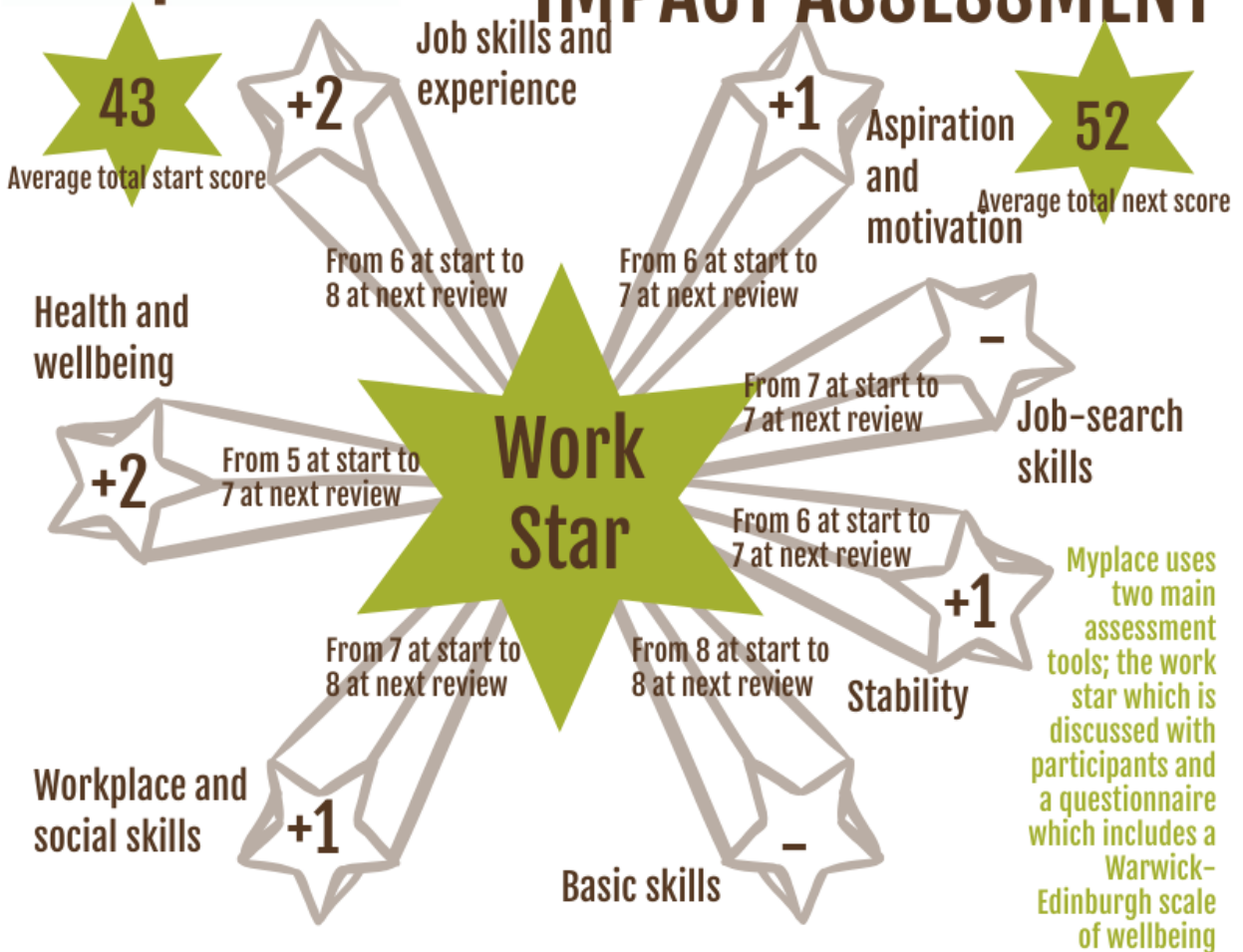
Myplace helped young people to feel calmer, happier, more confident, less angry and to deal with problems better

Designing an ideal service

The Evaluator asked young people what their ideal service would look like:	
ETHOS	STAFF
<ul style="list-style-type: none"> No forcing into a service – a place where you get to guide yourself and set your own expectations (They like Outcome Star used by My Place– helpful for them to see proof of their progress) A laid-back atmosphere where you can take the time you need, go at your own pace Somewhere with no agenda and no judgements made – not about medical labels Somewhere where you can be outdoors – given young people are inside on games consoles so much it needs to be a different environment. Start with 10 minutes outdoors then build up. Environmental element to it – connecting to nature An encouraging and supportive environment – chance to progress to become an ambassador or volunteer and help others A service that uses the 5 Ways to Wellbeing approach / ethos 	<ul style="list-style-type: none"> Staff don't have to be medical / mental health practitioners but they should have a basic understanding and maybe have done their mental health first aid to know about the 5 steps to wellbeing. But they don't need to be clinicians; maybe like community workers. They should have access to specialist advice though from someone like MIND – their own support and supervision. It's helpful if staff have insight into mental health issues; either personal or through family or friends. Staff need to be fun and approachable – not morbid! Consistency of workers – not being passed about which makes me feel I don't matter A good service should regularly ask the people who use it what they want – “it should be led and shaped by participants.” For example, a youth forum or similar meeting every few months to discuss the group
ACCESS	KEY THEMES
<ul style="list-style-type: none"> Waiting time ideally no more than 2 to 4 weeks – even if you can't be seen in this time period someone should contact you, let you know what's happening, send you info you can look at in the meantime. A free phone line – not everyone has credit Advertising and promotion need to be better (everyone heard about Myplace via another service and would like to have learned about it themselves); More promotion in Primary Schools – staff and young ambassadors going into assemblies. Animals and conservation are appealing and a good draw for children. Flyers and posters about the service in public areas Website with an appealing photo gallery Briefings to GP's so they know about it and can refer people there instead of CAMHS 	<ul style="list-style-type: none"> Not feeling judged Consistency – see the same person / worker Not being forced to do anything – if they are having a bad day they aren't pressured into participating Being outside / connected with nature Timeliness – both how quickly they can access it but also how long they are “allowed” to stay



Adults IMPACT ASSESSMENT




Emotional Wellbeing

Scores increase from **42** ➤ **50**

But if that person starts with a score of less than 40 (indicative of low mental wellbeing) **32** ➤ **43**


- 96% were more active
 - 96% have given something back
 - 88% noticed more
 - 96% learnt something new
 - 98% met new people
- Five ways to Wellbeing

It is clear from the adult's results that the five ways to wellbeing (connect, be active, take notice, keep learning and give) are a core part of making a difference to people. All the scores represent very high levels of agreement, and 98% met new people through the programme.



Adult Participant Quote

"Being in nature really helped my recovery, it calmed my mind and body and slowly enabled me to start making connections with the others in the group, because before that I found it hard to talk to others. It was great to relate and see that others were having similar experiences and so made me feel not so alone."




Adult Participant Quote

This is a summary of impact on adults, attending the European Social Funded programme. Myplace has explored a number of different options for evaluation and taken time to decide on core measures which suit their project, each of these summaries is based on different sample sizes. The Warwick-Edinburgh Scale of Wellbeing is a nationally used scale and the advantage is it can be compared. Usually a score of 51 is considered the average score, and represents average wellbeing.


Myplace has an average 8-point bump in wellbeing scores for adults, taking people back to almost the national average.

Those who have started in a place of 'low mental wellbeing' – which is what the NHS calls anyone who scores below 40 on the Warwick Edinburgh Scale of Wellbeing (WEMWBS) see even more significant changes in their wellbeing, with an average increase of 11 points.



Adult Participant Quote

"It was a space that enabled me to take my mind off all the things I felt were going wrong in my life and focused on activities that felt good. It felt very easy because I had the choice to do and say as much as I liked there was no pressure to do anything or speak."



Adult Participant Quote

Myplace now uses the Work Star for individuals. This again has a core framework, where scores of 1-2 represent stuck, 3-4 accepting help, 5-6 believing and trying, 7-8 learning, and 9-10 indicate self-reliance. Myplace is having the most overall impact on 'Job Skills and Experience' and 'Health and Wellbeing'.

7 Health and well-being

Health and well-being, stress, anxiety and depression, confidence and self-esteem



I can manage my health and well-being well enough to be in work	10 Yes, that's me 9 Yes, with occasional support
I'm finding ways to manage my health and well-being, with support	8 Yes, it's mostly OK 7 Yes, but it's early days
I want to address health or well-being issues that stop me working, and I'm starting to make changes	6 I'm starting to make changes 5 I feel motivated
I can't work because of problems with my health or well-being, but I'm accepting help	4 I accept help consistently 3 I sometimes accept help
I can't work because of problems with my health or well-being. I don't have help or don't accept it	2 Yes, but it's a problem 1 That's just the way it is

Health and Wellbeing changes on average from a score of 5 to a score of 7, representing a journey from 'I feel motivated' to 'Yes, I'm finding ways to manage my health and wellbeing'.

1 Job skills and experience

Job-specific and transferable skills, qualifications, training, volunteering, learning at work



I have good enough job skills and experience for my area of work	10 Yes, that's me
	9 Yes, with occasional support
I'm gaining new skills or experience for work, with support	8 Yes, but still some gaps
	7 Yes, but it's early days
I believe it's possible to get the skills and experience I need and am taking steps to address this	6 I'm starting to make changes
	5 I feel motivated
I don't have any relevant skills or experience for work but I'm going along with help for this	4 I accept help consistently
	3 I sometimes accept help
I don't have any relevant skills or experience for work. I don't have help or don't accept it	2 Yes, but it's a problem
	1 That's just the way it is

Job Skills and Experience see average changes from 6 to 8, showing a journey from 'I'm starting to make changes' to 'Yes, I'm gaining new skills, but still some gaps.'

The Myplace ESF programme also collects destination information. 156 people have now finished the whole programme with Myplace; they spent an average of 149 days on the programme, which is approximately 5 months, although the usual pattern would be to attend once a week and start to add more activities as time passes.

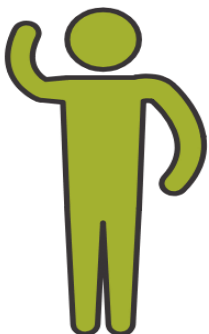
The impact on Job Skills and Experience is clearly working, as Myplace participants are starting to enter the workforce again.

Of those who have left; 24 people are now employed.

Danny* saw his work star score grow from 13 points to 57



When looking at individual journeys, some have seen phenomenal changes. Danny saw huge increases right across the whole of the work star.



One Journey;
A 33 year old disabled male, who took part in the Myplace programme for 8 months and is now a volunteer with the Lancashire Wildlife Trust

*names have been changed to protect privacy

Jamie* saw his work star score grow from 44 points to 70



Jamie also saw big increases in his Work Star.

Jamie explained he liked feeling connected to people and nature, and although he struggled to socialise at first, this quickly changed as his confidence increased and now he doesn't have any challenges anymore.

He described some of the tasks he carried out during his time at Myplace: felling trees, green woodworking and carving wooden flowers. Now he cares much more about the preservation of the planet.

"I don't have any challenges anymore as my confidence has grown!"



One Journey;
A 30 year old male, who took part in the Myplace programme for 5 months

Jamie saw his Warwick Edinburgh wellbeing scores increase from 38 to 46

**names have been changed to protect privacy*

"I have loved every minute and a big thank you to the staff and trainees. It has changed my life!"

Three Case Studies; Adult Experiences at Myplace



Case Study 1: Tony

“Tony joined the Myplace Project in January 2019 having heard about it from Minds Matter. He already had an interest in, and enjoyed the outdoors and nature but because of his anxiety and the area that he lived, he wasn’t going out at all.

Tony spoke about having plenty of friends during his school years, but had withdrawn from other people over the years and felt like he only had one friend. Having been diagnosed with Emotionally Unstable Personality Disorder (EUPD), Tony felt that he was having more lows than highs and that these were quite severe.

Tony had also been experiencing depression for about 12 years and, due to this, he didn’t really feel like he cared about anything; he was not eating properly, abusing drugs, and self-harming. He had a lot going on personally and felt overwhelmed. Tony explained that during this period, he felt like **he hated himself and didn’t have any self-**

esteem. He felt that his living circumstances and drug misuse meant that he didn’t have any self-worth.

Whilst attending Myplace sessions, Tony has actively engaged in a variety of different activities; from creating nest boxes and pallet tables, to clearing rhododendron and tree planting, taking pride in the work that he does and working well with the other Participants, staff and volunteers there.

Reflecting back on the impact the Myplace Project has had on him, Tony has described how he feels more confident socially. He is back in contact with friends, and feels like he is able to engage with his son a lot better, who is happier when he comes to visit. **Tony feels like his social skills have re-emerged,** and that he is better at talking to people and acknowledging people he may pass in the street. Although Tony still has a diagnosis of EUPD, Tony feels he is able to better cope with the highs and lows, and that the highs are now outweighing the lows. He feels like when he has recurrences in his anxiety and depression he is able to deal with them a lot better and he can not only find his way out, but also do so much quicker; what used to last weeks, may now only last a day.

Tony feels like he can talk to other people on session about what’s going on with his anxiety and depression, not only as a way to help himself but also as a way of helping other people, something that he wouldn’t have done before. Reflecting on the impact Myplace has had on his resilience, Tony feels like this is something that is getting better. Now when he has bad days he is able to come out to sessions because he knows that it will make him feel better in a shorter period of time, whereas previously, he says the bad days would have lasted much longer.

Over the last six months, Tony has started to look after himself better; he is now eating better, has stopped taking drugs and has given up smoking. Since becoming tee-total, Tony has described how this has made him feel better about himself, which has been reinforced by the fact he says he feels better about himself after helping contribute to conservation efforts and helping the environment.”

Case Study 2: Simon



“I was a mess before coming to Myplace, I was 3 months sober and suffering from over 10 years of isolation, depression and anxiety.

I had no confidence, low self-esteem and little experience of the world outside my four walls. I felt fear when it came to meeting people and social situations, I was reluctant to engage with others because of the mental and physical reactions I would experience.

I had no idea what wellbeing was before Myplace. I incorporate as many of the five ways to wellbeing into my daily program of recovery. I feel it is an important part of my life and practising it every day is a joy.

Myplace brought me and other people together in a group environment that felt safe, inclusive, and accepting. I got personal support, encouragement, and tools the

assist me with social skills which I was able to practice in our group sessions.

Working in a team and helping others helped take my mind away from myself and focused it on other people and our activities. Nature puts things into perspective and takes me away from my home environment.

Everyone involved with the project has shown me patience, kindness and tolerance. They have been encouraging, supportive and enthusiastic. This has been instrumental in helping me grow and discover who I am.

Myplace uses nature and activities that are therapeutic and help the local environment and community. It does not come in a pill form so no side-effects or monthly appointments at the doctors.

It enhanced my life, gave me a new sense of belonging, helped me realise there is so much more to life. Extended my gratitude, becoming more interested in nature.”



Case Study 3: Andy

Andy suffers from extreme Tinnitus and Hyperacusis. His condition had led him to withdraw from social and professional activities leading him to become **isolated**.

Over time, this problem worsened and Andy became fearful, anxious and extremely afraid of leaving the house or being exposed to noise.

This debilitating downward spiral finally led to an attempt on his own life before he reached out for help.

Myplace was an ideal project for Andy who already had an interest in gardening and wildlife.

With the support of the group, Andy's confidence grew and he slowly began challenging himself to confront uncomfortable situations; like travelling on a busy train.

Andy's strong people skills made him a fantastic mentor to newcomers during his time with the project and eventually he felt ready to have his 'back to work' interview.

Although Andy still struggles and his sensitivity to sound still remains, **the exposure, confidence and skills gained whilst being with Myplace has given Paul the coping mechanisms so it doesn't impact so heavily on his everyday life."**

Part Four: Conclusions

Eco-therapy works, it helps people to feel better across all age ranges, and the programme has shown huge increases in wellbeing.

“the natural world is a very naturally calming and mindful place to be”

Rhoda Wilkinson, Myplace Manager

Helping people to engage with nature is a long term and cost-effective solution to complex issues, something the NHS concurs with.

“whilst there is an initial cost to supporting someone’s engagement with nature when they are coming from a position of very poor wellbeing, the long-term cost of them going on to self-prescribe nature as medicine is a free repeat prescription.”

Kevin O’Hara, Transformation Manager, Lancashire and South Cumbria NHS Trust

In this evaluation, we have seen how complex mental issues are not only very common but are growing every year and likely to become even more commonplace in the future.

Additionally, there is room to grow the programme. Both Myplace teams and the NHS agree that referral pathways could be improved, and that there is still work to be done in getting the message across to all referral partners.

The analysis of Myplace as a specific programme concurs (independently) with the findings of a larger scale evaluation completed in 2017.

The Health and Wellbeing Impacts of Volunteering with The Wildlife Trusts

- Dr Mike Rogerson, Dr Jo Barton, Dr Rachel Bragg, and Professor Jules Pretty -
School of Sport, Rehabilitation and Exercise Sciences / School of Biological Sciences, University of Essex

ABSTRACT

This study analysed data relating to the participation of 139 people in Wildlife Trusts’ nature conservation volunteering programmes between February 2016 and February 2017. The wellbeing of the majority of participants improved after six weeks, and this was most marked in those with low mental wellbeing at the start and those who were new to volunteering.

It is clear that the place where Myplace excels is in those who are feeling low mental wellbeing. To put this in context it means they don’t often feel optimistic about the future, or cheerful, or useful or loved and connected or interested in new things. Those who started the project in low mental wellbeing; young people have seen average changes of 5 points and adults have seen average changes of 11. This is not a clear indication that Myplace has more impact on adults, as young people are developing a lot during their teenage years and Warwick Edinburgh Scales of Wellbeing do capture feelings at specific times.

Research has shown that a change in WEMWBS score of three or more points is likely to be recognisable to an individual.

(Taggart et al, 2015)

Individuals who have started the project in low mental wellbeing have seen very dramatic changes to their feelings. Myplace can effectively address some of the most vulnerable people in society.

Myplace support is clearly needed; it is clearly effective and has a large role to play in the future of wellbeing in Lancashire.

Kirsty Rose Parker, The Evaluator, June 2019

Throughout this evaluation we have talked about the five ways to wellbeing, and it is clear that Myplace is addressing all five ways for participants, and also as a project itself.



Myplace Connects

80% of young people and 98% of adults have made new friends, and connected with others during their time at Myplace. The person-centred approach is central to this. Often people who attend mentioned how isolated they were before joining; we heard participants explain **“I was really isolated”**. The peer support and gentle approach of Myplace staff help people to overcome this isolation, and we then heard **“I talk to anyone and everyone”**. Myplace also helps people to connect with nature, not just with people.

Myplace is a pro-active project

Carrying out evaluations, like this one, seeking out new ways to design services, through focus groups and constantly striving to improve processes and referrals confirms that Myplace is a pro-active and not a re-active service. 90% of young people and 96% of adults agreed that they were more active as a result of attending Myplace. It is a flexible project and allows people to work at their own pace. We heard **“it gets you outside... you work at your own pace and take a break when you want”** and this approach is evidently working, given the high levels of agreement.

“Currently we’re planning a Wellbeing group for people who have participated in Myplace and wellbeing activities with the Wildlife Trust to help us continue to develop a coproduced offer that supports people from all backgrounds get to experience the benefit that nature can have on your health and wellbeing.”

Rhoda Wilkinson, Myplace Manager

Myplace gives something back

Not only to nature, as almost all of the tasks are around conservation and taking care of the environment, but also to individuals. People often progress to volunteering and give something back to society in general. We saw the youth star results see sizeable gains in ‘making a difference’ where young people received a 2-point rise on average in this area. In total; 95% of young people and 96% of adults agreed Myplace had supported them to give something back.

“For 2 years now Myplace has had 4 paid traineeships per year. As we have spent time supporting more and more people with ‘Lived Experience’ of Myplace into volunteering roles within Myplace this has been an excellent opportunity for people to progress. Currently 3 members of the Myplace team (18%) started out as participants. This ensures, alongside a person-centred approach, that we have people at the heart of our delivery and project development.”

Rhoda Wilkinson, Myplace Manager

Myplace takes notice

As we mentioned right at the start of this evaluation; this is ecotherapy. Its whole premise is grounded in nature, and people liked the environmental component to the project. We heard people say **“being in nature really helped my recovery”** and encourage Myplace to continue to explore the beauty of nature with their participants. 85% of young people and 88% of adults agreed they took more notice since joining Myplace.

Myplace keeps learning

100% of young people attending Myplace have learned something new, and 96% of adults agreed. We heard people say **“I learned a lot”** and in their activity to design an ideal service, young people told us that a good service should regularly ask the people who use it what they want; **“it should be led and shaped by participants.”** The action of holding regular focus groups and commissioning external and independent evaluations shows that the whole team does want to keep learning. Myplace staff should consider holding focus groups more often, and should certainly plan one with adults in the near future.

Keeping the five ways to wellbeing central to its design and development in the future is a good idea.

It is these five ways to wellbeing which is the reason for Myplace being able to help people who are facing challenges, to reconnect and to experience the grounding power of nature.

About The Evaluator

The Evaluator is a creative evaluation company who specialises in visual evaluation, and is committed to making evaluation enjoyable for participants, easy for staff and professionals to take part in. All of the work of The Evaluator is underpinned by easy to read, visual reports. The Evaluator says, 'We'll figure it out for you!'

This report was written by Kirsty Rose Parker, founder director of The Evaluator and an experienced project manager and evaluator, who previously specialised in arts, regeneration and wellbeing projects. Kirsty has an educational background in Maths and Economics, which covered many statistical topics, leading to an MA Hons in Economics from the University of Edinburgh.

Kirsty has 16 years of charitable project management experience including working with artists and audiences, and 9 years' experience of arts development. She is trained in negotiation, motivational interviewing and 'social return on investment' and is passionate about helping organisations to run the most effective programmes they can.

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Appendix One: Results from Focus Group in full

On Saturday 22nd June 2019, The Evaluator held an in-depth focus group at Brockholes, Preston with young people who took part in the Myplace project.

Who took part?

Seven young people participated on the day; three males and four females, they ranged in age from 15 to 24 years old. All have experienced or currently experience poor mental health. Two have accessed LGBTQ support services, four have been in trouble with the police, two were excluded from school at least once, one described himself as disabled, three are currently NEET (Not in Education, Employment or Training) and four had or have an EHCP (Education or Health Care Plan) or statement of special educational needs at school, one is a wheelchair user.

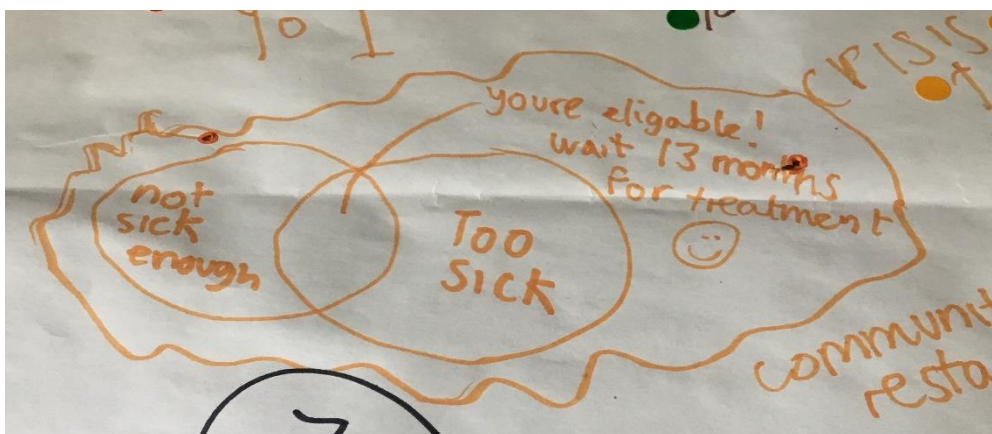
What is their experience of support services in general?

All of the young people have struggled to find the support they needed. They often had negative experiences with both CAMHS and Job Centre.

When asked about CAMHS specifically they told us:

- “I got kicked out because I was the wrong age – there is no continuity when you have to move to adult services”
- “There’s no transition from child to adult services – they just expect you to access the adult support with no help”
- “The confidentiality isn’t there – they tell your parents everything you say”
- “They gave me about 10 different diagnosis because that suited their systems, they could of just given me one”
- “The CAMHS worker made a joke about my self-harming”
- “It’s not consistent”
- “I’d been suffering from depression, or “low mood” as they want to call it, for about 2 years ago and then my grandad died which tipped me over and so then they said, “oh you’d better go to bereavement counselling” – they just wanted to get rid of me to another service.”
- “They’re always trying to shove you away – they didn’t want to nip it in the bud, you have to be in crisis before they can support you. They wait until you’re about to break / kill yourself”
- “There’s only a tiny window when you’re eligible – wait 13 weeks and then it’s, ‘ooh you’re too old now.’”

One young person drew their experience of CAMHS...



The young person explained; most of the time you are too sick or not sick enough. If you happen to fit in the tiny space in the middle, you have to wait 13 months for treatment and not get more sick or less sick during those 13 months.

When talking about Job Centre Experiences:

- “It’s like they’re pushing me toward my next crisis”
- “They said I have to spend 35 hours job seeking – it’s not physically possible; there aren’t that many jobs to look at! Then you get a sanction; it’s heinous.”
- “I was sanctioned because I was in hospital.”
- “The assessment process is horrible. It’s someone who isn’t even mental health trained doing the assessment. After my last assessment I didn’t leave the house for 3 weeks; it had made me feel like dog poo.”
- “At the Job Centre they know I have social anxiety but still they make me talk about my situation in a big room, full of people. And the security guards of the door make me feel like a criminal.”

The session was not pushed to negative experiences. Young people were asked to draw places to get help near to Preston and encouraged to discuss what had happened to them.



Some places received positive reviews, for example, Minds Matter, where one young person explained, “it’s consistent. They make you feel welcome and comfortable. The woman even kept in touch after. She’d just text to see how I was doing. She made me feel like she cared.” One person mentioned Artful Minds, “Really friendly, helped build my confidence. When I’ve got my art, I feel better about things.”

When talking about Myplace the answers were very positive:

- “It’s so relaxing.”
- “I’ve made new friends”
- “It’s like a sesh but without the alcohol”
- “We’re not judged. At CAMHS it’s like a medical thing: “you are ill”. Here you’re treated like a person.”
- “It gets you outside; there is structure which helps people who are anxious but you’re not forced to do anything. You work at your own pace; take a break when you want.”
- “They help in a different way. It’s a mindful place.”

The focus group continued with some quite specific questions:

- 100% of those attending agreed that Myplace had made them feel a lot happier
- 100% of those attending agreed that Myplace had made them feel a lot more confident
- 100% of those attending agreed that Myplace had made them feel a lot less angry
- 100% of those attending agreed that Myplace had helped them more than other services have
- When asked about feeling calmer; 57% were a lot calmer, 43% a bit calmer

- When asked about dealing with problems better; 72% said they could deal with problems a lot better and 28% said a bit better

100% said it was easy to get support from Myplace; compared to 29% easy from a teacher in college or school, 29% easy from youth service, 57% easy from a doctor, 29% easy from a phone line like Childline or Samaritans and 0% of those attending had found it easy to get support from CAMHS.

Myplace was far and away the easiest place for young people to get support.

Young people did say they were able to access support from doctors very quickly, Myplace was mostly quick to access, with only one person having to wait, whereas half of the young people had to wait for support from CAMHS.