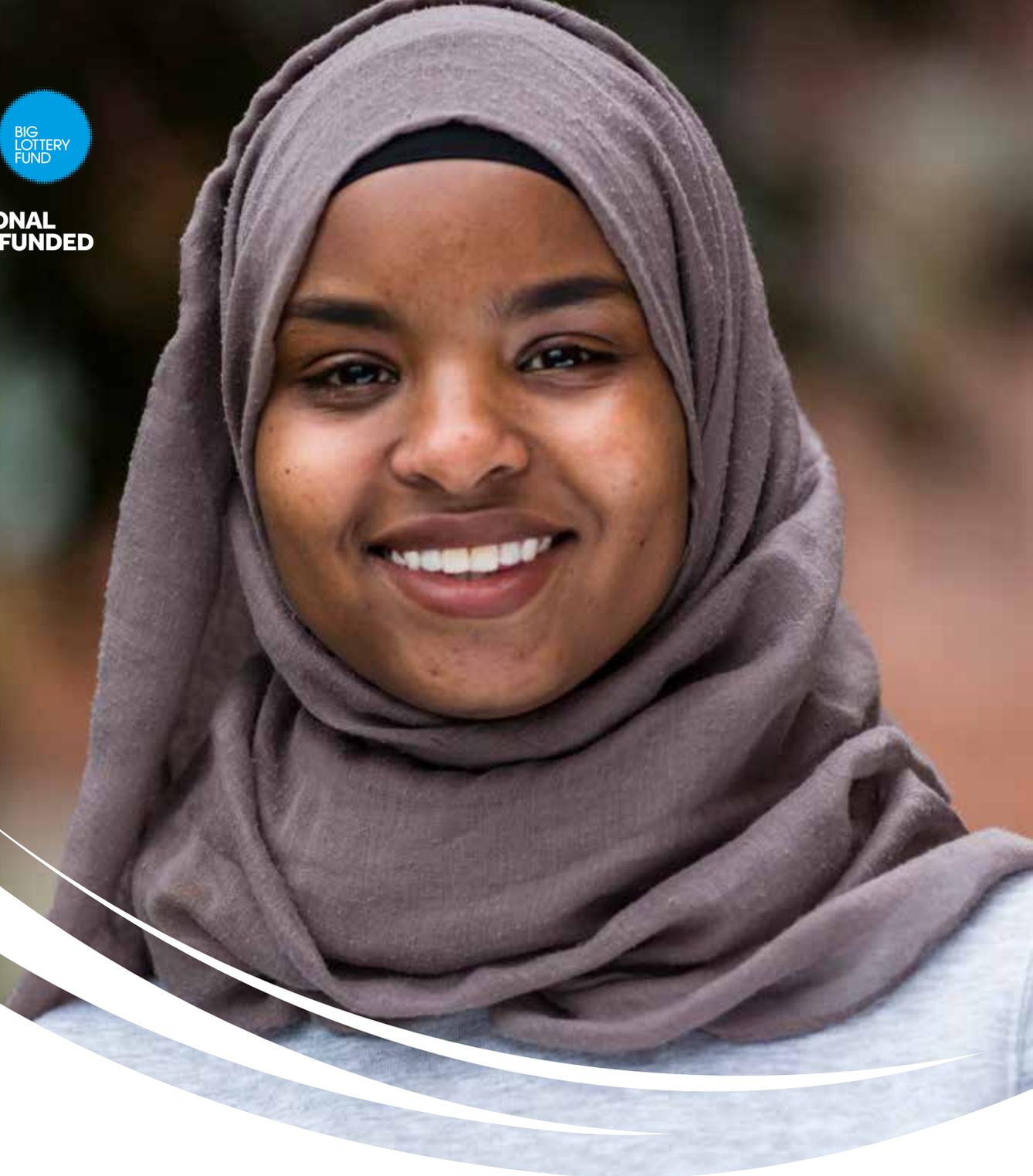




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My Foundation: Evaluating Manchester Mind's Young Persons Model

An independent evaluation
by Sarah Forster

January 2018



Introduction

YASP is part of the local mental health charity Manchester Mind. YASP (Young Adults Services and Projects) helps young people aged 15 to 25 when they are struggling.

YASP has commissioned this independent evaluation to complement the evaluation work it does internally, and particularly to gain views from young people. The evaluation aims to:

- assess the outcomes and effectiveness of YASP's work, particularly that being funded by the Big Lottery Reaching Communities programme
- provide learning to guide the shape of services in the future

The Big Lottery has been funding some of YASP's services since March 2012, with the current funding period running from March 2015 to February 2018. This report covers the services delivered from March 2015 to September 2017. It gives details of the evaluation findings about the way YASP provides services, the outcomes it achieves, and key issues for the future. It particularly uses the views of young people and YASP staff to underpin these findings. All young people have given permission to use their quotations and case studies, and all of their names have been changed.

All the photos in this report are of young people who volunteered their time for Manchester Mind and Mind.



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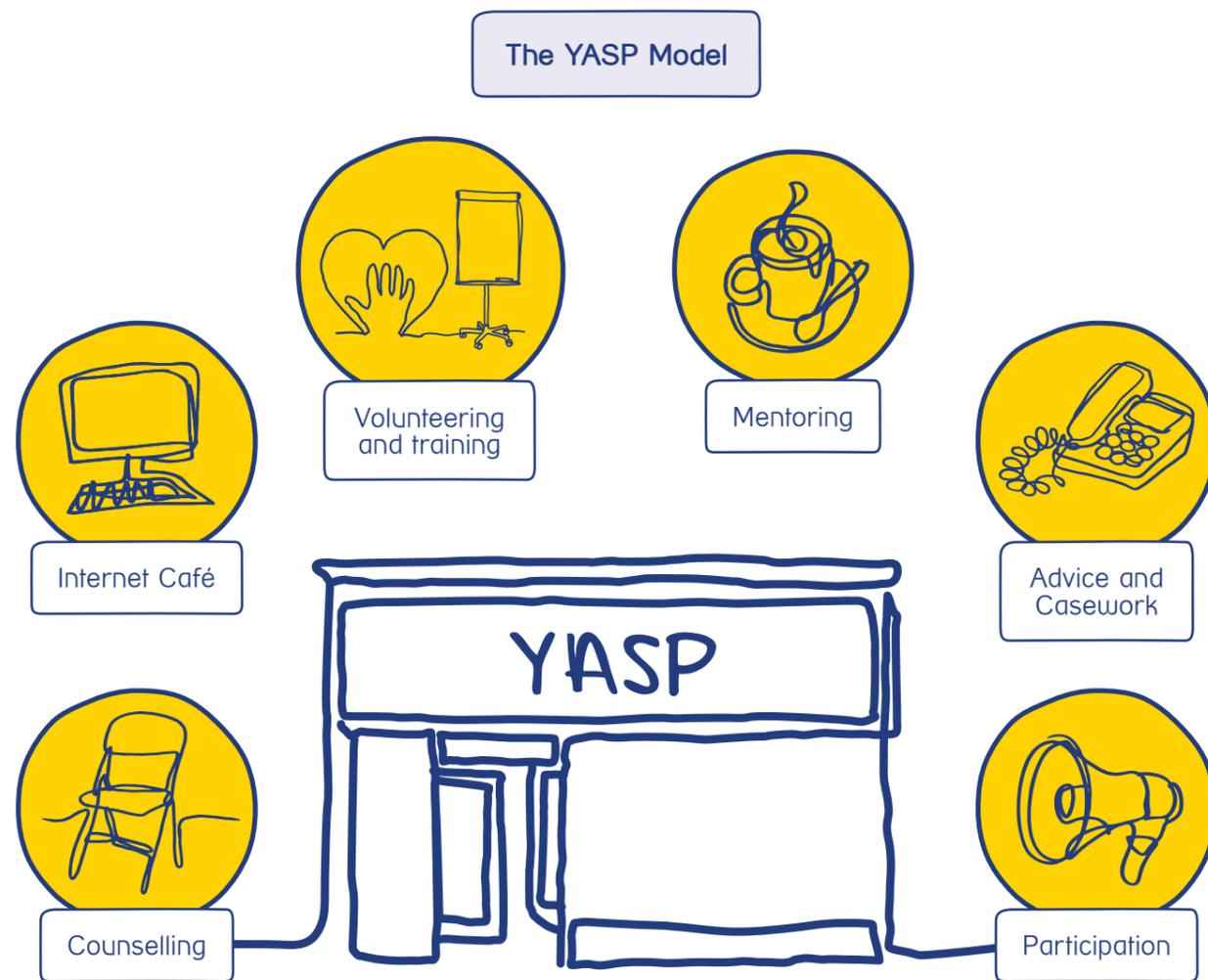
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How YASP works

YASP is part of the mental health charity Manchester Mind. YASP (Young Adults Services and Projects) helps young people aged 15 to 25 when they are struggling. YASP uses a nationally recognised model of service provision known as Youth Information, Advice and Counselling Services (YIACS).

Through this model YASP provides a range of interventions delivered 'under one roof' with the following qualities:

- Young person centred
- Open to a wide age range: 15 to 25-years-old
- Holistic approach, meeting multiple and complex needs
- Multi-disciplinary team, providing wrap-around support
- Flexible access routes, including through open door 'drop-in' sessions
- Free, independent and confidential



The national membership organisation, Youth Access, have written much about the importance and impact of this way of working. Of particular note for YASP, in addition to the general YIACS model, is its underpinning ethos of service user involvement and participation in service delivery and development. Young people are actively involved in co-designing the services and there are a range of volunteer opportunities.

'YASP is amazing because they're targeting young people who are suffering with problems, before they get to the point of being in hospital. It catches them while they're young, gives them something to come into, and focuses them on the next steps like college. YASP provides services like benefits that can be daunting to do on your own. It becomes like a family - supporting one another. They can come back even after a break and are always welcome.' Sarah, YASP Volunteer



As shown in the services model, there are many ways in which young people can choose to be involved with YASP, including dropping in to the internet café, having individual advice sessions, volunteering in the café, becoming a peer mentor, presenting at mental health awareness sessions, and any combination of these.

The services support young people with a diverse range of issues that are frequently inter-related, including:

- mental and emotional health issues – e.g. depression, low self-esteem, self-harm, family problems and stress
- social welfare issues – e.g. benefits, housing, debt, employment
- wider personal and health issues – e.g. relationships, sexual health, drugs and alcohol, healthy eating
- practical issues – e.g. money management, independent living skills

Manchester Mind works closely with a wide range of local voluntary and statutory organisations that come into contact with young people including health, education, advice and specialist support agencies. It currently has seven formal partnerships programmes encompassing 16 agencies to enhance the services offered, which together are:

- Working in North Manchester with families with complex needs
- Providing advice across Manchester to young people (aged 18 to 25) who are disabled, homeless and/or experiencing mental health difficulties

- Delivering welfare advice in two psychiatric inpatient wards to ensure people receive their full entitlement and have a safe discharge from hospital
- Delivering a pilot de-escalation service for 13 to 18-year-olds with mental health problems
- Providing a low level emotional wellbeing service at three GP practices for 18 to 30-year-olds
- Working in high schools to deliver mentor training to students, resilience in the work place training to education staff and accredited training for young people to become Youth Health Champions
- Delivering advice through volunteers across Manchester

There has been a great deal of emphasis nationally on improving the provision of and access to mental health services for young people in recent years. The YIACS service model is recommended within national strategies and policies which guide provision at a more local level.

If you would like to know more about the YIACS model and current policy, you could read:

- YIACS: an integrated health and wellbeing model, by Youth Access, 2014
- Policy Briefing: Young, adult – and ignored - Getting a fair deal for 16-24 year olds from mental health services, by Youth Access, March 2017

About young people in Manchester

About Manchester

- Population is 541,253, with 103,676 (19%) being young people aged 16 to 24. (Mid-2016 population estimates, Office for National Statistics, ONS)
- A third of residents from a Black and Minority Ethnic, BME background (2011 Census, ONS)
- 6.6% of Manchester's population has a long term condition or disability (2011 census, ONS)
- 5th most deprived local authority overall and 7th most deprived for income. (2015 Index of Multiple Deprivation)
- Health Deprivation and Disability domain (2015 Index of Multiple Deprivation)
- 2nd most deprived local authority
- For small areas, (Lower Super Output Areas) Manchester has the highest proportion of areas in the highest 10% nationally, with nearly two thirds of Manchester's neighbourhoods ranked as the most deprived in the country

About Manchester children and young people (PHE, Child Health Profile June 2015):

- Aged under 20 years make up 25.2% of the population
- 57.1% of school children are from a BME group
- 33.9% aged under 16 years live in poverty
- the rate of inpatient admissions for 10 to 24-year-olds due to self-harm for the period 2011/12–2013/14 was lower than the England average
- In 2013/14 young people aged 0 to 17-years-old were admitted for mental health conditions at a similar rate to that in England as a whole

About mental health in Manchester

- Manchester has higher rates of mental ill health than national averages. 18.7% of patients in north Manchester, 15.4% in central and 15% in south report moderate or extreme anxiety or depression, compared to 12% nationally. (Public Health England (PHE) Community Mental Health Profiles 2014)
- Poverty, disadvantage and social exclusion are key, consistent determinants for poor mental health and low well-being. Manchester's high levels of deprivation contribute to a range of personal circumstances which indicate mental health vulnerability including those who are unemployed; those with alcohol and drug related issues; survivors of domestic abuse or violence; survivors of childhood abuse including bullying; BME communities; and people with long term health conditions

About suicide prevention (Manchester Joint Strategic Needs Assessment 2015-16):

- Suicide is the biggest killer of men under 50 and a leading cause of death in young people and new mothers
- Males are three times more likely than females to die by suicide, particularly under 50s (2015, ONS)
- Rate of increase in self harm was largest for women aged 15 to 24
- Rates of self harm and suicide are greater amongst Asian women than other groups of women
- About a quarter of people who die by suicide have a major physical illness

Big Lottery Reaching Communities Grant

The current Big Lottery grant runs from March 2015 to February 2018. The services being provided by YASP using Big Lottery funding are:

- Internet Café run by young people
- Volunteering programme
- Mentoring service
- Mental Health Awareness Presentations
- Small amount of volunteer delivered advice provision

This grant is one of a mix of funding sources that fund Manchester Mind's service to young people including public sector grants, trust grants and public donations.



The outcomes being funded by the Big Lottery are:

1

Young people will gain new skills or qualifications to improve employability.

2

Young people will have higher self-esteem, increased confidence and improved ability to manage their mental health.

3

Young people will feel supported by their peers and have reduced loneliness.

4

Young people to benefit from more appropriate services delivered by local statutory and voluntary agencies with more peer support to achieve recovery



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About this evaluation

Manchester Mind has systems in place for monitoring its work, including:

- YASP evaluation questionnaire which provides data about outcomes for individual young people. This questionnaire has been developed with time as Manchester Mind has gained experience of measuring outcomes for young people
- Observation form for mentors and staff about young people's coping skills and ability to manage their mental health
- Training evaluation questionnaires which provide data about a young person's learning from attending training, such as mentoring

Reporting for these systems is carried out by Manchester Mind separately.

The evaluation methodology was created to collect mainly qualitative data and provide young people and staff involved with Manchester Mind a way of contributing their experiences, perceptions and reflections. Questions were targeted to gain information about outcomes for young people and about how YASP provides its services.

The process has involved:

- Interviews with 10 young people who have used YASP services – 6 in person, 4 on the telephone
- Interviews with 2 young people who volunteer at YASP without using the services – in person
- Online survey of 6 Manchester Mind staff involved in providing services to young people
- Discussions with the YASP Manager about the YASP service model, demographic and outcomes data, and evaluation processes of YASP
- Desktop research about the YASP service model

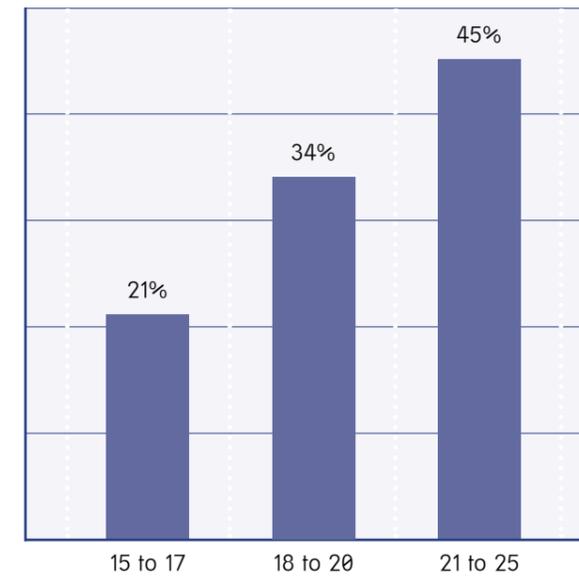
The young people interviewed were those available in early November 2017. The evaluator had no background knowledge of the young people or the services they had used at Manchester Mind.



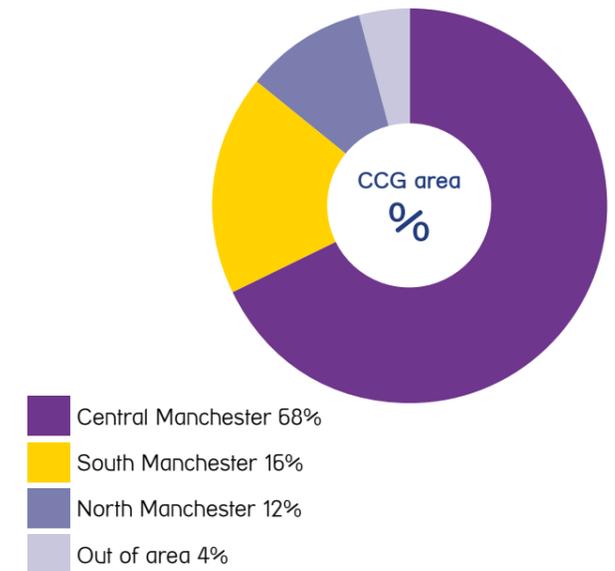
Young people supported at YASP March 2015 to September 2017

The total number of young people supported during this period is 474.

Age

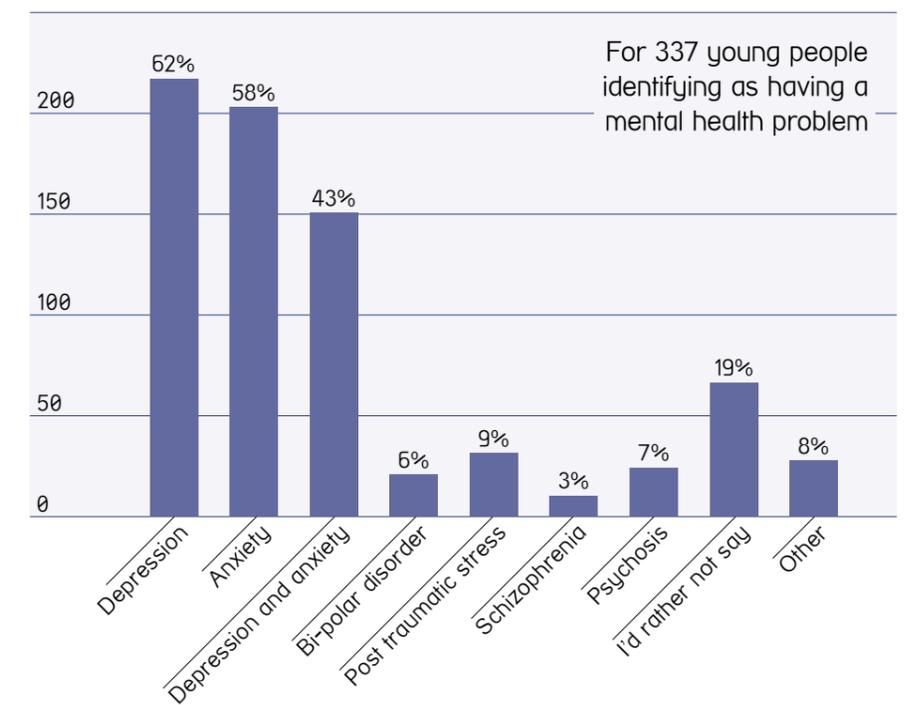


Where do you live?



Mental Health

Do you have a mental health problem



Ethnic origin



- White British 50%
- Black and Minority Ethnic background 48%
- Preferred not to say 1%

This diversity of uptake is higher than local clinical services. The Improving Access to Psychological Therapies (IAPT) service for a comparable area had an uptake rate of 35% of people being from BME communities¹.

Gender

Total across services:

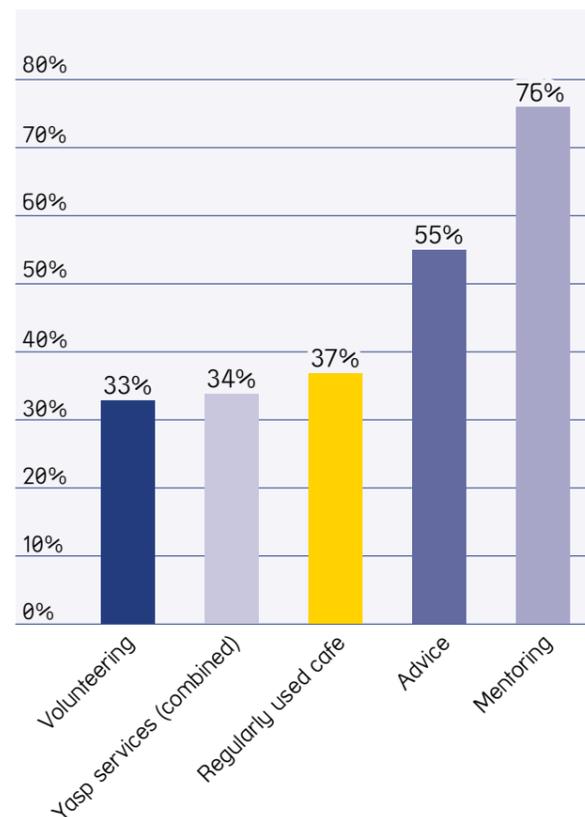


As the YASP service received is less general and becomes more personal and tailored the number of males accessing the service increases: to 55% of people using the advice service and 76% of those using the mentoring service.

Reaching males is important because young men are at greater risk of suicide² and three quarters of all people who take their own lives are not in contact with mental health services.³

Men are less likely to access psychological therapies than women. Only 36% of referrals to IAPT are men.⁴

Increase in percentage of men accessing intervention by service type



Sexuality

13%

of young people identified as being from a minority sexuality group with 8% being bisexual

Disability

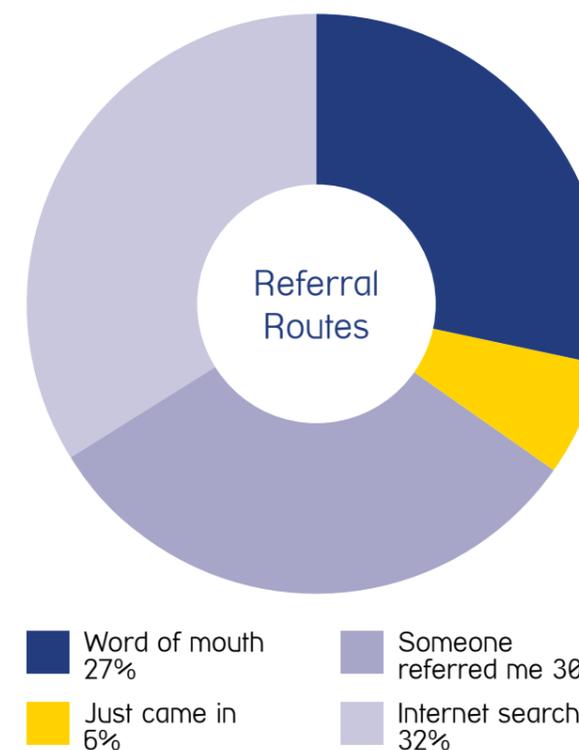
22% of young people seen were disabled or had a long-term health condition and all of them had mental health problems.



Peer delivered mentoring service: 56% have a disability or long-term health condition. Including:

- Autism spectrum condition: 23%
- Learning disabilities / learning difficulties: 15%

Referral Routes



Data from YASP records shows that the young people interviewed for the evaluation are a representative sample of the young people who come to YASP including by:

- Identity (such as gender, ethnic origin, disability)
- Circumstances (such as housing, finance, parental history)
- Mental health issues (such as depression, anxiety, stress, suicide issues)
- Complexity of their situations and issues.

Sources of information:

¹ Request under the information under the Freedom of Information Act - (2064)

² Taken from A Local Suicide Prevention Plan for Manchester 2007 – 2019 (Manchester City Council)

³ Taken from A Local Suicide Prevention Plan for Manchester 2007 – 2019 (Manchester City Council)

⁴ Men's Health Forum, June 2016

Outcomes of YASP March 2015 to September 2017

Each of Manchester Mind's Big Lottery – Reaching Communities funded outcomes has indicators and targets (given here as a total for the three years of funding) against which Manchester Mind has been collecting monitoring data.

342 young people who had accessed Lottery funded services at the centre completed the

YASP evaluation questionnaires as they had reached a point in their development where this was possible. For the questions within this which are scaled, a score of 0-4 is classed below as a negative level and 6-10 a positive level. These classifications are used as YASP staff judge they best demonstrate where significant changes in mental health have occurred.

Case Study: John

I first came to YASP in June 2016 at the end of my first year of A levels. I was feeling very anxious, down and alone. My mental health worker told me about YASP. I have cerebral palsy – a physical disability – but it isn't that bad, so I always felt I could do what I wanted to. There is addiction that runs in my family and so being at home was always stressful and unpredictable.

My YASP advice worker was extremely thorough and was proactive and encouraging. I was never doubted. She knew the benefits system really well and was able to help me get far more of what I am entitled to than I could have done myself. She also really understood how difficult it was for me at home. And she understood my disability and helped me understand it better and accept it.

I became very involved with YASP that summer - I volunteered in the café, making food for people. For me, it was an escape from home. Being at YASP took my mind off things as I was constantly occupied. And I met lots of people – it's a community of people who understand how mental health can affect you. The people at YASP are so open, you can talk to them about anything. YASP also asked me to do admin volunteering, like data inputting, which was such a compliment and it helped me improve my telephone skills – I was really nervous to start.

By the end of the summer I was sure I wanted to leave home, but I didn't have the courage. My advice worker knew how critical my second year of A level studies would be. She helped me to get a flat in supported accommodation and within a month of applying I moved in – it was really fast because of her contacts. Being there freed me up to deal with my own emotions and not those of my family. I had more time to do my studying too.

I applied to university and because I had such good volunteering experience with YASP, my application was well thought of – I got 3 unconditional offers. I didn't volunteer for YASP whilst I was doing my A levels but went back again last summer. This time I wasn't feeling down, my energy levels were up. I did the mentor training and had one mentee. I hope to work in mental health and I felt more motivated than I ever have about that. YASP makes it seem not as dark as mental health can appear - even the windows are clear and the light comes in.

Now I am in my first term at university in a different city and just getting used to it. Having been in supported accommodation for a year, I had more confidence to go away to university and know that I could cope and adapt. YASP have done so much for me in such a short space of time. So much has changed. I feel so much more confident and independent and know that I still have YASP as back up should I ever need it.

Outcome one: Young people will gain new skills or qualifications to improve employability

Outcome indicator	Target	To date	Achievement likely by March 2018
Young people gain accredited qualifications	90	88	Target exceeded
Young people progress into education or training	150	199	Target exceeded
Young people take up paid employment or voluntary work	200	226 in external organisations, 108 at YASP	Target exceeded

- The qualifications young people achieve are across the broad range of possibilities including: level 2, GCSE, A level, degree and Masters degree
- The education and training young people go into includes: at college, 6th form, apprenticeships and university
- Young people have gone into paid work in a wide variety of organisations, e.g. in hotels, fast food chains, hospitals, retailers, social care and charities
- 284 young people have volunteered in a wide range of local and national voluntary organisations such as Oxfam, ChildLine, Manchester Mind, and a swimming project for people with a disability, as well as in schools, universities and the NHS
- 93% of young people felt more able to access work

What young people say

The volunteers at YASP reported learning new skills including:

- **In the café** – cooking, cleaning, sharing, talking to each other, how to speak to lots of different people
- **In admin** – talking on the phone
- **As mentors** – working with young people, showing empathy
- **Going into schools and colleges** – presentation skills

'When I used to talk to people, I would go off board and struggle to stick to the subject. Now I am straight to the point, my language has improved.' Zakoda

'I want to get into social care and do support work. Maybe become a counsellor in high schools. So this is good experience for me.' Sarah, YASP volunteer

'They make it easy for you to be a volunteer. They don't have expectations of previous experience like many places do, and the training is very good. It's a good place to get experience and has really helped my confidence in working with young people.'

Zara, YASP mentor



Outcome two: Young people will have higher self-esteem, increased confidence and improved ability to manage their mental health

Outcome indicator	Target	To date	Achievement likely by March 2018
Young people will report better coping skills	300	292	Target exceeded
Young people will report increased self-esteem	Approx. 300	285	Target met
People using the services and participating in mental health awareness sessions will report increased ability to manage their mental health	5,000	3277	Estimate 4000 total Target 80% met

- 85% of young people reported an increase in coping skills, including 44% who increased from a negative to a positive level of coping
- 98% of young people reported an increase in their recovery – their life being ‘back on track’.
- 83% of young people reported an increase in self-esteem, including 39% who increased from a negative to a positive level of self-esteem
- Mental health awareness sessions were delivered mainly in high schools (local authority run, academies and faith schools) and colleges – as assemblies or non-curriculum day activities. Other sessions were delivered at local community groups and charities working with identified groups where it is known that mental health can be a particular risk
- 3469 young people attended a mental health awareness session. Of these 91% reported increases in their knowledge and abilities including: having more information about mental health; feeling better able to manage mental health; and feeling more confident to help a friend

What young people say

Young people using YASP services talked about:

- My confidence increased
- I’ve only been coalf-esteem have already grown
- My problems got resolved

‘I am set free in my head. I don’t worry about other people having a go at me. I can express who I want to be both here and when I’m elsewhere.’

Zakoda



‘I am happy and relaxed when I’m at YASP because I’m occupied. I get bored when I go home.’ Joshua

‘The mental health sessions in the schools have been very important for young people to know that there is help out there and for other young people to be able to be more empathetic with their peers, friends and family members about mental health difficulties.’ Staff member

‘Really great training. So nice to sit in a room full of varied young people with an interest in mental health.’

Awareness session attendee



‘The examples of different people and the personal experiences from volunteers were the best bits.’ Awareness session attendee

Case Study: Kate

I’ve been coming to YASP for a couple of years. I first came to get work experience as I want to be a receptionist. So I used to volunteer once a week in the café. I have a learning disability which affects my speech and other things. I live with my family and have fun doing things with them.

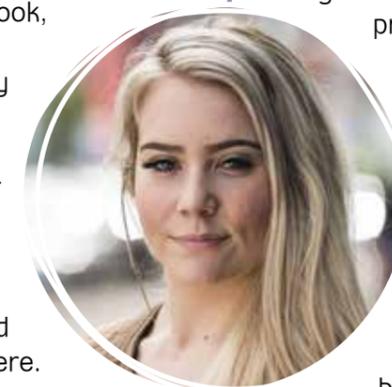
In the café I learnt how to cook, meet people and speak to loads of different people. My confidence changed a lot. I can be shy but you can’t always tell that now. A year ago I got a full time job in a fast food place working on the till so I don’t volunteer any more. It’s shift work and I get up very early to get there. I’m doing well and they are now moving me to a different site to help it run better.

I am entitled to benefits because of my disability. YASP helped me to apply for them as I had no idea what to do. It’s really good here. When you need an appointment they see you straight away or they’ll speak

to you on the phone and they help you so much. They treat me just the same as anyone else and I get the help I need.

Before coming to YASP I had to go out with my mum, I wouldn’t go out on my own. Now I am able to go out on my own to meet my mates, go to work and to the shops, or do anything. I go out a lot. I will go on buses or walking, none of it’s a problem. There’s nothing I can’t do except when it’s night time and really dark. Then if I need to be out, like going to the bus stop after work, I’ll walk with my mate.

I like having my friends to go out with. They support me as well as my family. Next year I want to live on my own and have my own adventure. YASP are helping me apply for a place to live. I think I will always need help with things like doing paperwork. I have lots of interests and plans. I’m learning to drive and am saving up to buy a car. I am happy. Because of YASP I have the confidence now to do what I want.



Outcome three: Young people will feel supported by their peers and have reduced loneliness

Outcome indicator	Target	To date	Achievement likely by March 2018
Young people will have improved social circles	300	283	Target exceeded
Young people will feel less lonely and isolated	450	340	Estimate 390 Target 87% met
Young people will increase their engagement within their community and with other services	400 total	420	Target exceeded

- 83% of young people reported an increase in socialising, including 39% who increased from a negative to a positive level of socialising
- 92% of young people reported a decrease in isolation, including 51% who increased from a negative to a positive level of isolation
- 94% of young people reported a reduction in isolation or an increase in socialising
- 284 young people have volunteered in a wide range of local and national voluntary organisations

What young people say

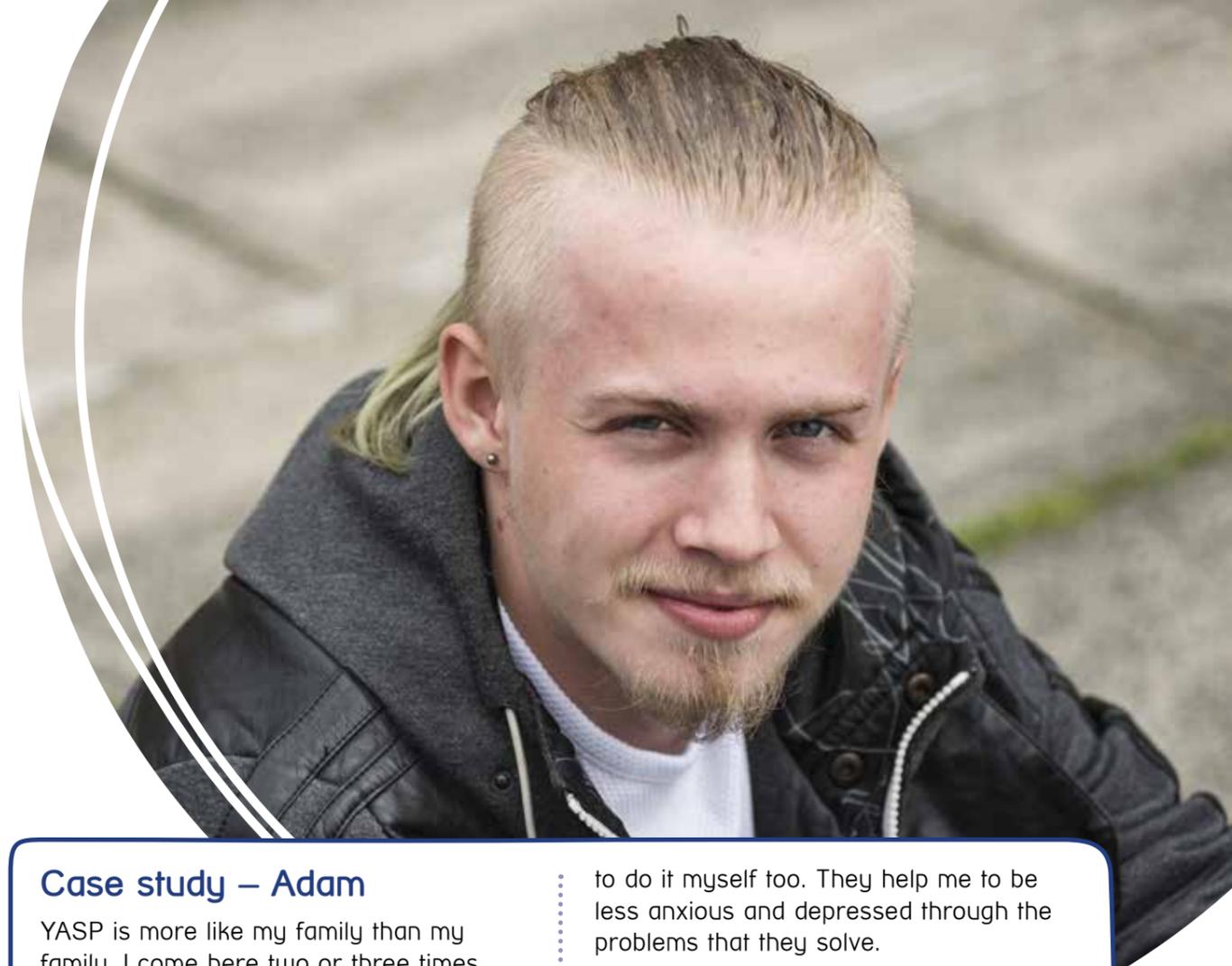
Young people talked about:

- I go out more now and see more of my friends
- I have made friends at YASP
- I have met some really interesting people
- We have fun together at YASP
- I like having something worthwhile to do – it makes me get out of the house

‘I’ve been coming for about a year as a volunteer. I look forward to coming every week. I’m not as much of a loner now. I have made friends here and feel part of it.’

Zakoda

‘I’ve been volunteering once a week for 7 weeks. I like meeting people of different ages who come here, it’s good to mix with them. There are people here who have volunteered for like two years or longer. I can ask them for advice and how I can improve. I am already a lot more outgoing and a bit more confident. I go out more with my friends now and am more involved with them. We go to the cinema and each other’s houses to play music and games and talk about politics.’ Joshua



Case study – Adam

YASP is more like my family than my family. I come here two or three times a week. When I’m here I’ll have a drink, hang out in the café and go on the computers. When I come in, it’s like coming into a family house because of the young people and the staff. I like making friends here and they treat me really well. I’ve not met anyone else who is as supportive and friendly.

If I need to I’ll also go and see an advice worker. The staff here support me with any problems – they can be practical or personal, and they keep it to themselves. And it can be many problems all at once. Their confidentiality is really important to me. They don’t judge anyone, aren’t racist and treat everyone equally, like their family. If I go with a problem they’ll always help me with it. They don’t just listen, they help me do something about it. For example, if I have nowhere to stay they’ll go on the computers with me and show me how to use websites to find accommodation. So I learn how

to do it myself too. They help me to be less anxious and depressed through the problems that they solve.

The support I get from YASP really helps me to relax and be calm and chilled out, when I’m out in public places and when I’m at home. I don’t fall out with people as much. It’s almost like I don’t feel anxious any more. It’s like having a tablet without having a tablet.

I do have medication so I take the tablets when I don’t go to YASP. I choose not to go every day because I want to give them more time or chance to solve other people’s problems. I can manage this well 80% of the time – it used to be only 20%. I think YASP would feel proud of me.

I am now brighter, more confident, happier and cheerful because of YASP. When I go out people don’t even recognise me – they can see the difference. It’s because I am getting the support I need. YASP is an amazing, wicked place. They change people’s lives in the most positive way they can.

Outcome four: Young people to benefit from more appropriate services delivered by local statutory and voluntary agencies with more peer support to achieve recovery

Outcome indicator	Target	To date	Achievement likely by March 2018
Young people participating in multi-agency awareness training report that they are more aware of the diverse issues facing young people	130	187	Target exceeded
Young people accessing other services report improved recovery, reduced isolation and feeling more valued	150	215	Target exceeded
People using the services and participating in mental health awareness sessions will report increased ability to manage their mental health	5,000	3277	Estimate 4000 total Target 80% met

- Multi agency training on mental health and diversity was delivered to young people at other charities/groups/services: Centrepont, Reform Radio, Uprising, Volunteer Centre Manchester, Inspire, Lifeline, ChildLine, Manchester People First, Greater Manchester Youth Network
- Multi-agency training on mental health and diversity was delivered to peer mentors and interested young people on: social model of disability, ADHD, autism, sexual exploitation, children who run away from home, gender diversity, homelessness
- 100% of participants at the training sessions felt they were more aware of diverse issues facing young people with mental health problems

- 142 young people were referred to YASP. Referrals were highest from NHS services providing mental health support. 15 of these people were referred on to other services, predominantly for specialist support around employment, homelessness, learning disability and welfare rights
- 38 young people who self-referred to YASP were referred on to other services. Of these, 22 young people were referred on to mental health support (such as counselling, CAMHS). 16 young people were referred on for additional volunteering opportunities during and/or after their intervention at YASP



‘This made me aware of things that seem obvious but you don’t always think about it.’
Multi-agency training attendee

What young people say

‘Amazing training. It boosted my confidence.’
Multi-agency training attendee



‘I came to YASP about 6 weeks ago. I’ve got depression and needed help to get out and about again. I started volunteering here - I like meeting people and helping people. It gives me something to do. Last week they sent me on a week-long course in another organisation. I’m going to continue there for another 6 weeks as well as volunteer at YASP. It’s made me more sociable. I don’t want to be like I was - sitting in my room at home on my PlayStation talking to people on the headset. Now I want to be more out of the house and seeing people face to face.’ Ethan

Case study – Fifi

I have been coming to YASP for five years except for the past few months because now I’ve got a job in a hotel. I’ve done loads of things through YASP – coming to the café to chill, relax and eat, volunteering in the café for 12 months, counselling, mentoring, being interviewed on TV, and being part of a national group for young people with mental health issues which meets in London a few times a year.

I live on my own and my parents are not around. I was anxious, depressed and lonely before I came here. My coping mechanism was to stay at home. Volunteering at YASP taught me to force myself to get out of bed and then out of the house. It was worth it. It helped me to keep going and then I mentally started getting better. And it kept me busy. I really like meeting new people at YASP – it’s not always the same faces and I’ve met lots of people through YASP.

The counselling service is a great and desperately needed service. I registered with my GP for counselling 2 years ago

and I have only recently been offered something. I only had to wait a month with YASP. Having the counselling reduced my anxiety and helped my confidence. What I learnt from those 10 weeks of counselling sessions has helped me with my anxiety. I try to be positive as much as I can now.

My confidence has grown a lot in different ways and I’ve learnt lots of different skills through YASP: We were trusted by the YASP staff to run the café by ourselves. We took that responsibility on and were successful – it made us feel capable and mature and motivated to try other stuff in our lives.

Working as a mentor really improved my confidence in working with young people and understanding that I can do that – they could see my passion. I used to avoid going into town. Now I can travel on my own anywhere no problem – I regularly go to London for the group meetings – and I can communicate with anyone with confidence.

YASP is like a foundation – it’s homely and a secure base. I’ve grown up here. Life’s not all butterflies and flowers. Anytime I need or want to come I can.

More about YASP's outcomes

Staff views about outcomes

Staff were able to verify all of the four YASP Big Lottery outcomes, both through their completion of YASP's monitoring forms where appropriate, and through the evaluation survey.

'We can see the difference that these services make to young people. They look less anxious, more confident and more relaxed.'

'Many of those who first referred to our service were seriously struggling and are now back on their feet, volunteering tirelessly in the café or mentoring other young people who were once in a similar position to themselves.'

Other YASP outcomes

Some significant outcomes were described by the young people interviewed which relate to outcomes 2 and 3 but are separate:

- Reduction in anxiety
- Reduction in depression
- Increased sense of belonging (e.g. describing YASP as family, foundation, community)

'They help me to be less anxious and depressed through the problems that they solve.' Adam

Staff also described additional outcomes which are important to young people but not part of the YASP monitoring. These included:

- Being safer: from self harm, from a lack of basic resources and from exploitation and harm from others
- Prevention of homelessness
- Improved problem solving and decision making skills and abilities

Interdependence of outcomes

The work that the Big Lottery is funding sits alongside other services which are funded by others. In addition, the outcomes achieved by YASP, particularly for those young people accessing services in the centre, are often interdependent, which relates back to the range of issues that young people may face in their lives. Both of these factors lead to additional outcomes and a bigger impact on young people lives, as staff and young people are able to work across the different interlinking strands of work.

'I know it's a small place but look at what you can get out of it. It's like a Tardis - you can get so much here. It makes me happy to come here.' Zakoda

Long term process for young people

Young people with complex situations and issues may access the centre for many years. Their development and the outcomes achieved may take time within a long term process. The Big Lottery funding acknowledges this, for example the target for increase in self-esteem does not anticipate this happening within the first year.

Findings about outcomes

Outcomes achieved

For the Big Lottery outcomes the evidence from the evaluation suggests that Manchester Mind is meeting these outcomes at YASP as follows:

Young people will gain new skills or qualifications to improve employability.

Outcome being met

Young people will have higher self-esteem, increased confidence and improved ability to manage their mental health.

Outcome being met

Young people will feel supported by their peers and have reduced loneliness.

Outcome being met

Young people to benefit from more appropriate services delivered by local statutory and voluntary agencies with more peer support to achieve recovery.

Outcome being met

Targets achieved

There are 11 targets for the outcome indicators. To date achievement against the targets – with 5 months of funding remaining – is as follows:

- 5 have been already met and will therefore exceed their target
- 4 have been almost met and will meet or exceed their target

There are two targets which have not yet been met and will not quite reach their target:

- People using the services and participating in mental health awareness sessions will report increased ability to manage their mental health
Estimate 80% met
- Young people will feel less lonely and isolated
Estimate 87% met

The levels at which these targets have been met are high enough to judge that they contribute sufficiently to the outcomes being achieved.

Young people with no change or outcome identified

Only nine (2.5%) of young people identified no positive change after attending YASP services. All of these young people rated themselves as being in the high scores 8-10 out of 10 both before and after interventions. So in their own estimation they were already at a high level of functioning for the indicators and that didn't change.

The impact of YASP

From the YASP outcomes and discussions with young people, it is evident that the work of Manchester Mind also contributes to and so has an impact - long term changes - on young people in the following areas:

Improved mental health

Through reducing depression, reducing anxiety, improving confidence and improving ability to cope.

Increase in independence

Through building social circles, increasing employability, increasing confidence and increasing ability to solve problems.

Increase in resilience

All of the work of YASP with an individual is aimed at increasing their resilience. This occurs through increasing skills, increasing ability to solve problems, improving mental health, improving ability to cope and improving confidence.

Feeling part of society

Through increasing employability, increasing confidence, building social circles, reduction in isolation and increased sense of belonging.

87% of young people reported feeling more part of society, including 40% who increased from a negative to a positive level of feeling part of society.

Better quality of life

Through improving mental health, improving employability, building social circles and increasing confidence.



Case study – Abdul

I came to England from Pakistan when I was young and it took some time for me to get leave to remain in the country. I first came to YASP nine years ago, and had to stop two years ago when I reached 25.

In the past I have had a very, very bad time; horrible things have happened to me. If YASP wasn't here I don't think I would be here. They have helped me in so many ways – practical and emotional. With their help I have been able to go to college and to do sports. I have had counselling here for a few months. It has been very important to me that they have been here for me for all this time.

I used to volunteer three times a week. I liked talking to the volunteer coordinator who was a very good person. YASP helped me to understand my disability and that it's not my fault – I was born with it - and how to respond to others about it. I had a mentor who helped me a lot, including finding me a ju-jitsu course.

Coming to YASP has really helped my self-confidence. I used to get panic attacks when I was with only 3 or 4 people. I gained so much confidence by coming to YASP that I was able to perform jujitsu

in front of 1500 people at a competition. Imagine that!

I have represented YASP by doing presentations at the universities. It is a very good programme. They are offering help and people will come here if they want that help.

If your mental health is very bad, you don't understand it is very bad. It happened to me. I thought I was fine but my mental health was very bad. The staff here were able to see that. I trust them very much and I got the medical help I needed.

My advice worker was very organised and had lots of contacts which she used to help me. She would give me information and potential outcomes, but not force me to do anything – I had to choose. Even if I made a bad choice I was well informed – it was my choice and I knew the potential consequences.

Now I am over 25 I can go to the main Manchester Mind and get help there – my YASP advice worker introduced me. So I can trust those people even though I didn't know them.

I have recently married and am very happy. I still sometimes need help and the support is there.



Learning about YASP services

The YASP service model – what makes it work

The YIACS service model is already recognised nationally as good practice. Manchester Mind has enhanced this model further and the effectiveness of this has been proven through the outcomes and impact of YASP. Both young people and staff have given views as to what makes it work:

- The human conditions underpinning the model – respect, trust, welcome, confidential, private, friendly, informal, don't judge anyone, non-stigmatising, patient, understanding diversity
- The flexible and seamless ways in which services are delivered. Young people access services according to need and do not necessarily perceive the different parts of the service. They might, for example, volunteer in the café and go for an advice session in the middle and then deliver a presentation to schools a few days later, or volunteer one day and go for counselling another day
- The vital qualities and role of staff – helpful, supportive, encouraging, proactive, thorough, knowledgeable, caring and committed

- Young people as volunteers in a range of roles and involved in decision making
- The potential for long term service provision and continuity of relationships between staff and young people
- Single building to go to with practical and emotional support under one roof
- The sense of community that the combination of young people and staff gives
- Different levels of communication: formal, informal, telephone, drop in
- Manchester Mind is well connected into the wider environment through relationships and partnerships with many other agencies

The one-stop service model is further strengthened by:

- Mentoring being provided from the YASP building and at other locations around the city
- The work Manchester Mind does to promote mental health awareness with young people in a range of external settings, including schools, colleges and other young people's organisations

Reaching young people

The data about young people who access the services indicates that Manchester Mind is providing services to young people who might not go elsewhere or have access to suitable services. This underlines aspects of the YASP model being welcoming, non-judgemental and non-stigmatising.

The number of BME young people attending YASP is on a par with the local population, and is significantly higher than attend comparative local clinical services. The number of young people with a disability or long term condition accessing YASP is higher than the local population and has led to learning about this group of young people which YASP intends to share more widely. The number of young men attending YASP is overall similar to comparative local clinical services and they have particularly accessed support from the more personalised YASP services.

Young people who come to the YASP centre are from all parts of Manchester, with a significant majority being from within the central area of Manchester where YASP is based. The multi-agency training and mental health awareness sessions reach young people throughout Manchester.

Role of Manchester Mind within the wider mental health context

Manchester Mind is well connected into the local mental health scene and the YASP referrals illustrate the complementary nature of these connections. From the referral data, YASP appears to have been a conduit:

- For young people already in contact with mental health services to access practical and specialist support
- For young people in need but not in contact with statutory services to access further support around mental health

This user journey includes the recovery focus that Manchester Mind adds to other more clinical services by integrating its outcomes of reducing isolation, building skills and solving practical problems.

'The staff are the most important feature as they promote equality and diversity, will help support and guide young people through patience when a lot of young people are facing a number of feelings and emotions which impact on their behaviour. Being attentive by actively listening and having a calming presence when things might get a little out of hand. Also their tenacity and willingness to learn from young people.' Staff member

'This model of young people with lived experiences supporting others creates an understanding, comfortable and non-judgemental environment different from statutory or very clinical mental health services.'
Staff member



Delivering services with young people as volunteers

Benefits of the volunteering role

The place of young volunteers in the YASP service model was already established, and has been enhanced and embedded during this funding period. The volunteer role has a number of benefits – including:

For the service model:

- Young people attending YASP services feel welcome and supported
- Support is available from both other young people and professionals
- Greater reach to promote mental health issues and YASP services in the community.

For young people who volunteer:

- Giving a structure to young people and a sense of something worthwhile to do

- Young people learn a range of practical and interpersonal skills
- Young people are able to develop and mature in a supported environment
- Young people are able to assess for themselves how they can be helped, by observation of work with others

Profile of volunteers

Large numbers of young people who have lived experience of mental health problems have been recruited. This has included people with complex needs who have used other services and then become volunteers when their lives are more settled.

Other volunteers include a smaller number of young people who do not use YASP services, and want to gain experience or have an interest or connection to mental health issues.

Increase in the roles taken by volunteers

The volunteer roles taken have increased during the funding period to include: café volunteer – including running the café, admin volunteer doing data inputting and phone calls to book appointments, and promoting mental health issues and YASP services at other agencies and services. Both staff and young people appreciate this increase in volunteering.

Training and support for volunteers

The training of volunteers for their different roles is important. Young people appreciated the quality of initial training they received for both working in the café and as mentors, and felt ready to take on the roles following the training. Mentors have also received diversity awareness training and increased their knowledge and understanding of the backgrounds and experiences of the young

people they may mentor. Young people have received training in how to present and to promote YASP to others.

In September 2017 the volunteer coordinator moved on to a new job. The effects of this have been observed in terms of a reduction in volunteer attendance which highlights the need for support for and coordination of volunteers. This is generally true for all organisations with volunteers. A temporary coordinator is now in place and attendance is again building up.

Outcomes and impact for young people

The increase in the volunteer role has brought about an increase in the outcomes and impact on young people which is tangible and only partly measured by the Big Lottery indicators. Some of the outcomes are softer outcomes, such as communication or teamwork skills which are really important for young people in the wider world.



‘As soon as someone comes into YASP they are greeted by a young person and not a receptionist in a waiting room. The space creates a non-judgemental and welcoming place for a young person to access and feel that the service is relevant for them. Young people who access YASP often highlight how they don’t feel like they are alone in their experiences when here because they feel that it is a supportive network that understands their situation.’ Staff member

‘He was a very good member of staff. He was an important person to talk to about what I want to do in the future. People were attached to him - some people will have been affected by him not being here. It shows the importance of having one person to relate to, especially as it can take a long time to build the relationship’. Sarah, YASP volunteer

‘Handing the running of the cafe over to young people has been a huge success. The young people have ownership of the space and the service they deliver for their peers. It has also meant that the cafe has more energy and is more inviting to people coming in. Developing this user-delivered model in our cafe has shown us the value and benefit of organising services in this way.’ Staff member



Building staff knowledge, skills and support

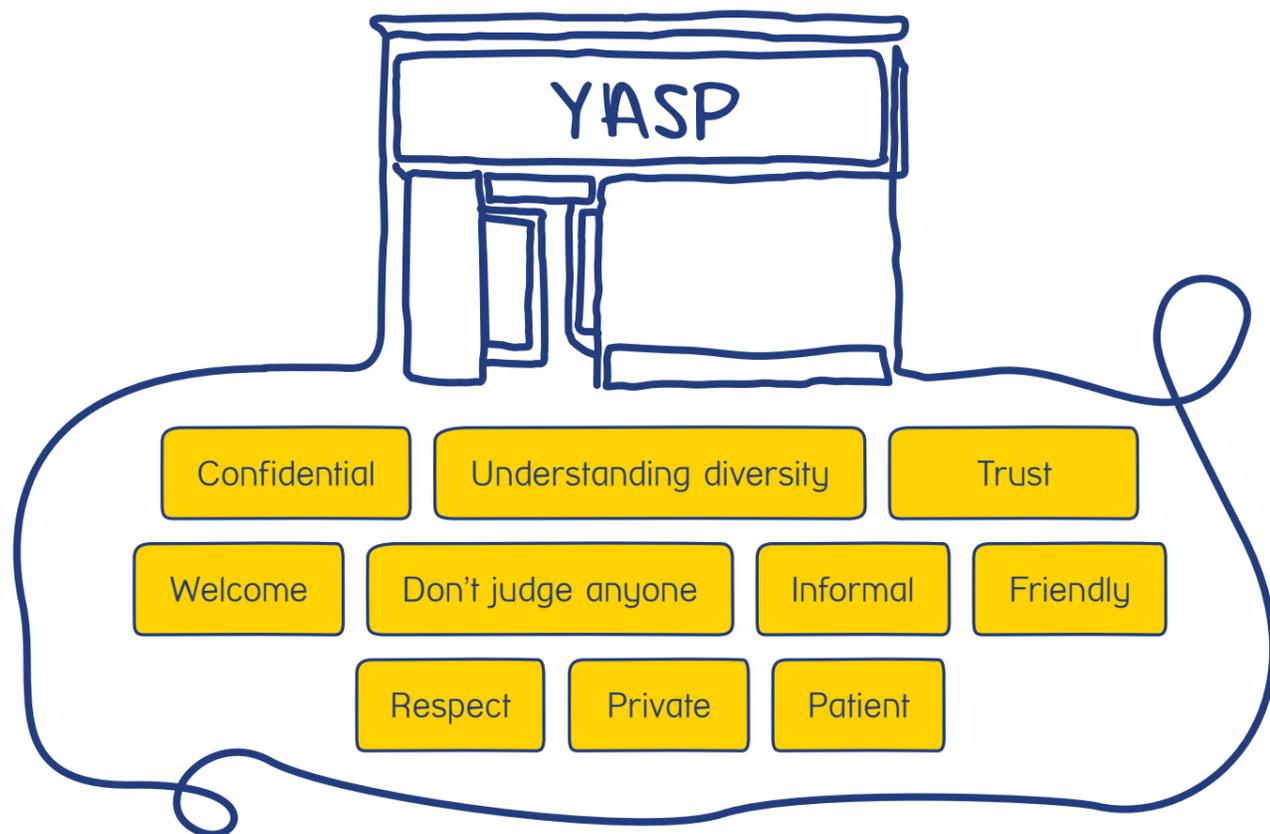
As shown in the statistics about who YASP has helped, there has been an increase in people with disabilities, learning disabilities and long-term health conditions since March 2015.

In response to working with people with autism, Manchester Mind has developed policy, some resources and accessible ways of working with autistic and neurodivergent people. YASP has found that much of the communication style that is accessible for autistic people is also helpful for people with trauma and anxiety, who like the resources and find them helpful. This has led to wider understanding for staff about how to communicate with people with social communication difficulties, and YASP has applied an autism friendly approach across all its services.

The YASP paid staff team is small, with most staff on part-time hours. The relationships they develop with young people and the numbers of young people helped are remarkable for such a small team. The general economic and voluntary sector funding climate impacts on staff as it leads to uncertainty about continuing employment and continuity of projects. Within this context, whilst it does provide staff with both clinical supervision and a range of support is available, Manchester Mind must ensure that it continues to meet the training and support needs of staff. This includes learning about the needs of specific groups of young people (e.g. with learning disabilities) and ensuring that staff are not overstretched.

The development of the volunteering role of young people within YASP has been welcomed by staff. In the future, as this role is further embedded, there is likely to be a need to focus on staff development and capacity to support volunteers.

The invisible elements of YASP which young people value need to be considered as part of induction and training



Learning about the mental health of young people

The data from YASP highlights the prevalence of mental health issues for young people in Manchester. An unexpectedly high rate of young people attending mental health awareness sessions reported existing mental health problems:

- 12% of 11 to 18-year-olds, which is striking as many of the sessions were delivered in universal provision
- 38% of 19 to 25-year-olds. This is higher because some of these sessions were in universal provision and some in targeted venues

For young people coming to the YASP centre 71% identified as having mental health problems, which is expected to be higher due to the nature of the centre.

In analysing this prevalence further for young people who reported mental health issues, the data shows:

Young people	Depression	Anxiety	Anxiety and depression	
Aged 11 to 18 and living in Manchester who attended mental health awareness sessions	63%	60%	38%	13% bi-polar disorder
Aged 19 to 25 and living in Manchester who attended mental health awareness sessions	67%	70%	46%	10% bi-polar disorder
Aged 15 to 25 who attended the YASP centre	62%	58%	43%	9% post-traumatic stress disorder

Young people also reported having other more long term and enduring mental health issues, in smaller numbers, with bi-polar disorder and post-traumatic stress disorder being of the highest prevalence after depression and anxiety.

These figures starkly show the levels of young people living with anxiety and/or depression across the age ranges, and underline the need for appropriate mental health services in suitable locations for young people to access them. The data suggests that even a universal approach will still be providing relevant information to significant numbers of young people in need. It is also important to recognise the numbers of young people who experience difficulty with mental health and the importance of putting information directly into the hands of young people.

Development of YASP services

Service developments

The need for YASP services is evident from the statistics about mental health in Manchester and from the testimony of the young people who attend YASP. Manchester Mind has proven it is able to meet the needs of young people who use its services and still there is a much greater demand in the Manchester area which it is not able to meet.

Young people are involved in developing YASP services through formal and informal mechanisms. The development of the volunteer role supports this involvement and offers additional scope for inclusion of young people in decision making about services.

Young people and staff made the following suggestions for development of services:

- More 'under one roof' centres or combined-offer services being provided in different parts of Manchester
- Increase in the offer from the current YASP building, in particular:
 - more group activities
 - some services available at the weekend and on more evenings
 - expand the mentoring services to reach more areas and more young people
 - expand the counselling and assessment service
 - revamp of the current café to modernise and enlarge it.
- Co-design services for young people who are disabled and have mental health problems

All of these suggestions require an increase in resources.

'Funders need to understand how good YASP are and increase their funding.'

Abdul



'There need to be more centres around the city - one for a major city is not enough.' Ethan

Service model portrayal

The service model as described in this report has been an implicit model for YASP in the way it describes itself. The YASP model diagram has been created during the evaluation using findings from the evaluation and building in comments from young people. There is an opportunity for Manchester Mind to further evidence this model and use it as beacon of good practice.

Evaluation framework development

The evaluation has shown the progress made against each of the Big Lottery outcomes. It has identified additional outcomes that Manchester Mind may wish to evaluate further, especially for increasing resilience, increasing confidence, reducing anxiety and depression and volunteering. Suggestions have also been made to Manchester Mind about how to strengthen the data collection methods and validate evidence.

Conclusion

The evaluation has obtained views from young people and staff. The findings of the evaluation validate YASP for both the outcomes it achieves and its service model.

Manchester Mind is achieving its Big Lottery outcomes for young people. The evidence shows that as a result of coming to YASP young people are:

- gaining new skills or qualifications to improve employability
- increasing their self-esteem and confidence and improving their ability to manage their mental health
- feeling supported by their peers and reducing their loneliness
- benefitting from more appropriate services delivered by local statutory and voluntary agencies with more peer support to achieve recovery

Nine out of eleven targets for numbers of young people will have been met or exceeded by the end of this funding period. The remaining two will have been sufficiently met to judge that they contribute to the outcomes being achieved.

Manchester Mind is also achieving other significant outcomes for young people including reducing anxiety, reducing depression, increasing safety, improved problem solving and decision making skills and abilities, and increasing a sense of belonging.

Through its work YASP has longer term impact for young people in the following areas: improving mental health; increase in resilience; increase in independence; feeling part of society; and better quality of life.

The YASP service model has been found to work due to: the human conditions underpinning the model; flexible and seamless service delivery; the vital qualities and role of staff; young people involved as volunteers and in decision making; the potential for

long term service provision and continuity of relationships between staff and young people; single building to go to with practical and emotional support under one roof; the sense of community that the combination of young people and staff gives; different levels of communication; and YASP being well connected into the wider environment through relationships and partnerships.

The use of young people as volunteers delivering services has been increased, enhanced and embedded during this funding period, and has been proven to be a significant part of delivering outcomes for young people.

The evaluation has provided some learning for Manchester Mind to consider in its development, especially for the services and activities it offers, volunteer and staff support and the YASP outcomes evaluation framework.

In summary, Manchester Mind is providing young people in Manchester with a one stop set of services which successfully helps them overcome practical, emotional and mental health issues, and move on in their lives.

'The place is amazing, wicked! I've not met anyone else like them. They change people's lives in the most positive way.' Adam



Manchester Mind is an independent local mental health charity which delivers advice, information and support to thousands of young people and adults every year.

Our vision is of a city that promotes good mental health and that treats people with mental health issues positively, fairly and with respect.

If you'd like to find out more or to get involved, please get in touch.

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