

# April 2020 to June 2020

## we have...

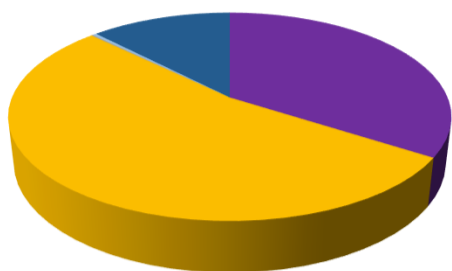
# Supported



1007 people 657 York Mind

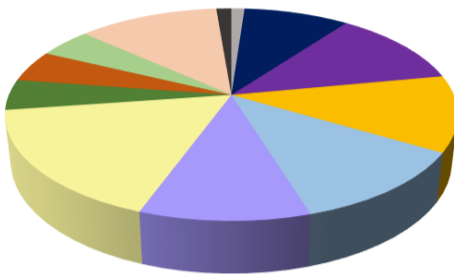
350 York Advocacy

Gender (628 Captured)



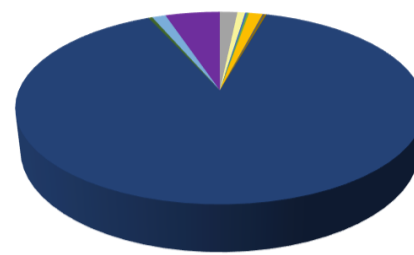
- Male (214)
- Female (334)
- Transgender (FtoM) (1)
- Transgender (MtoF) (0)
- Non Binary (0)
- Other (2)
- Not Disclosed (77)

Age (615 Captured)



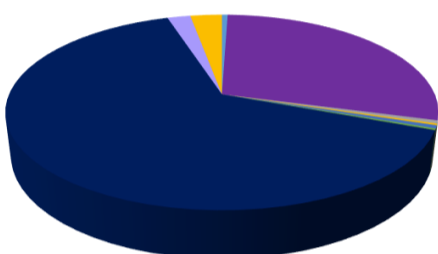
- 8-12 (7)
- 13-17 (56)
- 18-24 (74)
- 25-34 (72)
- 35-44 (73)
- 45-54 (64)
- 55-64 (107)
- 65-74 (29)
- 75-84 (30)
- 85+ (28)
- Not Disclosed (75)

Ethnicity (543 Captured)



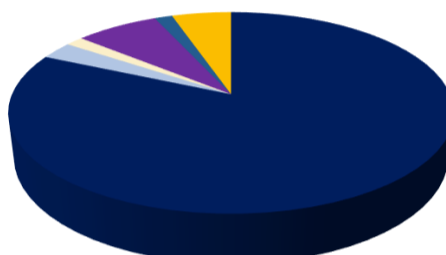
- Bangladeshi (0)
- Chinese (0)
- Indian (9)
- Pakistani (4)
- African (1)
- Black British (1)
- Caribbean (0)
- White and Asian (7)
- White and Black African (1)
- White and Black Caribbean (1)
- White British (482)
- Gypsy or Irish Traveller (2)
- Irish (7)
- Other (28)
- Not Disclosed (0)

Religion (390 Captured)



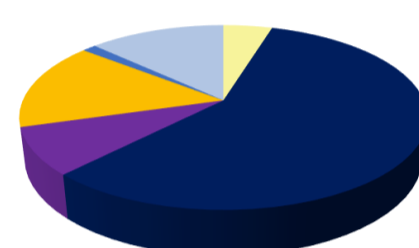
- Buddhist (2)
- Christian (112)
- Hindu (2)
- Jewish (1)
- Muslim (2)
- Sikh (1)
- No religion (251)
- Other (8)
- Not Disclosed (11)

Sexuality (389 Captured)



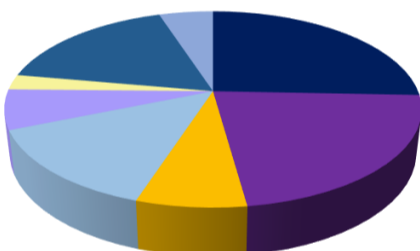
- Heterosexual (318)
- Gay (11)
- Lesbian (6)
- Bisexual (28)
- Pansexual (0)
- Asexual (0)
- Other (6)
- Not Disclosed (20)

Disability/Difficulty (605 captured)



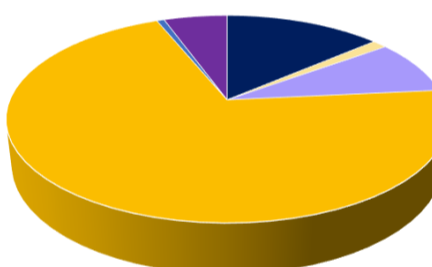
- Physical (28)
- Mental Health (348)
- Learning (50)
- No disability/difficulty (93)
- Other (8)
- Not Disclosed (78)

Work (320 Captured)



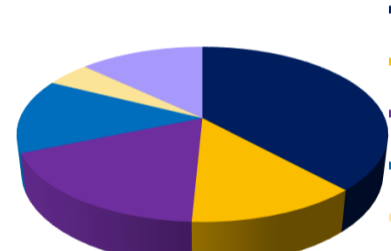
- Employed full time (82)
- Employed part time (71)
- Self Employed (23)
- Unemployed (44)
- Retired (21)
- Apprenticeship (8)
- Unable to work (55)
- Other (16)
- Not Disclosed

Education (307 captured)



- In School (42)
- In Further education (4)
- In Higher Education (26)
- Not in education/training (216)
- In Training (2)
- Other (17)
- Not disclosed (0)

Access to Mental Health Services (262 Captured)



- Currently accessing mental health services (100)
- Not currently accessing mental health services (33)
- Have not accessed mental health services in the past 18 months (47)
- Currently on waiting list for mental health services (35)
- Tried to access mental health services but unable to (12)
- Other (34)
- Not disclosed

# Adapted

In response to Covid-19, we quickly adapted all of our services to deliver online or over the telephone. We developed a Covid-19 response service, tailoring online group learning and 1-1 support to help people to manage their mental health, which was being impacted by the global pandemic. In addition to our existing services, we introduced 1-1 telephone support, increased our offer of 1-1 coaching, introduced a text based drop in service for young people and developed new, online group learning.

# Delivered

201 counselling sessions



146 New Advocacy cases



249 YP counselling sessions



43 ATI sessions



254 Group activity sessions



154 YP mentoring sessions



40 YP group sessions



138 1-1 Covid-19 Response sessions



33 Initial YP drop in contacts



# Achieved

197 people completed support and left the service. *Of whom...*

**156** people  
Completed resilience questionnaires  
**87%** made an overall improvement

	% of improvements
Overall I feel emotionally well	62
I can deal with the pressures and challenges that life throws at me and bounce back from any setbacks	62
I am confident in my own abilities	54
I can meet new people and get involved in new situations	58
I have acquired the skills and knowledge I need to improve my situation and can apply them	68
I am able to improve, manage and maintain my emotional wellbeing	67

**129** people have exceeded or fully met personal goals

- Personal Goals
- Be more accepting of myself and not worry about being judged
  - To explore anger and have confidence in myself to be happier.
  - Manage feelings of anxiety around son and what might happen to him
  - Stop over thinking and obsessing re: Covid-19. To reduce OCD behaviours.
  - To better understand my responses to things.

One young person told us that they now sleep better, feel closer to parents and can talk to them now about their mental health, and also how they are able to spot toxic behaviour in relationships.

One young person has moved out of a cycle of being repeatedly to hospital, and has managed to stay out of hospital for 3 weeks, with support through telephone mentoring.

One person who is registered blind, began to access online courses and activities after previously assuming they would be unable to access any form of support during the Covid-19 lockdown. They were shielding, lived alone, suffering with recurrent agoraphobia, and isolated. They reported being scared and lonely. From accessing online groups including peer support, they have built self-confidence to have their guide dog returned, and to start to go out into the community again, after 4 months of isolation.

Positive Changes

**“The course was easy to access with clear instructions on how to do this. It had a very inclusive feel and Jo came across as very approachable. I found having the home-work exercises useful, as there was obviously limited time during the class and it gave me something to take away and think about each week. I really appreciated learning about writing techniques to help with mental wellbeing, and found these helpful in practice.”**

**“The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning.”**

**“Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier.”**

**“I have really enjoyed having someone to talk to and help validate my feelings. Talking about and exploring different coping methods has really helped - I definitely have a lot less bad days.”**

Feedback

J identified with long term mental health needs, including Post Traumatic Stress Disorder, Anxiety and low self-esteem. They worked as a self-employed therapist, but the Covid-19 pandemic resulted in loss of work and income. J reported feeling ‘lost and scared’ and unsure what was going to happen to their home and life. Previous self-destructive patterns had begun to re-emerge and J reported feeling ‘suicidal and anxious all of the time’. J had a close relative who was terminally ill and had been given weeks to live. J reported feeling ‘distressed’ that they could not see their relative and also would be unable to attend the funeral due to Covid-19. J had visited their GP, who had suggested counselling, but with long waiting times in place, they reached out to York Mind for help.

J attended online group sessions, including mindfulness and Building Confidence & Resilience, and was able to share personal stories and experiences with others in the groups. York Mind also signposted J for help with finances and welfare benefits, as well as exploring bereavement counselling options following the subsequent death of their relative.

J stated that they feel more resilient and self-confident, as a result of their engagement. They were able to use the skills they had learned in the groups, to apply for new work in a private company, commencing fulltime employment in July.

During J’s involvement with York Mind, they were encouraged to use their specialist knowledge, to put together well-being and self-care factsheets, outlining how to look after your general health during lockdown. Some of the work was circulated amongst J’s peers in groups, and has also featured on the York Mind website. J stated that by compiling the documents they were able to continue focussing on their profession and skills, which could have otherwise been lost during lockdown. J reported a boost in their confidence and self-esteem from the positive feedback they had received from others.

“The courses were great- very helpful. The activities that were set were really good and I actually think it was nice to do them in your own home-real time. I feel like it helped more, being able to do them and put into practice in your own setting. It made it easier to see how they can fit in to your day to day life.

Given the situation I don’t think I could have asked for any more, help and support than was given”.

