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**“How do you
rate your life
at the moment?”**

The evidence

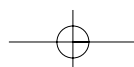
**MEASURING THE IMPACT OF
ONE TO ONE SUPPORT SERVICES
FOR YOUNG PEOPLE**


















The
Market Place

here to listen, here to help, today's young people












2008



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'I felt like I could talk about anything that I can't talk to my friends and family about'

***‘How do you rate your life at the moment’* The evidence.**

Overview

In 2005 The Market Place in Leeds launched a research report

‘How do you rate your life at the moment? -Is it possible to measure the impact of one to one support services for young people?’

This asked questions about whether it is possible to measure the impact of one to one support services for young people, and the best ways to go about this in a young person centred way. This resulted in young people designing an outcomes tool called *‘How do you rate your life?’* which for them felt appropriate and usable, and which attempted to measure the expected outcomes of one to one support, as set by young people themselves.

This report is a follow up of that work three years on and presents the data and results gathered from the *‘How do you rate your life?’* tool now in use at The Market Place. The report demonstrates that person-centred support has an extremely positive impact on young people’s lives. The results show that there is a meaningful difference when

comparing young people’s ratings of feelings before and after one to one support.

How do you rate your life? has been conducted with attention to detail and embedded participation of young people. It joins up the best in Participation Action Research with a commitment to disseminate the findings and act on them. The findings are concisely and honestly articulated; the person-centred ratings - designed by young people for young people - give us a clear picture of the improvements felt and experienced by those who attended The Market Place. The report itself has been written to capture the interest of a wide range of stakeholders: commissioners, policymakers, funders, collaborating services and not least, young people. I hope that all the stakeholders, after reading this report feel able to contribute to the ongoing development of both The Market Place and the *How do you rate your life?* tool.

Anne Worrall-Davies – Senior Lecturer in Child and Adolescent Psychiatry, University of Leeds

Introduction

The Market Place

Here to listen, here to help today's young people



Mission Statement



* All young people have the right to feel safe and secure in their lives, be treated with respect and to feel good about themselves.



* The Market Place offers space, time and information to help this happen.



* We support and believe in young people so that they can develop their own emotional resilience.



* We accept young people as individuals and encourage them to live their own lives in the way that they choose

The Market Place is a front-runner in the development of early intervention youth services particularly in relation to meeting young people's mental health, sexual health and crisis support needs. It is a well-established and respected provider of young people's Counselling, Youth Work and support services in Leeds.

It has both a national and local reputation for its innovative and holistic approach to the provision and delivery of preventative support services to young people. The Market Place is the only service in Leeds offering a range of mental

health focused one to one services for the 13-25-age range in a young person centred environment.

The Market Place has continued to develop services, which are both reflective of the needs of young people and also contribute to national and local priorities and strategies relating to young peoples services.

The Market Place aims to support young people:

- With their physical, emotional and spiritual well-being
- To prevent life experiences having a continuing negative impact on their future
- To develop their own emotional resilience, feel good about themselves and make positive life choices
- To live safe and secure lives and attain their own goals.

The Market Place objectives are:

- To provide independent, direct access, free services for young people in Leeds.
- To provide city centre, city wide support, information and counselling services to young people aged 13-25
- To provide a safe and young person friendly environment that supports young people's personal and social development.
- To provide a range of services which are easily accessible, confidential and flexible to suit young people's needs.

'I used to cut myself a lot but now I don't do it anymore'.

Practice-based evidence?

This report is concerned with data from young people who have accessed one to one services at The Market Place. These services are:

- Counselling
- Individual Support
- 'My Plan' – personal development planning

All provide support using a young person centred approach.

It is important to note that The Market Place uses the person centred model of working for a number of reasons. It is an empowering model that ensures the young person is at the centre of their own process, they are not analysed or directed in a certain way but supported to work on whatever issues they choose to at the time. It also works well in the transitional phase that young people are in between childhood and adulthood rather than according to a fixed model of development.

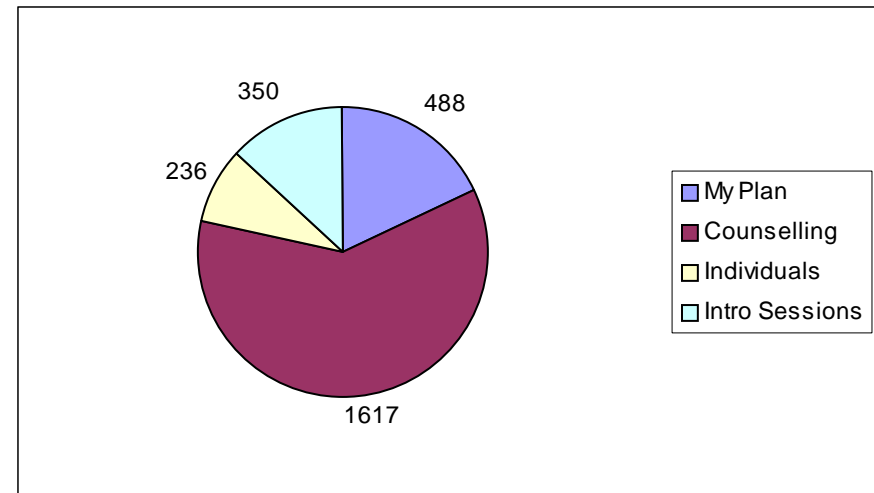
It is widely acknowledged that some models of one to one support are more easily evidenced than others – which can and clearly does influence the type of support that is promoted and funded. However The Market Place has confidence that the person centred approach suits young people and therefore has focused on developing an appropriate way of evidencing this work to suit the approach. Therefore the practice came first.

Use of services

To put this report in the context of the scope of the organisation during 2007-2008:

- **2164** young people accessed services at The Market Place
- **350** young people accessed one to one support
- they attended **2691** sessions see chart below

Figure 1. Pie Chart depicting breakdown of one to one sessions attended



How do you rate your life at the moment? Research summary

The Market Place is committed to evidencing the impact of the range of support services available throughout the organisation. This is considered good practice and necessary for accountability to stakeholders. This is achieved by paying attention to both qualitative information – concerned with personal stories and individual accounts of the experience of being supported - and quantitative data - looking at numbers and ratings. The latter issue of exactly how to quantify the impact of young people’s support in one to one settings was explored in detail in an in-depth research project during 2004/5. This work resulted in the report, “***How do you rate your life at the moment? Is it possible to measure the impact of one to one support services for young people? Involving service users – the experts – in this process.***’ Lizzie Neill, 2005.

The main aim of this research was to explore ways of collecting quantitative data about the impact of three one to one services (Counselling, Individual Support and My Plan), and to provide a framework for this which remains appropriate and workable for a wide range of young people with different support needs.

Involving young people in this task as Participation Action Research, allowed some reality checking about the expected

outcomes, and helped the research to focus on what feels OK and comfortable for young people, what is flexible and adaptable to the individual, and to encourage discussion about the best approach to measuring outcomes.

The list of identified outcomes by services users was extensive, and presented many strong themes, including *increased confidence, feeling better, and improved relationships*. The participants were creative in their ideas on how to measure these outcomes. They also voiced several concerns about the validity and appropriateness of measuring outcomes, and some raised questions about whether this is meaningful or even possible. Many talked about the value of qualitative methods (e.g. open ended questions, space for drawings and poems) and felt more comfortable with feeding back in this way.

The young people agreed on a set of criteria for any outcome tool in this context – they were clear that a system of measuring needed to be...

- Informal
- Well explained
- Confidential
- Simple
- Quick
- Optional

Over several focus sessions, 12 young people designed an evaluation tool, which met all the agreed criteria above and aimed to measure the main expected outcomes. The final

‘Very helpful to have support solely for me, and someone to speak to help me focus on changes I needed to make instead of plodding along sad’

agreed tool uses a combination of measurable scales and ratings, with space for other qualitative feedback.

The '*How do you rate your life?*' tool is designed for young people to complete on their own and should take up to 5 minutes (see Appendix 1). It asks young people to put a mark on a line for four different scales – *how they feel, how much they want to change about their life, how positive or negative their life is, and how much they like themselves*. It then presents 20 different facial expressions in circles with corresponding adjectives – e.g. *calm, irritable, sad* - asking the subject to identify which ones they are generally feeling. These are called 'emoticons'.

Response to research

The '*How do you rate your life?*' research project was launched in April 2005, with a launch event and an article in *Young People Now* – a national publication for anyone working with young people (Neill, 2005; <http://www.cypnow.co.uk>). It created much local and national interest, with a huge amount of email response and requests for the report, and a very positive critique in a systematic review (Worrall-Davies & Marino-Francis, 2008). Presumably many organisations working in this field are grappling with the same challenges and issues.

Over the next three years The Market Place have piloted the '*How do you rate your life?*' tool and integrated this into the

operations system. This report aims to present the results of the findings to date.

Only one change to the original form was made following feedback – a box inserted on page two to include 'others' so that young people can create their own '*emoticons*' – facial expressions - if necessary. This has included, then, a small qualitative component, which will be analysed separately.

Meanwhile The Market Place has continued to utilise the ongoing qualitative data gathered – presenting this through regular 'feedback booklets' which inform staff, young people and other stakeholders about the impact of services on individual service users. This information is also used in training, service development, induction, reports and funding applications.

Proposed hypotheses

There are three hypotheses proposed.

- * HYPOTHESIS 1. Young people's ratings on four statement scales will show an improvement in their lives after support in comparison to their ratings before support .
- * HYPOTHESIS 2. Young people will identify more positive facial expression icons - or 'emoticons' - and less negative 'emoticons' after support in comparison to before support.
- * HYPOTHESIS 3. Young people will rate more overall emoticons at the end of their support as compared with their initial responses (this may be because they have been supported to become more self – aware)

Methodology applied and details on subjects.

- The process of producing this report has required access to relevant statistical software in order to analyse the data. SPSS (Statistical Package of Social Sciences) was identified as the most appropriate package, however acquiring this took three years of research. Through this process it became apparent that due to the restrictions of the software it would be necessary to raise the necessary funds to purchase SPSS for The Market Place use. Due to the complexity

of the software it is necessary to undertake relevant training.

- The analysis in the results section considers responses from **668** young people (returned forms) over 3 years. The completion of the form was voluntary, and so this number is a proportion of the overall number of young people using services during this time – this is approximately 40%, including those who did not attend appointments. This is a good response rate for postal questionnaires.
- Generally the '*How do you rate your life?*' form was completed without problems and the responses were unambiguous. Only a handful of forms needed to be abandoned as they were incomplete or confusing.
- 31% of respondents gave extra information in the 'other' section on page two, details of which will be explored in the results section of this report
- The data are cumulative and ongoing and so will become richer over time, and this is the first time analyses have been performed.
- In order to analyse the data taken from the four ratings on page one of the '*How do you rate your life?*' tool, a measuring template has been used to take a reading which gives a score of 'positivity' - from minus 100 to plus 100 (see Appendix 2)

Possible drawbacks in the methodology need to take into consideration;



- The data presented are a snapshot of the overall client population.
- It is possible that some young people are giving responses that they think are 'right' – i.e. aiming to please, or to justify their need. Hopefully this was minimised by using a postal system, which was anonymised. It was clearly stated in the covering letter that an individual's responses to the questionnaire would not affect the support they subsequently received.
- There is a much bigger proportion of 'initial' phase responses than 'end' phase responses. This is because of the natural fallout that occurs over time – some clients drifting off instead of formerly ending or moving out of the area. Also, many young people coming to an introductory session who complete an 'initial' phase form may not go on to use services at The Market Place. Nevertheless, the data from the 'initial' phase and at the 'end of support' give a real sense of how young people are feeling at the point when they are asking for support.

Matched cases.

58 of the overall 668 subjects completed questionnaires both at the initial stage and end of support which provide 'matched case' data. This allows analyses to be performed regarding the length of support individuals received (see figure 14 in Results). The remainder of the results section will analyse the overall responses in both phases (initial and end) considering the responses to be a snapshot of how young people feel either at the initial stage or after receiving one to one support. The analyses will perform percentage calculations to allow for the different numbers in each group.

Because the data are collected cumulatively, the available number of matched case data will increase over time and therefore allow more sophisticated analyses in the future (see Recommendations).

Results

Making a difference

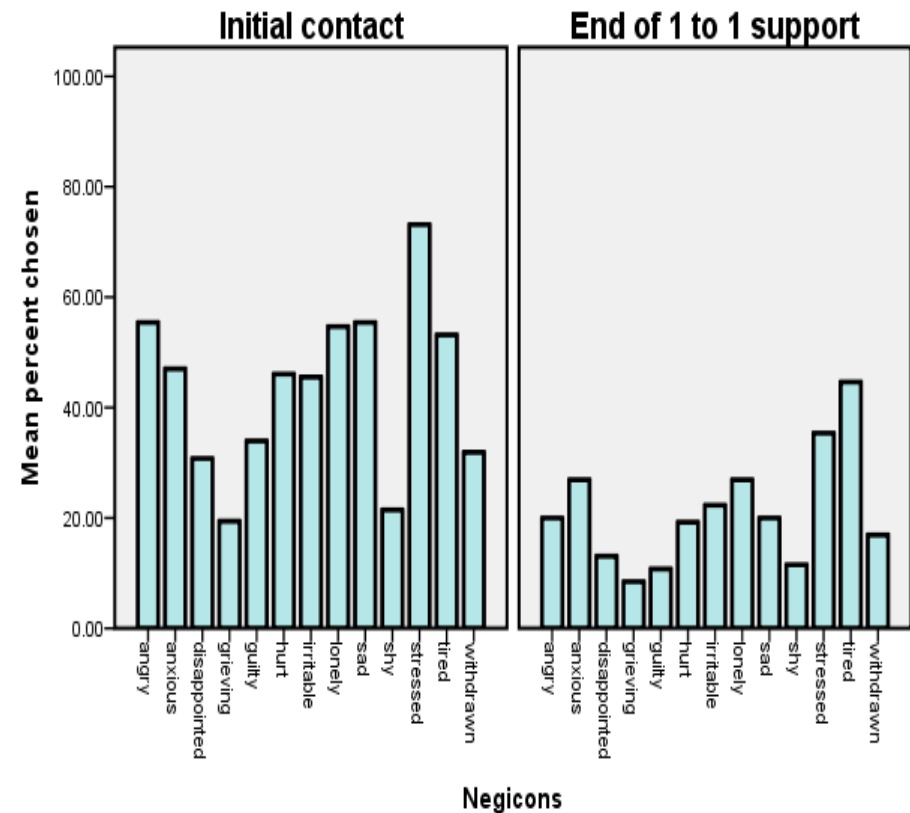
'How do you rate your life?' questions enable the identification of positive and negative emotions experienced by the young person at the start and at the end of support

Figure 2 illustrates the variety of negative emotions or 'negicons' that were highlighted.

Although there are a number of negative emotions identified at the start and end of support, there is a clear reduction in the number of negative emotions at the end of one to one support.

The report will explore some of these emotions in greater detail.

Figure 2. Bar Chart to show negative emotions identified before and after support



'It was good having someone to talk to without feeling like a burden. And just getting everything out at once was good'

Making a difference

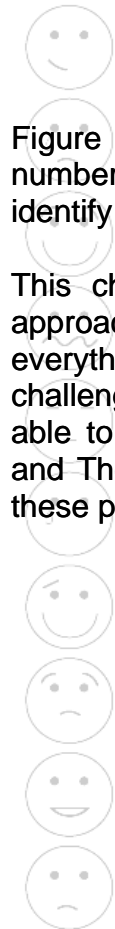
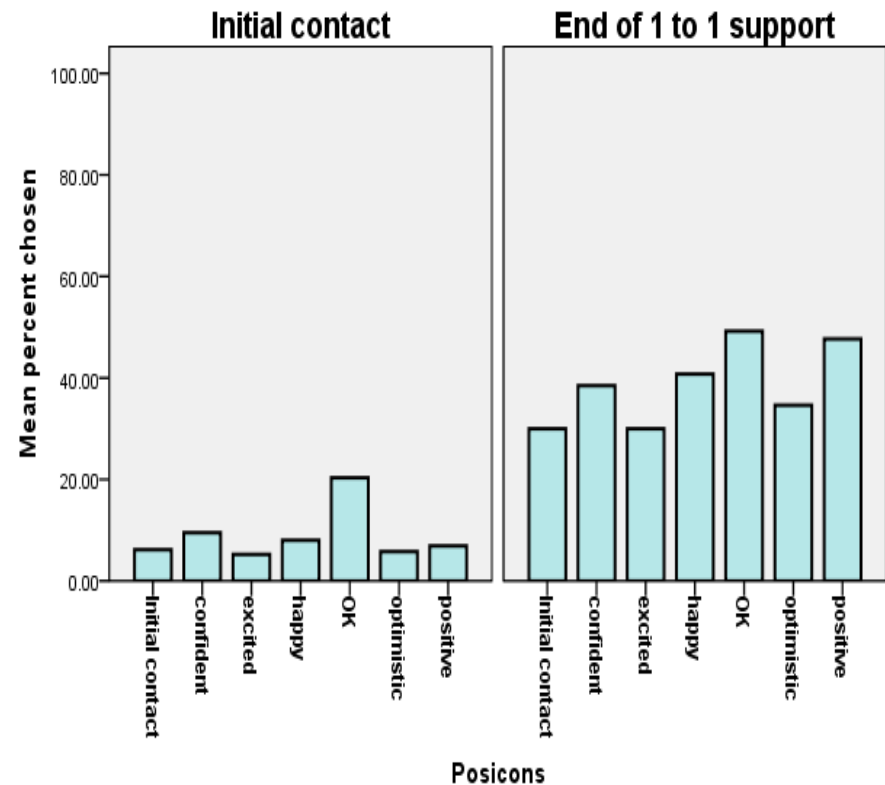


Figure 3 clearly illustrates that there is an increase in the number of positive emotions that young people are able to identify at the end of support in contrast to the outset.

This chart also identifies that even though young people approach support services at times of crisis that not everything is hopeless and that in spite of the many challenges that young people face, they are still sometimes able to identify positives in their lives. This is encouraging and The Market Place is able to help young people build on these positives.

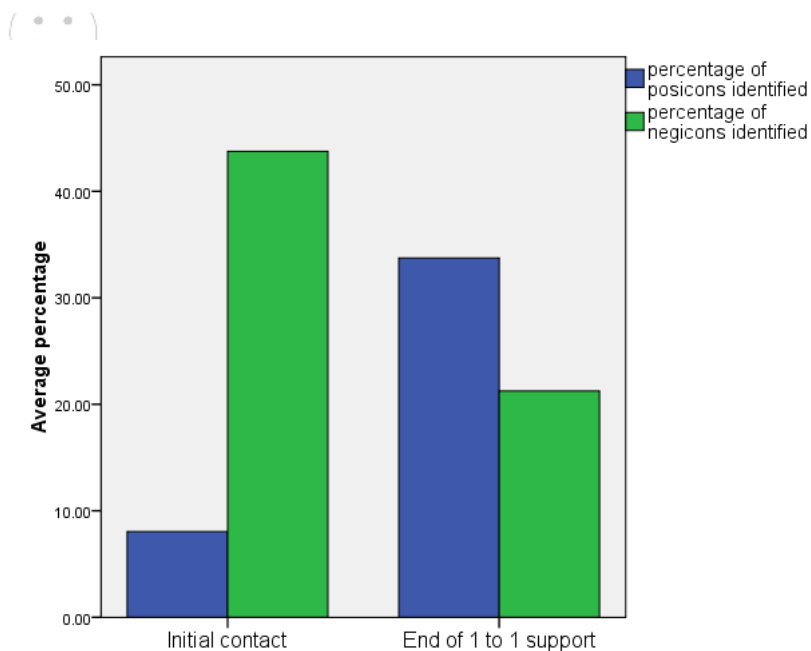
Figure 3. Bar Chart to show positive emotions identified before and after support



Emotions explored

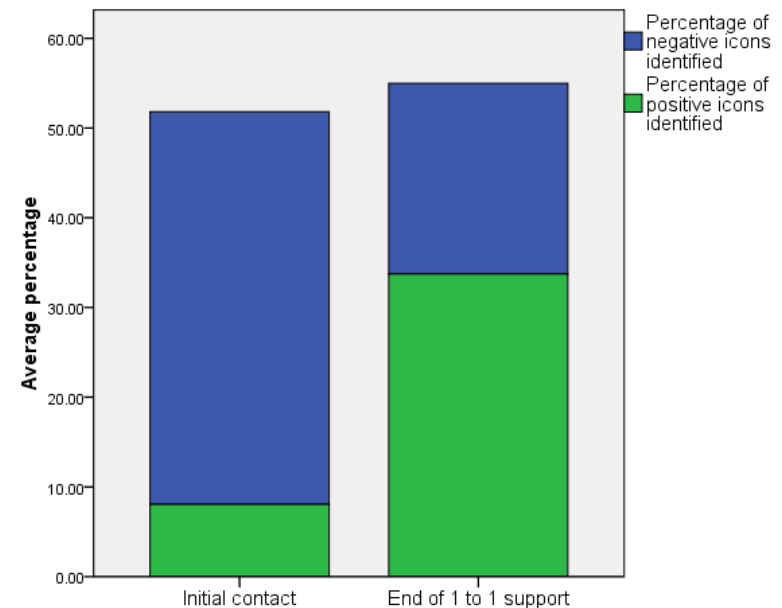
Figures 4 and 5 clearly demonstrates that overall there is a shift between how many negative and positive emotions are identified at the start and the end of support services. This confirms the belief that one to one support services have a positive impact on how young people rate their lives.

Figure 4. Clustered Bar Chart to show positive and negative emotions identified before and after support in percentages



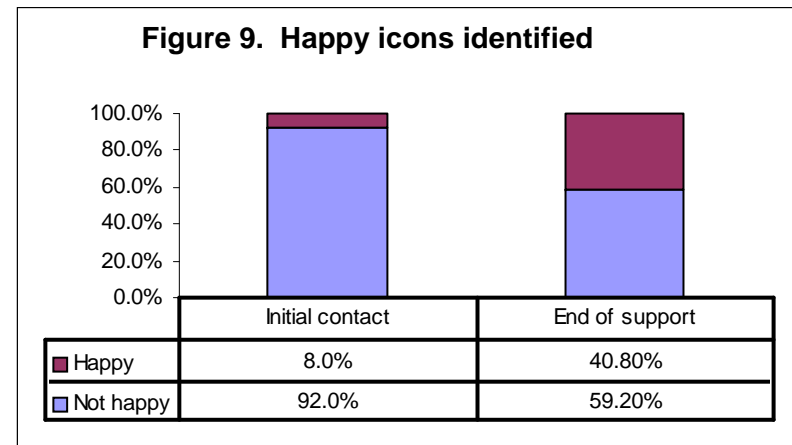
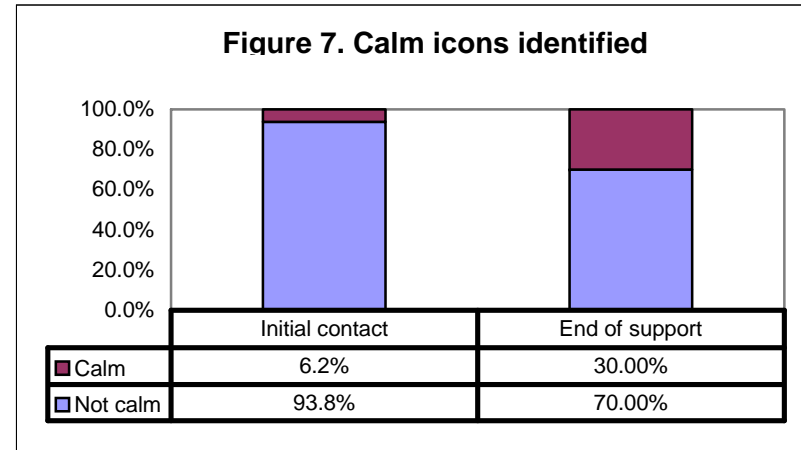
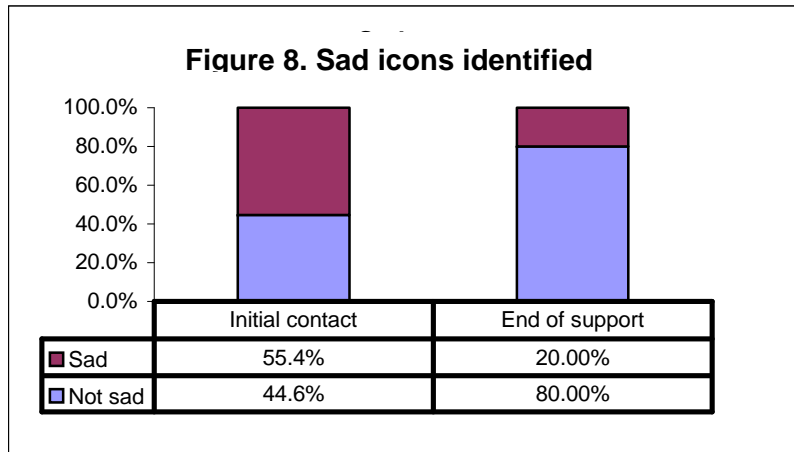
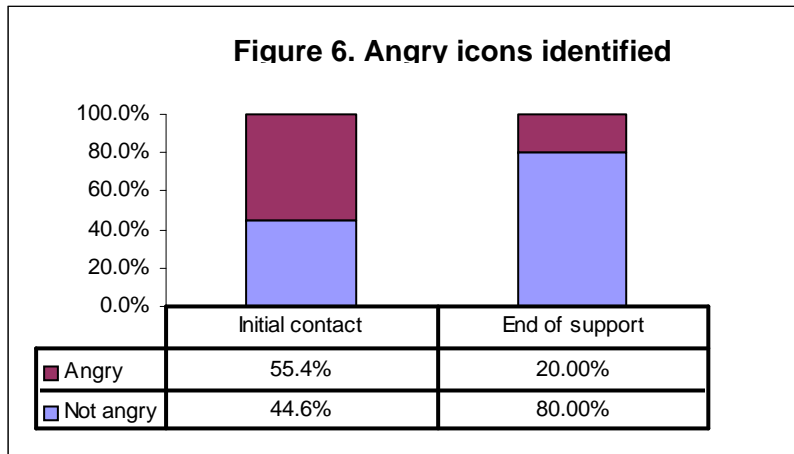
However the quantity of emotions has not greatly increased after support as anticipated in the original hypothesis.

Figure 5. Stacked Bar Chart to show positive and negative emotions identified before and after support in percentages



'TMP (The Market Place) are there when or if I need them again'.

Stacked Bar Charts 6-9 showing 4 of the overall 20 emotions identified at the start and end of support



For full breakdown of data for 18 emotions see Appendix 3

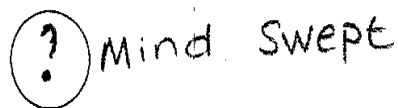
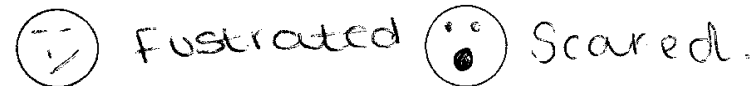
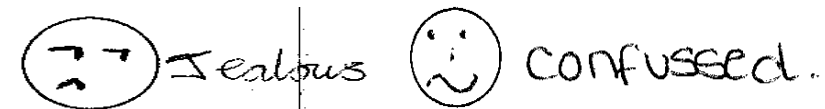
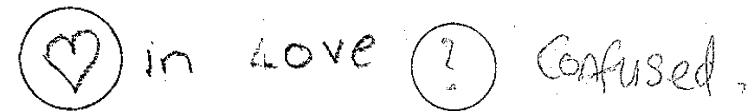
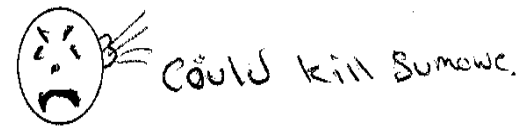
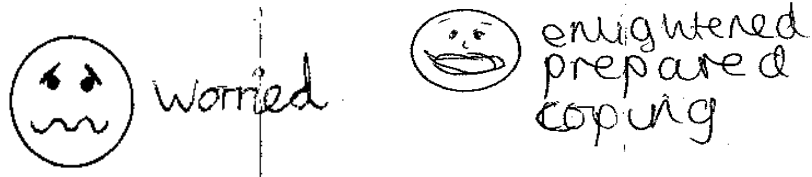
Naming the feelings

Young people are given the option to draw on blank face symbols and name the feelings they are experiencing if they do not appear on the sheet of 'emoticons'. This gives them an opportunity to say how it is in their own words and not have to fit into what is already there.

It is important at The Market Place that young people can have input into describing their emotions from the start and are encouraged to do so in a way that makes sense to them. It also gives the organisation some sense of the key feelings that young people are identifying that are not listed, or in a language that makes sense to them.

Some words that several young people have included before support are **confused, scared, depressed**. After support some of the words used were **now getting somewhere in life, motivated, in love, cheerful, fired up**. There were very few positive words used before support.

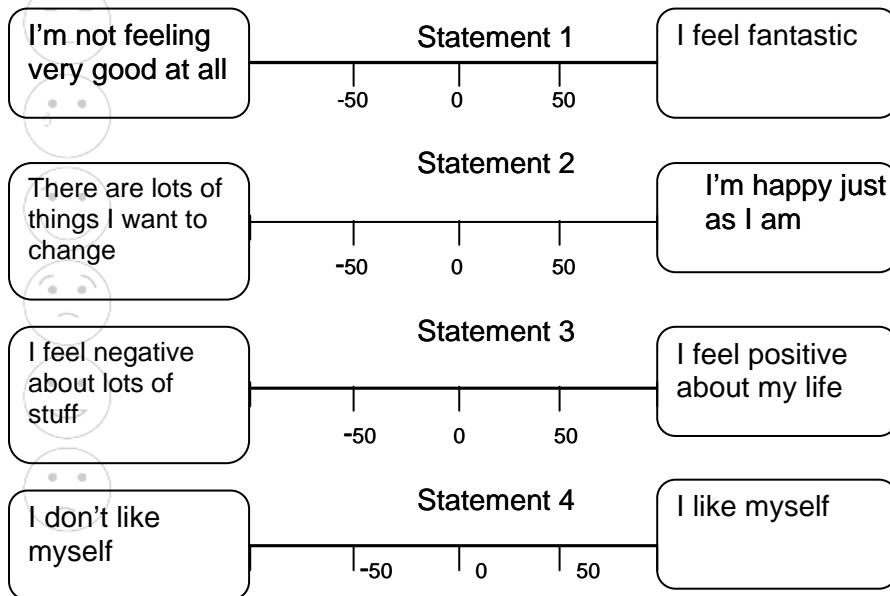
Out of the 668 forms completed by young people 219 young people had used the opportunity to express their own emotions in their own way and 52 had included **confused**.



'It helped me discuss my feelings without someone else's strong opinion or bias getting in the way.'

On a sliding scale

Young people were asked to assess 'How do you rate your life?' by placing a mark on a line between the following questions. In order to analyse the data taken from the four ratings on page one of the 'How do you rate your life?' tool, a template has been used to take a reading which gives a score of 'positivity' - from minus 100 to plus 100, as shown below - (see Appendix 2 for original form used and template).



Sample of before and after completed forms by three individuals, randomly selected.

Figures 10,11 and 12 over page show the breakdown of a sample of individual responses for each statement before and after support. It shows the variety of responses by each person to each statement, which offer a higher quality of data than a tick-box or yes/no format. The original research identified that young people did not want to see a fixed numbered scale, which they thought might influence their choice.

Figure 10. Cluster Bar Chart – example A of young person who received support over one month

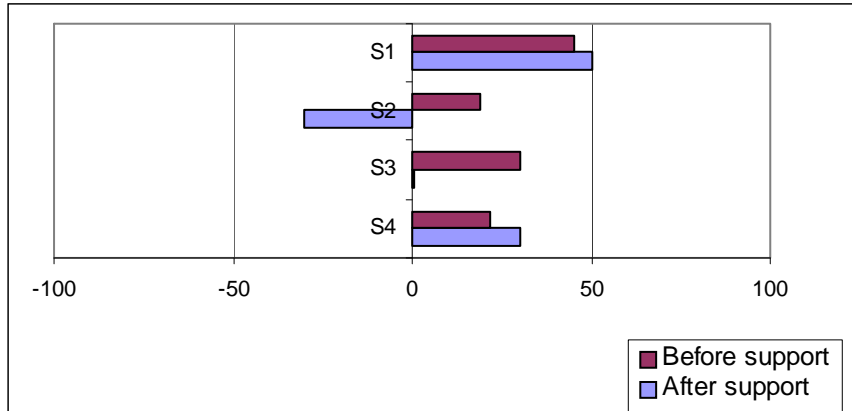


Figure 11. Cluster Bar Chart- example B of young person who received support over 9 months

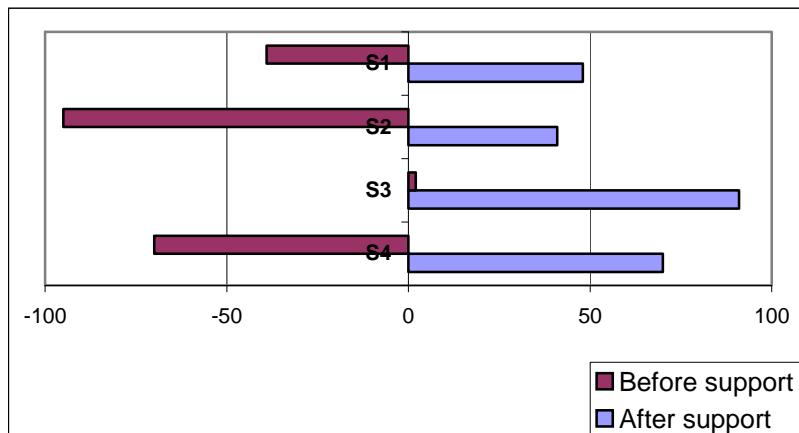
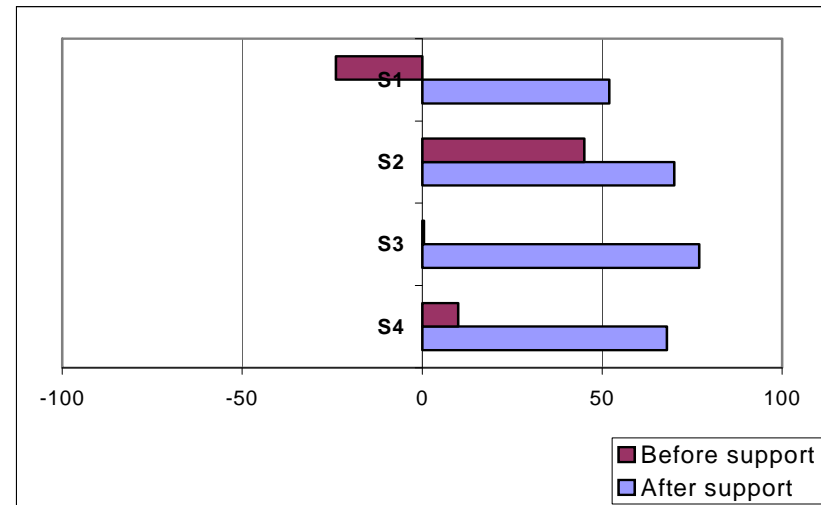


Figure 12. Cluster Bar Chart- example C of young person who received support over 10 months



'Its really hard to have any self-worth when psychiatrists tell me I'm ill and probation tell me I'm dangerous, it's so black and white. Counselling enabled me to feel proud to be me – something I haven't felt in a very long time.'

The positive shift

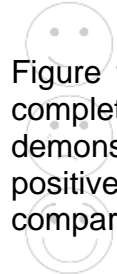


Figure 13 records the overall percentage of answers from all completed forms before and after support. It clearly demonstrates that young people are able to identify more positive feelings on the four scales at the end of support compared to before support.

The gradient of the line depicts the level of improvement according to young people's ratings on each statement. A steeper line shows more positive impact of the support received.

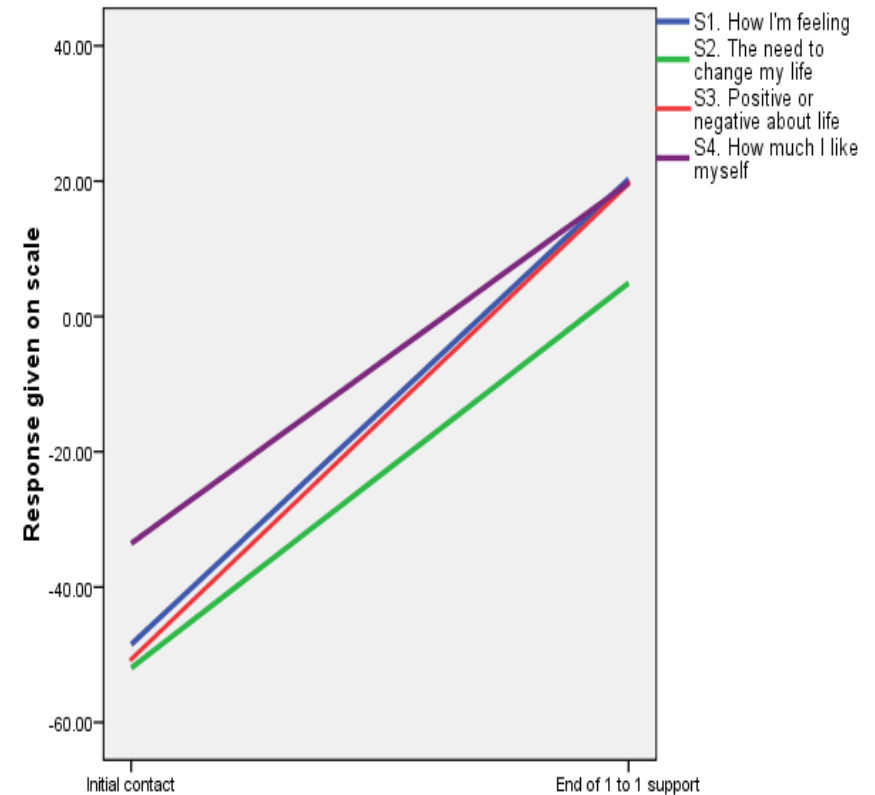


Figure 13. Line Graph depicting percentage responses for the four statements before and after support

How long does it take?

This report clearly demonstrates that most young people feel much more positive in their outlook and better about themselves after receiving a one to one service at The Market Place.

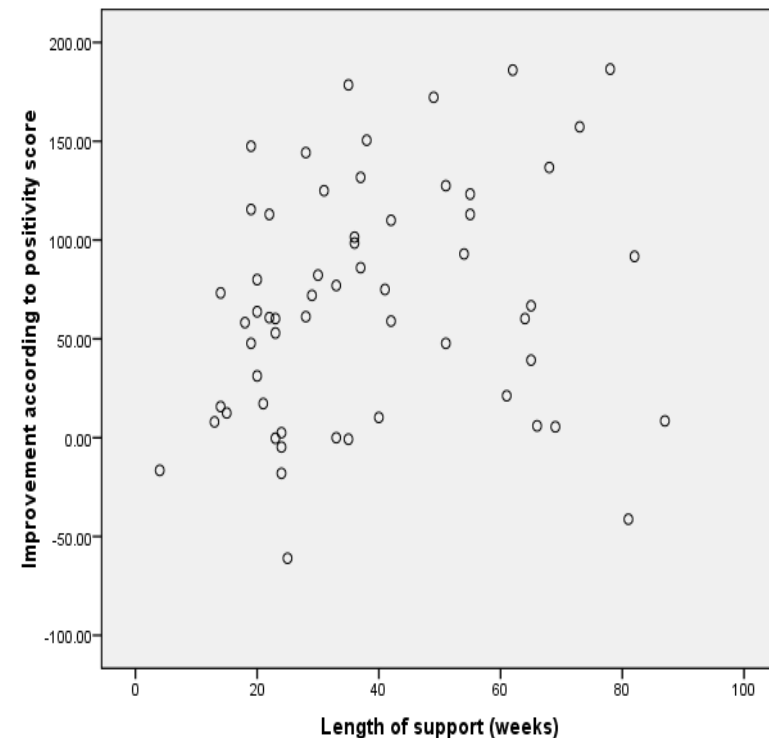
It is important to note that young people have high positive outcomes regardless of how many sessions they have. Therefore it could be that the length of time accessing services at The Market Place does not affect the outcome. However this information needs to be considered within the context of the ethos of the organisation.

Young people take varying lengths of time to feel safe and confident enough to begin to work on the issues that are affecting them. Feedback tells us that for some it is the control they have in terms of the length of support that is crucial in them feeling able to work on complex issues. They are at the centre of the work and are supported by their worker to determine the length of time they access one to one services up to a year. This is monitored and reviewed and the young person is key in that process.

Figure 14 shows (58) individuals with matched cases - where young people have completed the questionnaire before and after support. Most young people in this chart have received support between 20 and 40 weeks. Being flexible around the length of time a young person can access one to one support

can be considered as a contributory factor to the high rate of positive outcomes.

Figure 14. Scattergram to show how length of support relates to positivity score'



'Had someone to talk to. Had a place to go. Where I could think about myself and open up about issues I was too scared to talk to other people about'.

How can we be sure?

This error bar chart – figure 15 – shows if there is a meaningful difference between young peoples answers before and after support.

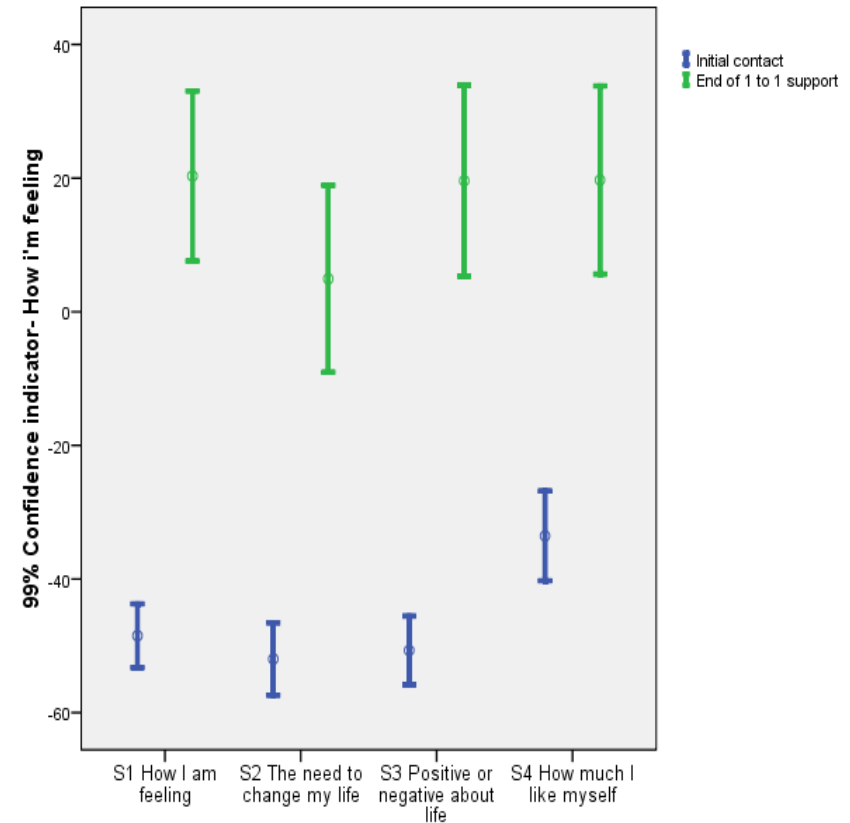
In this case the statements relate to aspects of how the young people are feeling.

Where the error bars do not overlap, as shown here, the data in the different groups cannot share a common population mean, and this shows that there is a meaningful difference between the two groups.

(If the error bars *had* overlapped the groups would not be meaningfully different to one another.)

The widely accepted level of confidence is 95%. However, this chart shows a true difference at the higher level of 99% confidence. This is a strong statistical finding.

Figure 15. Error Bar Chart showing positivity ratings before and after support using 99% confidence interval analysis



Conclusion

Reflecting on the proposed hypotheses all the evidence clearly demonstrates that young people have rated an improvement in their lives after support as compared to before support commenced

Proposed hypotheses

- * HYPOTHESIS 1. Young people's ratings on four statement scales will show an improvement in their lives after support in comparison to their ratings before support .
- * HYPOTHESIS 2. Young people will identify more positive facial expression icons - or 'emoticons' - and less negative 'emoticons' after support in comparison to before support.
- * HYPOTHESIS 3. Young people will rate more overall emoticons at the end of their support as compared with their initial responses (this may be because they have been supported to become more self – aware).

In relation to hypothesis one, these data support the hypothesis showing that young people consistently give responses that show an improvement in their lives over the period of support received.





In relation to hypothesis two, these data support the hypothesis showing that young people consistently identify more positive emoticons and less negative emoticons following support compared to their responses given before support received.

In relation to hypothesis three, these data do not support the hypothesis that young people were able to identify more positive or negative feelings through the emoticons following support received. There is a slight but not significant increase in the overall emoticons identified at the end of the support.

It is important to highlight the attention to detail in this project and the way in which the young people themselves in an interactive process shaped the design and analysis. It is not just about getting the questions or style right. The pilot highlighted some issues that were considered and modifications made – the process is ongoing with improvements to the associated administration and inputting of data. This has required the commitment of the staff team who had to be on board from the start and understand the importance of getting the process right for the organisation.

'I have gone through many difficult stressful situations in my life and I've had nobody I could really turn to and get the same support and understanding that I received at The Market Place.'

To date The Market Place has relied on the following indicators that services are effective:

-  • Hundreds of young people each year access and go on to engage with services.
-  • Qualitative feedback from young people on the impact of services on their lives is consistently more positive than negative.
-  • Young people recommend The Market Place to their friends.
-  • Professionals in other services consistently recommend The Market Place to young people based on the outcomes they have seen.

This report validates the evidence that has been collected from young people for several years. The Market Place can take confidence that the report findings demonstrate that one to one services do have a positive impact on the lives of young people and can be reassured that these findings form a sound foundation for future research.



Recommendations

The Market Place will:

- Continue to use the '*How do you rate your life?*' evaluation tool, monitoring the appropriateness of this on a regular basis with young people.
- Continue to use the '*How do you rate your life?*' tool to build on the richness of information – over time the monitoring information will allow more conclusions to be drawn.
- Create further options to role out S.P.S.S monitoring to include equal opportunities data, this will enable us to look at individual cases and enhance the quality and variety of the data gathered.
- Look at the 5 Every Child Matters outcomes and relate these to the measurement questionnaire, involving young people in the process.
- Be involved in the development of a national outcome tool with Youth Access.
- Continue to influence how other agencies assess outcomes.
- Continue to provide information to agencies interested in developing a similar model to the '*How do you rate your life?*' evaluation tool.
- Contribute to the wider debates around Evidence Based outcomes.

Acknowledgements

Thanks to:

- All the young people who participated in this research, for their time and energy.
- All the staff at The Market Place. Without their continued time and commitment this research would not have been possible.
- Heather Godfrey (Godfrey Data Consultancy Ltd) for her continued support, advice and guidance.
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and finally Lizzie Neill for her ongoing commitment to this process...

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'It was good to have some stability in my life and someone that I could rely on and trust'

The Market place Questionnaire

These questions have been designed by young people who have also used The Market Place project, so we hope it is OK to fill in.

Today's Date
___/___/___

How do you rate your life at the moment?

Please put a mark on each line, showing how you feel about yourself (this is aimed to be a snapshot of how you've been feeling lately)

I'm not feeling very good at all

I feel fantastic

There are lots of things I want to change about my life

I'm happy just as I am

I feel negative about lots of stuff in my life

I feel positive about my life

I don't like myself

I like myself

Anything you write will be treated confidentially and with respect

The Market place Questionnaire

Have a look at the following expressions and think about which ones you can relate to at the moment.

Put a circle round any of them which best describe how you are generally feeling. You can choose just one, or as many as you like.



Confident



Angry



Calm



Irritable



Excited



OK



Hurt



Happy



Stressed



Tired



Grieving



Optimistic



Anxious



Positive



Disappointed



Guilty



Sad



Lonely



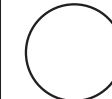
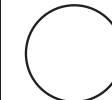
Withdrawn



Shy

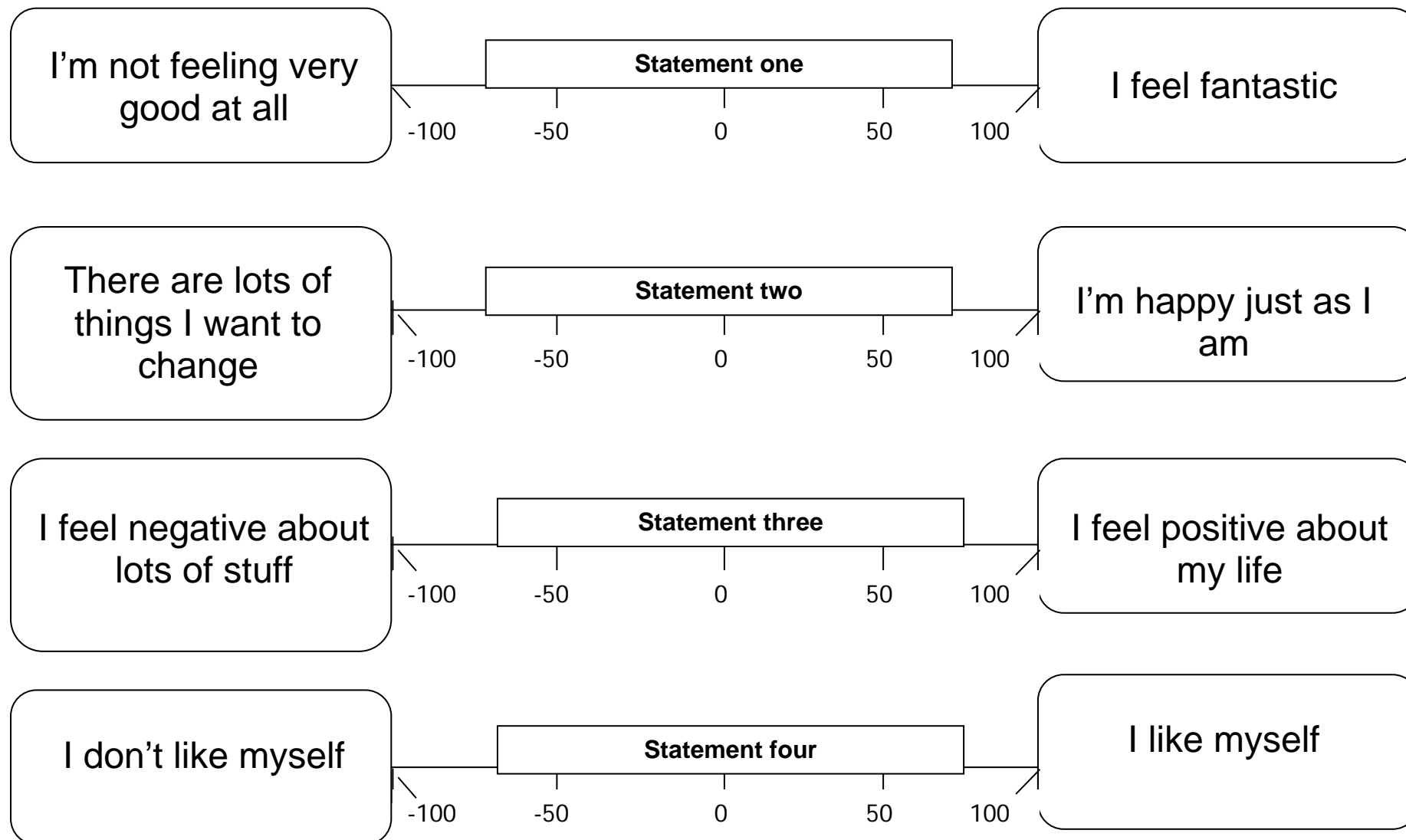
Any others?

Fill in your own here...



Anything you write will be treated confidentially and with respect

Appendix 2 Measuring Template



Appendix 3

Phase * confident Crosstabulation

			confident		
			No	Yes	Total
Phase	Initial contact	Count	485	51	536
		% within Phase	90.5%	9.5%	100.0%
	End of 1 to 1 support	Count	80	50	130
		% within Phase	61.5%	38.5%	100.0%
Total		Count	565	101	666
		% within Phase	84.8%	15.2%	100.0%

Phase * angry Crosstabulation

			angry		
			No	Yes	Total
Phase	Initial contact	Count	239	297	536
		% within Phase	44.6%	55.4%	100.0%
	End of 1 to 1 support	Count	104	26	130
		% within Phase	80.0%	20.0%	100.0%
Total		Count	343	323	666
		% within Phase	51.5%	48.5%	100.0%

Phase * calm Crosstabulation

			calm		
			No	Yes	Total
Phase	Initial contact	Count	503	33	536
		% within Phase	93.8%	6.2%	100.0%
	End of 1 to 1 support	Count	91	39	130
		% within Phase	70.0%	30.0%	100.0%
Total		Count	594	72	666
		% within Phase	89.2%	10.8%	100.0%

Phase * irritable Crosstabulation

			irritable		
			No	Yes	Total
Phase	Initial contact	Count	292	244	536
		% within Phase	54.5%	45.5%	100.0%
	End of 1 to 1 support	Count	101	29	130
		% within Phase	77.7%	22.3%	100.0%
Total		Count	393	273	666
		% within Phase	59.0%	41.0%	100.0%

Phase * excited Crosstabulation

			excited		
			No	Yes	Total
Phase	Initial contact	Count	508	28	536
		% within Phase	94.8%	5.2%	100.0%
End of 1 to 1 support	Count	91	39	130	
		% within Phase	70.0%	30.0%	100.0%
Total	Count	599	67	666	
		% within Phase	89.9%	10.1%	100.0%

Phase * hurt Crosstabulation

			hurt		
			No	Yes	Total
Phase	Initial contact	Count	289	247	536
		% within Phase	53.9%	46.1%	100.0%
End of 1 to 1 support	Count	105	25	130	
		% within Phase	80.8%	19.2%	100.0%
Total	Count	394	272	666	
		% within Phase	59.2%	40.8%	100.0%

Phase * OK Crosstabulation

			OK		
			No	Yes	Total
Phase	Initial contact	Count	427	109	536
		% within Phase	79.7%	20.3%	100.0%
End of 1 to 1 support	Count	66	64	130	
		% within Phase	50.8%	49.2%	100.0%
Total	Count	493	173	666	
		% within Phase	74.0%	26.0%	100.0%

Phase * happy Crosstabulation

			happy		
			No	Yes	Total
Phase	Initial contact	Count	493	43	536
		% within Phase	92.0%	8.0%	100.0%
End of 1 to 1 support	Count	77	53	130	
		% within Phase	59.2%	40.8%	100.0%
Total	Count	570	96	666	
		% within Phase	85.6%	14.4%	100.0%

Phase * stressed Crosstabulation

			stressed		
			No	Yes	Total
Phase	Initial contact	Count	144	392	536
		% within Phase	26.9%	73.1%	100.0%
	End of 1 to 1 support	Count	84	46	130
		% within Phase	64.6%	35.4%	100.0%
Total		Count	228	438	666
		% within Phase	34.2%	65.8%	100.0%

Phase * grieving Crosstabulation

			grieving		
			No	Yes	Total
Phase	Initial contact	Count	432	104	536
		% within Phase	80.6%	19.4%	100.0%
	End of 1 to 1 support	Count	119	11	130
		% within Phase	91.5%	8.5%	100.0%
Total		Count	551	115	666
		% within Phase	82.7%	17.3%	100.0%

Phase * tired Crosstabulation

			tired		
			No	Yes	Total
Phase	Initial contact	Count	251	285	536
		% within Phase	46.8%	53.2%	100.0%
	End of 1 to 1 support	Count	72	58	130
		% within Phase	55.4%	44.6%	100.0%
Total		Count	323	343	666
		% within Phase	48.5%	51.5%	100.0%

Phase * anxious Crosstabulation

			anxious		
			No	Yes	Total
Phase	Initial contact	Count	283	252	535
		% within Phase	52.9%	47.1%	100.0%
	End of 1 to 1 support	Count	95	35	130
		% within Phase	73.1%	26.9%	100.0%
Total		Count	378	287	665
		% within Phase	56.8%	43.2%	100.0%

Phase * positive Crosstabulation

			positive		
			No	Yes	Total
Phase	Initial contact	Count	499	37	536
		% within Phase	93.1%	6.9%	100.0%
	End of 1 to 1 support	Count	68	62	130
		% within Phase	52.3%	47.7%	100.0%
Total		Count	567	99	666
		% within Phase	85.1%	14.9%	100.0%

Phase * guilty Crosstabulation

			guilty		
			No	Yes	Total
Phase	Initial contact	Count	354	182	536
		% within Phase	66.0%	34.0%	100.0%
	End of 1 to 1 support	Count	116	14	130
		% within Phase	89.2%	10.8%	100.0%
Total		Count	470	196	666
		% within Phase	70.6%	29.4%	100.0%

Phase * disappointed Crosstabulation

			disappointed		
			No	Yes	Total
Phase	Initial contact	Count	371	165	536
		% within Phase	69.2%	30.8%	100.0%
	End of 1 to 1 support	Count	113	17	130
		% within Phase	86.9%	13.1%	100.0%
Total		Count	484	182	666
		% within Phase	72.7%	27.3%	100.0%

Phase * sad Crosstabulation

			sad		
			No	Yes	Total
Phase	Initial contact	Count	239	297	536
		% within Phase	44.6%	55.4%	100.0%
	End of 1 to 1 support	Count	104	26	130
		% within Phase	80.0%	20.0%	100.0%
Total		Count	343	323	666
		% within Phase	51.5%	48.5%	100.0%

Phase * withdrawn Crosstabulation

			withdrawn		
			No	Yes	Total
Phase	Initial contact	Count	364	171	535
		% within Phase	68.0%	32.0%	100.0%
	End of 1 to 1 support	Count	108	22	130
		% within Phase	83.1%	16.9%	100.0%
Total		Count	472	193	665
		% within Phase	71.0%	29.0%	100.0%

Phase * shy Crosstabulation

			shy		
			No	Yes	Total
Phase	Initial contact	Count	421	115	536
		% within Phase	78.5%	21.5%	100.0%
	End of 1 to 1 support	Count	115	15	130
		% within Phase	88.5%	11.5%	100.0%
Total		Count	536	130	666
		% within Phase	80.5%	19.5%	100.0%

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The Market place

The Market place

The Market place

The Market place

Any others?
Fill in your own here...

Frustrated

Confused.

Any others?
Fill in your own here...

Drowning with anxiety

Confused.

A variation of emotions.

Any others?
Fill in your own here...

Like my life is as abandoned

I don't want to be here.

Any others?
Fill in your own here...

bored

Any others?
Fill in your own here...

different

Any others?
Fill in your own here...

FEEL LOST, DO NOT KNOW WHAT TO DO

DO NOT KNOW WHO I AM, WHAT I AM

VULNERABLE, INSECURE AND FRIGHTENED

Any others?
Fill in your own here...

Drowning with anxiety

Confused.

A variation of emotions.

Any others?
Fill in your own here...

worried

Jealous

Messed up & confused

Any others?
Fill in your own here...

Extreme Paranoid

Any others?
Fill in your own here...

UNCONFIDENT

Any others?
Fill in your own here...

Scared.

Any others?
Fill in your own here...

Annoyed

Anxiated

Any others?
Fill in your own here...

enlightened prepared coping

Any others?
Fill in your own here...

Sore

ILL

knackered

Any others?
Fill in your own here...

could kill someone

Any others?
Fill in your own here...

Mind Swept

messed about

in love

Any others?
Fill in your own here...

depressed

Any others?
Fill in your own here...

depressed

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