



## Our Impact

Open Door has a long history of undertaking audit and evaluation. We want to know the difference we make and the impact we have on improving the mental health and wellbeing of young people and their families. We are interested in understanding who comes to our service and why; how effective our interventions are; and what young people, parents and carers think about the support they receive. We are also interested in the young people who do not yet access our service and aim to increase our reach by listening to young people and responding through innovation.

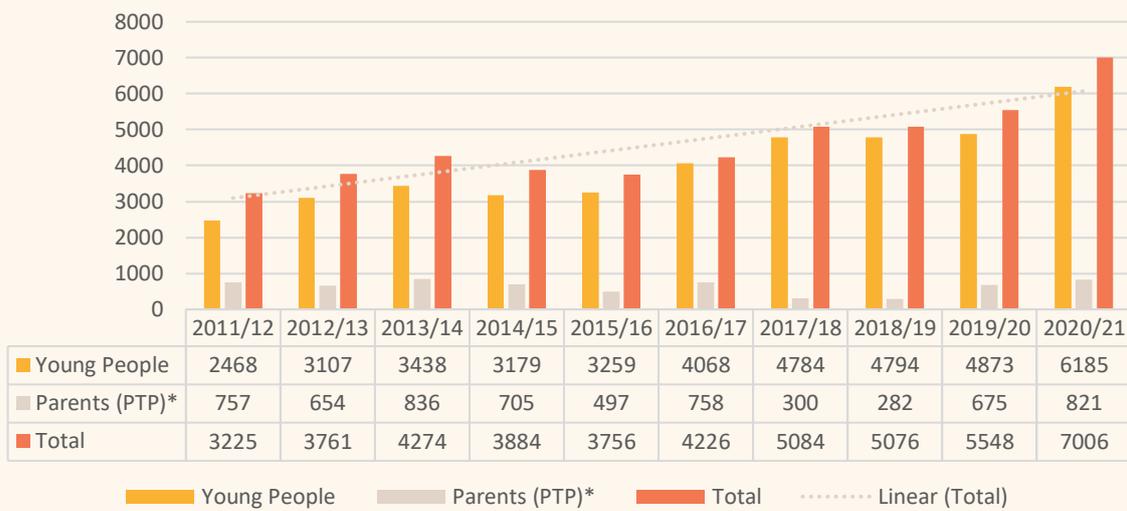
We use a range of validated clinical outcome measures with young people to determine therapy aims, review progress, measure change and seek feedback. The invaluable responses from these questionnaires, exit interviews and clinical reviews allows us to incorporate feedback into service development.

We are currently undertaking an evaluation of our whole service – analysing several years of data. A full Impact Report will be produced in the coming months. In the meantime – here are some of the highlights of our most recent audit and evaluation.

## Highest ever level of service

In 2020/21 we offered over 7,000 appointments to more than 700 young people and parents - a 76% increase over 5 years in service users and 66% in appointments offered. 2021/22 will see a new record – over 8,000 appointments offered to more than 800 young people and families.

Open Door - Clinical appointments offered by year

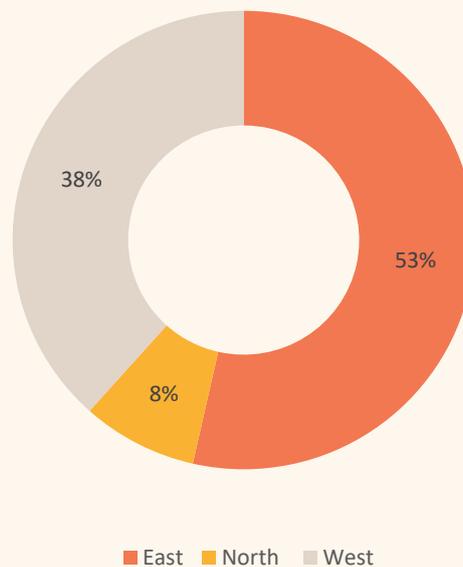


## Improving Access

Overall take-up of young people of colour and other marginalised groups stood at 65% reaching 85% in our New Narratives youth violence project, 72% of who were young people of colour.

Over 50% of service users came from the more deprived East of the borough.

Area of Borough Service User Resident In



“

**I felt very safe and welcomed... In other services I felt unable to open up due to being rushed by the limited amount of sessions available, this was not the case at Open Door. It was also very beneficial having a therapist of colour as I felt more understood and less apprehensive talking about issues surrounding my experience with racism.”**

## Why do young people come to Open Door?

We are seeing an increase in levels of risk and complexity in the adolescents and young adults coming into the service.

- 82% of under-18s scored in the high or very high range in the SDQ (*strength and difficulties questionnaire*)
- 83% of 18-24s scored in the moderate to severe range in the PHQ-9 (*depression scale*)
- 94% of young people presented with low mood/depression
- 84% with anxiety (including panic and PTSD (post-traumatic stress disorder))
- 46% of under-18s reported having self-harmed, rising to 52% in 18-25-year-olds
- 82% are experiencing family problems
- 53% anger and aggression
- Around 37% of young people had experienced abuse or neglect and 20%, domestic violence. Such adverse childhood experiences put children and young people at significant risk in terms of future mental ill health, substance misuse, conduct and relationship difficulties if not addressed during these crucial years.

## Our Outcomes

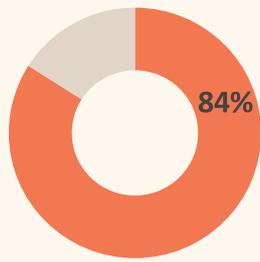
Open Door's therapy services are fully evaluated using therapist assessment, service user feedback and validated clinical outcome measures. Our latest evaluation shows positive outcomes across the service.

**84%** of young people reported improvements in their functioning (as measured by CGas/GAF validated measures)

**74%** of young adults showed improvement in their mood, functioning and risk as measured by the CORE validated measure 6

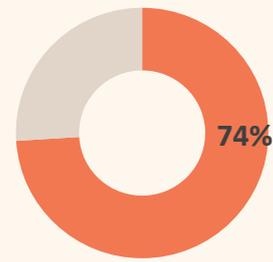
**67%** of parents reported emotional/behavioural improvements in their teenagers as measured by SIPA (Stress Index for Parents of Adolescents)

CGAS/GAF: % of YP who improved



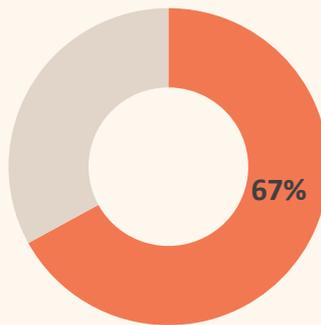
■ improved

CORE: % of YP who improved



■ improved

Parents/carers reporting emotional/behavioural improvements in their teenagers



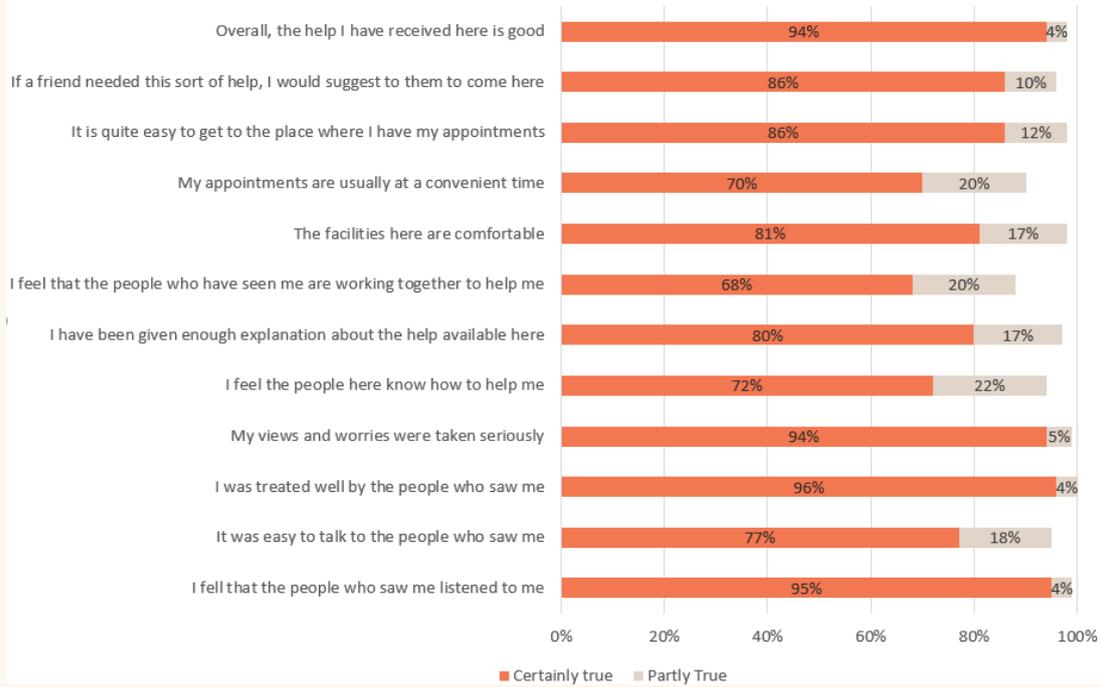
■ improved

## Young People's Feedback

All young people complete a validated Experience of Service Questionnaire (CHI-ESQ) at the end of treatment

- 98% agreed that the help they received was good
- 99% felt listened to
- 100% felt they were treated well
- 96% would recommend the service to a friend

### ESQ Analysis - Young People's Service - all completed forms



**“My life has changed in so many ways since I started coming here. The person I saw really listened to me, it has helped me so much. my life is different now.”**

**“I gained insight into how my daughter may be feeling and why she reacts in certain ways towards me. The sessions helped me into a new chapter in my daughter’s growth and gave me more confidence.**

**Thankyou.”**

## Open Door's Response to Covid-19

As the country went into lockdown, we moved to remote working without any interruption to the clinical service.

Therapy was offered by video, phone, and text. We purchased additional laptops and upgraded our phone system to enable remote working across our services. We made adaptations to our premises to ensure that we could offer face-to-face work with young people and parents who were not able to access or make use of remote therapy due to digital poverty, lack of private space, safeguarding concerns or communication difficulties.

We consulted with young people about their experience of remote therapy and over 75% expressed a preference for in-person appointments. We offered as much covid secure face-to-face therapy as we could. Open Door is emerging from the pandemic as a

---

**“I appreciated the smooth transition to online therapy and the fact that this was kept consistent in the hardest moments of lockdown.”**

---

flexible blended service and will continue to offer both face-to-face and remote therapy based on clinical need, digital access, safety and choice.

## The Challenge Ahead

There is a growing consensus that we are experiencing a crisis in adolescent mental health and wellbeing made significantly more acute by the impact of the covid-19 pandemic. More and more young people are turning to Open Door for support and are having to wait for the help they desperately need. Despite providing record levels of appointments, our waiting list seldom falls below 150 young people. Referrals are up by around 75% on the previous year.

Meeting this growing demand is our greatest challenge and we will continue to work tirelessly to increase young people's access to the help they need and to transform young lives through better mental health.



**“Open Door has been a life saver for our family... we are well on our way to a much better place.”**



**“I felt I was listened to, and I felt very comfortable expressing my feelings. I definitely feel that I have been equipped with the skills to help myself in the future”**