

A big thank you to all the people who use our services for taking part in surveys, attending forums, completing questionnaires and giving feedback so we can adapt and develop. We are sharing with you today what we have found. Please see below a snapshot with the highlights and our key achievements from April 2019 to March 2020.

84%

of people said they feel more independent.

73%

of people said they are managing their mental health better and more safely.

75%

feel more confident about using other community services.

80%

of people said they feel less lonely.

85% My individual needs were taken into account

83% Felt supported to achieve their goals

100% said the staff were friendly and helpful

86% Felt listened to

96% Felt Valued

99% Said our premises felt safe and welcoming



70%

who accessed Mind in Mid Herts said they have been able to maintain stable accommodation.

81%

have been able to take up work, volunteering or have started college or a training course

You said... we did...

Provided more 1-1 support

Started a befriending service

Adapted our service user forums



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