



Executive Summary:

Baobab M&E 2024

This summary details the main findings of the Baobab Centre's Monitoring and Evaluation Project conducted in 2024.

As in previous years, the M&E questionnaire consisted of two parts: 1) evaluation of psychosocial wellbeing and mental health, and 2) evaluation of service use and views of service users. 33 service users (3 women, 30 men) completed the survey between April 11th and August 18th, 2024.

Clinical Psychometrics and Mental Health

As in previous years, scores for depression (PHQ-9) and anxiety (GAD-7) were high, with close to 70% of the same scoring between the moderate and severe range for depression and almost half scoring in the moderate or severe range for anxiety. Participants who had been in the UK for 4-7 years had lower PHQ-9 and GAD-7 scores compared with those who had been in the UK for less (0-3 years) or more time (8+ years). The latter was the group with highest anxiety and depression scores.

In 2024 we used a new measure of resilience, the CYRM-R (for under-23-year-olds), and ARM-R (for over 23) which helps look at resilience in its social context. 69.23% of the respondents of the children's scale (CYRM-R) scored in the 'low resilience', while half of the over-23-year-old respondents (ARM-R) scored in the 'low resilience' range.

In particular, participants with family in the UK had higher mean resilience scores compared to those who did not. Although a minority within the sample, female respondents (n = 3) had higher resilience scores compared to male respondents. No notable groups differences were observed according to anxiety and depression scores, age, or years of contact with the service and years in the UK. Overall, while *personal* resilience was usually high, *family* or *social* resilience was much lower – pointing to the complications that marginalisation in the UK introduce in our young survivors' lives.

Service Experience

- In 2024 we introduced a new measure, the Experience of Service Questionnaire (ESQ), commonly used in NHS mental health settings: the 2024 cohort reported very high satisfaction with the service (mean score of 22.58/24). The lowest ESQ item score (at a score of 1.7/2) related to building comfort, with a crowded reception and difficult stairs being notable elements in this experience of discomfort.
- Casework: Only 3 participants said they did not access casework, and the vast majority described casework as "great," "very big help," or "life-changing".
- Education: 72.72% reported that Baobab supported them with education, a quarter were not currently using educational support, but half stated they could access help if needed. One participant felt support was, however, insufficient.



Recommendation

Most participants did not identify any areas of improvement, and all but one reported that psychotherapy (individual and/or group) was useful (96.96%).

The report's author recommended:

- Increase female representation in survey data, to reflect the UASC gender ratio of 1:13.
- Explore in more depth the experiences of service users who have been in the UK for 8 years or more to understand their needs and challenges.
- Continue prioritising early engagement pathways (ideally within the first year).
- Consider facilitating evidence-based group interventions for PTSD, ex. as that developed by Children and War Foundation, and from applications of Compassion Focused Therapy (CFT) adapted for children and trauma survivors.
- Increase clarity on staff roles and availability to strengthen cohesion and navigation for service users.
- Improve building accessibility and privacy, especially reception areas.