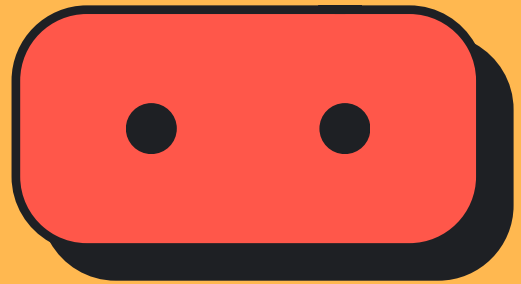




bazaar

**a marketplace
for the mind**



**Bazaar Data
& Feedback**


bazaar

www.opendoorcharity.com

Bazaar at Bloom

2024/25:

GAD-7 (Anxiety)

- **44% reduction in anxiety symptoms**
- Average starting score: 12.41 (Moderately Severe)
- Average ending GAD-7 score: 6.9 (Moderate)

PHQ-9 (Depression)

- **38% reduction in depression symptoms**
- Average starting score: 13.2 (Moderate)
- Average ending score: 8.24 (Mild)

39% of people who start Bazaar **finish the full eight weeks** - slightly higher than the 37% of people who access NHS Talking Therapies (Nuffield Trust, 2024)

Everyone who completed Bazaar would recommend it to others.

Case Study: Northumbria Students' Union

"All mentors and mentees have enjoyed Bazaar. The course has definitely reduced symptoms of anxiety and depression in students and we are having many students wanting to train as Bazaar mentors following completing the programme as a mentee!"

**-Member of the Wellbeing Team
at Northumbria Students' Union**

As of January 2025:

GAD-7 - 57.8% Reduction

PHQ-9 - 47.1% Reduction

Average programme rating:
9.125/10

Over 88.9% of Bazaar finishers **would recommend the programme to others.**

Member feedback

"It was really helpful for me because last year I felt alone and was in very stressful environment, now because of my mentor, I can see where my priorities lie - that for me was really important. **I can recommend completing Bazaar with a mentor to every International student.**"

"The course **helped me understand so much** and to **process the big life-changes I have been experiencing**"

"**[My mentor] has made me see the future in a more realistic light** and I am eternally grateful for her love and support."

"[If there was no mentor involved] it would have been much easier to ignore advice, not engage in the content, and be less active... **having someone to do it with was a big help and it made sure you engaged more**"

"**I have loved every minute of it!** I have laughed more than I ever thought I would at the same time as dealing with my anxiety problems"

What do you think the benefits of being a mentor are?

"I've learnt a lot from my members that I can use to help others. I'm gaining experience in mentoring. It's good to be around understanding, likeminded people when it comes to mental health and well being."

"It makes me a more open minded person."

"Great to meet people from a variety of backgrounds that I wouldn't necessarily come across in my normal routine"

"Details about plans and how things go are very straightforward which is helpful"

Mentor feedback

Feedback from Academic Institutions

'Bazaar really is a robust offer and is something completely different. It should be in all organisations.

The mentors are finding it a really positive experience and are super engaged and prepared.'

-Staff member at Northumbria University



"Working with staff at Bazaar made the process easy to introduce to our wider community. Their expertise in this area as well as their professional approach allowed us to roll-out the programme in a short timescale with ease. Their continual guidance and input was greatly valued from the start of the programme to the very end and beyond. I am delighted that it made a real positive difference to many individuals.'

-Staff member at The University of Liverpool



'It's just exactly what we needed.'

**-Staff member at
Weatherhead High School**



'I've worked closely with Bazaar for around 6 months and I cannot speak highly enough of the course and the team behind it. I would highly recommend it to anyone.'

-Staff member at Manchester Met University



How do we collect feedback?

We make sure to collect feedback on many different aspects of the programme so we can have the biggest possible impact, including evidencing the experience for members, mentors, and staff teams.

Through the programme itself, we utilise surveys to make sure the programme is hitting the levels we expect, and our partners' goals. These surveys include:

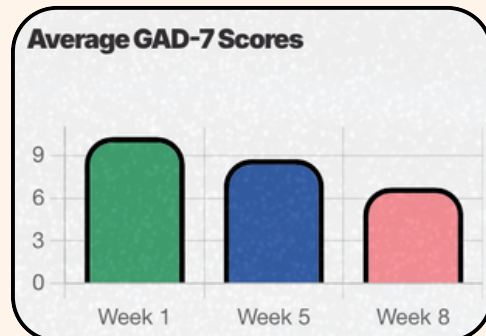
- 'Before we Begin' questions at the beginning of each chapter: self-reported depression and anxiety scores (1-10) and a safeguarding question ('Do you currently have any thoughts, feelings or plans of suicide?').
- Clinical surveys: GAD-7 for anxiety and PHQ-9 for depression at Chapters 1, 5 and 8.
- Chapter reviews at the end of each chapter: chapter rating (1-10), and free text boxes for 'What was helpful?' and 'What could be improved?'
- Mentor Summaries to be filled out after the session has finished and the member has left.
- End of programme feedback: Programme rating (1-10), free-text feedback on the programme, 'Would you recommend the Bazaar programme to others?'; free-text questions on how would you describe your mentor, how was the experience of having a mentor, and how would it have been if there was no mentor involved, and can we share feedback with your mentor.

You'll also be able to track at what stage of the programme different amounts of members are, as well as using this to monitor completion rates. When signing up members, you'll also fill in individuals responses for gender, sexual orientation, ethnic group and age, which will all also be viewable as aggregate data.

We'll also help to set up feedback channels for mentors, so at regular intervals you can find out how they are experiencing the programme, and we can improve it. A direct line with Open Door staff will also be setup, so any queries or feedback can be sent directly to the team. We'll also organise regular, in-person meetings where any changes and feedback can be discussed.

How you can access feedback:

Through your organisational login, you'll have 24/7 access to all your live data. That includes access to all the aggregate demographic data and results from the course surveys, for – for example these GAD-7 scores over time.



You'll also have access to all the written member and mentor feedback from each chapter, as well as the programme feedback all viewable by chapter so you can see which content is providing the biggest impact.

All of this data can also be filtered by date, meaning you can see programme outcomes by month, term, academic year, or at particularly important times such as the start of the academic year or exam periods.

You can also look at member data on a per user basis, seeing all of their info. week by week. This is also where safeguarding flags can be viewed, however these will also be sent to the main user email when they come up in a session.

All data can be viewed through the organisational account, but if you're after the data in an exported CSV format for records, or for further reviews, that can be provided on request.

We also provide quarterly reports to all our partners, offering insights and recommendations to improve the programme.

How do we use feedback?

We regularly monitor our partner feedback to make sure we can improve the programme as much as possible, whether that's through written feedback from mentors and members, clinical scores, completion rates, or any other data collected.

We also advise showing mentors the feedback their member has left if they give their permission, we find this can be really motivating and helps to show mentors the impact they're having.

Data can only be accessed by ODC staff who require access to this data in order to fulfil their roles and to improve the efficacy of remote delivery, all of which will be confirmed through an Information Sharing Agreement signed at the same time as the initial partnership agreement.

We also use feedback to improve the programme, and last year redeveloped several areas including placing more emphasis on areas members found more rewarding, rebranding, developing our training to provide a better experience for mentors, exploring how data is collected, accessed, and presented based on feedback from partners, and making the programme even more accessible.

We've spent many years developing a programme that is evidenced and that we're proud of, because we're always open to finding new ways that we can make it even more effective with the help of members, mentors, and partners.

If there are other areas of feedback you'd like to explore, we're also happy to facilitate that - for example, new demographic data such as the ratio of international/home students using Bazaar.

Want to see how this could work?

Email david@opendoorcharity.com to be provided with a trial account and see how your data would look.