

This Way Up Final evaluation, July 2016

This is the third and final evaluation of the programme 'This Way Up'. This report is divided into two sections:

- Section One: Third Iteration feedback
- Section Two: This Way Up: Overview of findings

Section One summarises the feedback of participants after the third and final iteration of the programme 'This Way Up' in October – November 2015. Participants giving their consent were contacted by an external evaluator to reflect on their experience of the programme six months after they had finished it. Of the nine participants gave such consent, seven provided feedback. One got back to say that they did not feel able to contribute at this point, and another said they could speak but did not respond to repeated texts and phone calls. Interviews were conducted over the phone and data analysed by an independent external evaluator (Ceri Hutton) who also wrote this report. All feedback is anonymised.

Section Two gives an overview of the findings from the three iterations of evaluations of the This Way Up' programme, and is a final evaluative summation of the whole programme.

SECTION ONE: THIS WAY UP FEEDBACK – THIRD ITERATION

1.a. Participants' experience of the programme

Feedback on the programme 'offer'

Both the group mindfulness sessions and the one to one sessions were mentioned as having been helpful.

However, this cohort of participants particularly emphasised the one to one sessions. They had a range of reasons for this: in one participant's case, they had found the group sessions difficult to get to and had managed to make the one to ones more easily. Another participant was already doing meditation and mindfulness when they joined the course, and so preferred the one to one sessions as something new. For most they just found them thought-provoking and helpful because of the way they were conducted and what they helped them think about.

- *"Coaching with Michelle was absolutely fantastic. It helped me size up a lot of things. It was really informal as well – it wasn't like anything I had had before. We had a talk, then 5 minutes warm down and a chat about what doing for the rest of the day. And I remember I came out of the first session really elated – I decided to go and sit in the park and have a little think for the rest of the day."*
- *"The one to one stuff was very good. I liked the fact that it was more personal – you felt more relaxed than when you were in the group."*

- *“The coaching sessions with Tim were really useful for me – I felt that I learnt a lot from those sessions. And it’s difficult to remind myself now what it was I did learn, but it was kind of something which I knew at the time it was useful.”*
- *“I looked at the mindfulness sessions as an intuitive method of building awareness combined with a sharp minded coaching session which you really need as you can’t coach yourself. You just go round in your own mind. When somebody else asks you questions you are more likely to think things through.”*
- *“I’m a recovering alcoholic and my life has dramatically changed mainly because of the impact of NA and AA. So with this, it was nice to have the support of Michele basically – I could use her as a sounding board.”*

The mindfulness element of the course was mentioned by three people as a new approach they had never tried before. They had been pleased (and somewhat surprised) by how useful they had found those group sessions.

- *“The mindfulness group sessions helped as they brought things up to the surface – becoming aware of the things you weren’t aware of before. That gave me the opportunity to make adjustments, and made it easier for myself and others.”*
- *“I did like the way Tim and Michelle did the mindfulness – it was kind of a nice atmosphere, a nice safe space. I have been to other meditation stuff which were a bit whacky, but this wasn’t too out there. It was nice.”*
- *“I found the mindfulness stuff really helpful as well. I got into it pretty quick actually – it was quite humorous in places which was good. It wasn’t regimented and I found that pretty good.”*

Finally, participants mentioned in particular the clarity and calmness of the approach.

- *“I really thought Tim and Michele were personable. I liked the way they worked – they were very calm.”*
- *“The way the course is organised is very clear. I thought they were really great course leaders.”*
- *“One of the things I remember the most is the feeling of safeness I had on the one to one sessions. Also the meditations I did with Tim during that sessions. There were the most peaceful moments I had during that period, as I was going through a very tough moment in my personal life and I felt incredibly anxious the rest of the time. I do miss those sessions.”*

Suggestions or criticism

There were no suggestions made about the one to one sessions: everybody found those helpful and liked them just as they were.

The group sessions, as with other iterations, depended in part on an individual’s capacity to participate. For different reasons four participants said they found the mindfulness sessions sometimes slightly difficult to engage with. One did not like the smaller groups so much:

- *“In the group, the way they do it is you break off into smaller groups and discuss things. That I didn’t find that helpful, I’m just not that kind of person. But found the group as a whole really helpful.”*

Another had a particularly painful physical condition which meant that focusing on their body was difficult and slightly upsetting:

- *“A lot of the time I was struggling with the mindfulness to be honest – especially doing it at home by myself. I ended up in tears because one of the meditation sessions told you to connect with your body. Well pretty well all of my body hurt in one way or another and I didn’t like connecting to it because it hurt. My avoidance patterns before then meant my body had my own way of avoiding pain, and bringing it to the conscious mind, it still hurts.”*

Two others described how they found it difficult to retain focus during the sessions as their minds wandered.

- *“The group sessions, although positive, haven’t the impact the one to one had. I sometimes struggled to keep my attention during the whole session. No because they weren’t interesting but because I was lacking strength to focus at that time of my life.”*
- *“I am the type of person who when you do the relaxation bit, when you have to be quiet, I struggle with that. I am diagnosed with ADHD and one of the struggles I have is that I find it hard to keep my mind still. That’s the whole thing about mindfulness - to feel like I was being aware of what I needed to do. I couldn’t feel it though.”*

Others however got a lot out of the sessions.

The only other point made was that some people had found it difficult to keep up the mindfulness practice when they got home. This point was made in previous iterations.

- *“I found it difficult to practice on my own. I’m find I am sometimes not able to do the meditation – I can’t settle down to do that sort of thing. I find that really extremely difficult. I always have to be doing something.”*

1.b. Impact of the programme on their lives

People reported a range of benefits from having done the course.

Changes in feelings, attitudes and approach to life

Participants reported that both the one to one sessions and the mindfulness sessions had helped them stop and think about their lives in a way they had found helpful.

- *“Before I saw her was a little bit rudderless. I kind of had not really a concrete idea of how to go forward. It gave me confidence of what to go for.”*
- *“In the one to ones with Tim, if you are saying something and it is coming out negatively, Tim will turn round and change it to a positive. He makes you think about something. And I thought ‘oh, I never saw it as that’. He encouraged me to stop the negative things I kept saying about myself or my actions which were negative and make it into a positive. That has helped me a lot”*

It gave several people new insights and approaches to how they then went on to tackle their lives and the challenges they face. Some of these were simply about pausing to think about what they did before they did it, a technique they said they had gained from the course:

- *“For me personally it gives me that bit of breathing space – even if it is just a couple of seconds – before I react or do anything. Whereas before I would have a thought and then act on it, the pause means I have a little bit of a safety valve – an airlock – a decompression chamber to acclimatize, if that doesn’t sound too fanciful.”*

Others felt they had got new insights or approaches which they had found helpful following the course.

- *“Spiritual is probably the wrong word - but he prodded me into asking my own questions and finding my own answers to those questions, so it was kind of there, but it opened my mind to different ways of thinking and doing. And it was very empowering, yes.”*
- *“I learnt about myself a lot. About the inner strength I have. Also about how life 'works'. My feeling at that time was that everything was going to remain terrible for me and, during the one to one sessions, I could add a bit of perspective to my feelings.”*
- *“One to one coaching was good – it put a picture into my head about how to tackle certain issues.”*
- *“The impact on me is that I am looking for solutions – I have long term health conditions, and I’m trying to sort that in different ways.”*
- *“I think the sessions were good in getting in touch with my feelings more. I noticed how I felt and that sometimes I didn’t accept my feelings, or I was trying to fight the way I felt. But this course said to me ‘it’s OK, these feelings are OK, you don’t need to try and push them away, but need to acknowledge them and be comfortable with them and then realise that I have a choice – to act on them or not. And this is really useful.”*
- *“Just recognising that a lot of what I thought I lacked I actually had. Just sort of the ability to cope with things. For many years I had been very much ‘oh my god, I can’t handle it’ but what the mindfulness teaches you is that you don’t have to act on your first thought. And the mindfulness gives you an ability to pause and for other more constructive ideas maybe to come in. Then your actions are less rushed – you make calmer and better decisions.”*

Changes in behaviour

Several people reported feeling motivated to continue the mindfulness meditation in one form or other and have incorporated this into their daily and weekly routines.

- *“I’m still keen on doing mindfulness meditation. I was interested in it anyway. I have got some literature on the guy that originally started mindfulness.”*
- *“I gained the habit of meditation which I am very grateful for.”*
- *“I sometimes now take a bit of a break and then go back to what I have to deal with. Sometimes I feel ‘I need a mindfulness meditation’. Other times I just listen to Tim’s tape – that helps as well. Makes me feel like ‘I know this person and they know me and they are helping’.”*
- *“I have been using one of the mindfulness apps – it’s called buddify. If I am just walking down to work I can plug that in and it is quite nice to not worry about where I am heading and understand what thoughts are going through my head. If you spend time understanding where you are in the world, then you can set about your daily business without working on autopilot. It is a good way of clearing your mind and come to peace with yourself. It helps clear the crap out of my head.”*
- *“I go to a mindfulness class once a month – from Newham psychological services. I have always kept that up - it’s really helpful. The way I used to deal with things was irrational*

and made things even worse than they were. But doing it mindfully means I could be more rational about things.”

People report being more measured and relaxed as a result of the course and their subsequent mindfulness practice.

- *“I think it definitely had a really positive effect. I’m a much calmer person, I don’t panic like I used to, I’m a bit more ‘OK let’s consider this before panicking. Before I would just panic!”*
- *“A lot of the meditation stuff was thinking about your breathing, breathing in through your left toe, so you are focusing on body sensations, how is your body feeling, it is noticing what you notice. Focusing on those body sensations has made me relax.”*
- *“One of the best things I gained during the course was the ability to contemplate life without interfering. I used to ‘jump’ into problems, situations and so on in a crazy way. I am now able to observe much more and let things simply happen. That ability has changed my perception of life completely and I think I am now closer to a calmer state of mind.”*
- *“We did a certain session where we just had to listen to someone whilst they were talking instead of butting in or agreeing or what not. That was quite good. I have found myself doing that a few times. Just listening instead of jumping in and saying ‘I know what you mean’.....and they still haven’t said that!”*

Others noticed slight changes in the way they get on with people. One participant said that they had talked to a friend about stress, and recommended to them that they start mindfulness, for example:

- *“A friend was anxious the other week and I said to her ‘why don’t you come over and we will do the mindful movement meditation’. I’m still using the CD, I don’t do it every day but do it a lot.”*

And another said they had incorporated the techniques they had learnt on the course into the way in which they support and manage people they come into contact with through work.

- *“I actually did a bit of coaching with my job – I work with people, and I did this thing called ‘Self-regulation’ – how do you regulate yourself, and for them to be mindful of the things they do. So I did a mindfulness thing with a mentee of mine. We looked at things like: when he wants to go and do his studies, what kind of thing does he need to do? That was useful for him to do that.”*

Others had noticed slight shifts in how they were getting on with people. Some said they are communicating better (both listening more and being able to communicate better), and also that they are more conscious about who they do and do not want in their life, and feel they have more control over this.

- *“There are a few people I decided that I didn’t need in my life any more a month or two afterwards. In the past they had treated me badly and why would I want to be friends with them. Maybe that’s linked [to the course]? I don’t know... but now I’m not going out of my way to spend time with them. So maybe it is helping me be a lot more boundaried and have more positive people in my life.”*
- *“I could say my perspective about others changed a bit in general. I used to (and still do sometimes) feel very anxious about how other people (especially friends and family) feel. I*

used to feel very responsible for their feelings. My perspective about that changed and the way I communicate with them did too.”

- *“I think I have grown a lot – I’m not reactive as much to the way I am feeling. And I am sort of aware of how I feel and then realise that I can choose not to do things and act that way. Just talking to you has kind of reminded me about that.”*
- *“It’s enabled me to listen quite a lot more. I’ve stopped trying to finish people’s sentences. It’s quite difficult for me – it’s a new thing.”*

Changes in health

Not many changes to physical health were reported in this iteration other than:

- One person said they were sleeping better (now, an average of 6.5 hours a night)
- One person reported eating less as they had realised, through mindfulness, that they ate when stressed.

Other than that, the health benefits reported were the general sense of wellbeing that comes from being calmer. One participant who reported low scores on the health and wellbeing scale and explained this as having been a result of a very stressful two weeks recently nonetheless highlighted that they had felt calm and ‘in control’ during this period, and doubted they would have felt so before the course. Another person noted how the techniques of mindfulness learnt now were helping them control their bipolar ‘moods’.

- *“I have bipolar, so go through lots of moods, and I have used mindfulness to control that and control the voices in my head that tell me that I am bad. I get rid of them and replace them with something more positive. It’s hard, but you have got to push yourself.”*

Steps towards employment

Of the seven people interviewed:

- i. One felt that they had been helped by doing the course to make better decisions about what to do about their employment. As a result they had accepted a job because they liked the sound of it and felt they would learn from it and feel that what they have learnt will be really useful in the future. *“I took a job recently which wasn’t very well paid at all and before I would have been like ‘no, it’s no good, I have got to wait’ but in the end I thought ‘I am going to learn a lot through this’ and it helped me to find that out. I did take it and I ended up learning a lot. So I was happier with what I was doing. Before I would have been in a panicky state. But what I have learnt from doing that job has helped me do other things.”*
- ii. One is trying to change their pattern of work (which is self-employment) as their health does not allow them to continue as before. They have plans around this but enacting them is still proving challenging and they are still mainly struggling with their physical issues. *“Technically I had it all planned out – how to move from using some of the therapy I can still do and leave out some of the things which are difficult to do. But my physical body doesn’t want to cooperate with my mind and my soul. So in terms of alignment that’s not so good.”*
- iii. One remains on sick leave as a result of their mental health condition having deteriorated in 2014. They have been seeking help for this, are attending various groups (including This Way Up but also some ongoing statutory services) and hope this will see them back to work soon.

- iv. One felt that This Way Up had been a contributory factor to them writing their CV and starting to think about getting paid employment (at present they are a volunteer)
- v. One continued in their existing work but with a renewed awareness of how they needed to change the way they went about learning and engaging with others. *“One of the things I became aware of at work through the course was that if I want to learn something I need to go and ask somebody and learn through actually observing them and having that sort of conversation – ‘how do you do this, how do you go about this’? If somebody gives me instructions and information it doesn’t work for me – it doesn’t stay unless I learn how to put it into a context. That is what I learnt when I went to the sessions with Tim. That’s the more important thing I got – I have ADHD, and that was a real way of learning how to deal with it in work.”*
- vi. One felt their working life had been transformed as the course had helped put them in contact with a course and they have nearly finished a course, are studying, and also are pursuing a campaign idea. *“Basically it is kind of a result of the life coaching as that coaching gave me a bit of a confidence boost in terms of my ability. It gave me a little bit of a nudge in the right direction.”*
- vii. One had no change and felt that work had not been an issue for them anyway.

1.c. Reflections about who seemed to particularly benefit

People continue to appreciate the mix of group work and one to one sessions as they did in the first and second iterations. This iteration had slightly more people who reported appreciating the one to one sessions, but that said, participants liked both elements to some extent. Indeed for four of those interviewed, it was precisely the combination of the two elements which they mentioned as finding particularly helpful.

- *“The greatest value of this course was the fact that they had a combination of coaching, which is solution focused, plus the mindfulness which dips into your unconscious mind and creates awareness. I liked the way they interacted. Just mindfulness I would not have found it so useful – it was the coaching element which facilitated progression for me rather than the mindfulness on its own.”*
- *“I did one to one mentorship with Tim and that was really helpful actually. But I found the group as a whole really helpful and liked learning about different meditations: it was really nice to find out that there are different ways of meditating.”*

Limitations of approach

As with previous iterations, the only limitations noted were either that people already knew mindfulness techniques to some extent (and therefore found they knew what was going to happen), or that they found it hard to keep up with the mindfulness techniques once they were home.

There was some indication that the mindfulness element of the course was less likely to be useful if there were other addiction or mental health issues in play. For those people, regular contact was both the norm for other courses and what they felt they needed in order to ‘embed’ the practice more.

- *“These courses are good, and counseling sessions are good, but then you go away and then how do you then put that into practice? You need a bit of a group and to continue*

going I suppose to really be reminded of it and have a group of people who you practice with before you talk about it. I have been to an addictive group, in there they say the principles all the time of 'you need to be together, you need to talk about it, need to be reminded all the time, about the principles, about the steps, about how you go about these things as otherwise I don't remember them.' That's the issue really – how you keep these things going."

1.d. Comparison to other interventions they had experienced

Three people had not been to any other kind of course before. They had gone because they were referred, or out of curiosity as to whether or not it would help with a condition that they knew they had and had spent years 'managing' in the best way they knew how. That was the case with the participant with ADHD, for example, who spoke about hoping the course would help them get more focussed (and had found it had helped achieve this).

Two others had had therapy or counselling, but were intrigued by the notion of coaching and mindfulness and therefore had 'given it a go'. They had found that This Way Up gave them more tangible tools and techniques and moved them on. They also found that Michelle and Tim were particularly approachable, friendly and calm and compared this favourably with other people they had had who they said they felt were less welcoming and less able to understand what they needed.

Those who had done meditation or mindfulness before again preferred this course partly because of the approach and partly also because of its combination with the one to one sessions.

- *"I had tried meditation before in another NHS group – I didn't get into it but this was a lot better really. A lot more group involved and kind of we all sat round in a big oval shape and we learnt techniques."*
- *"I did an 8 week mindfulness course with Newham psychological services. So when I heard this was going on I thought I would do this too. This was better though – it was a one to one with the coach and that was really good. I was able to talk to him about stuff."*

1.e. Self assessment against WHO scale of wellbeing

For the third iteration (and also the second iteration, but not the first) participants were asked to 'score' themselves against the World Health Organisation wellbeing index in order that their progress could be measured against previous self-assessments which they had completed during the TWU course.

Participants were asked to give themselves a score based on the last two weeks. One person with particularly 'low' scores reported that the last two weeks had been extremely stressful (their father had been very ill) so this explained some of their low scores. It is worth noting that in spite of this they had felt calm and 'in control' in a way they would not previously have done.

Names are left in in order to allow comparison with previous scores.

Statement	Carla B.	Ersilia A.	Eva C.	Julian P.	Mark D.	Natalie B.	Simon G.
1. I have felt cheerful and in good spirits	4	1	3	4	4/5	0	4
2. I have felt calm and relaxed	3/4	2	3	4	4/5	5	4
3. I have felt active and vigorous	3	0	3	4	4	0	3
4. I woke up feeling fresh and rested	2	1	4	3	4	1	3
5. My daily life has been filled with things that interest me	5	3	4	4	5	0	3

1.f. The Last Word

Two quotes to end with from two separate participants, one male, one female:

- *“I’m very grateful I had the opportunity to do the course. I have recommended friends to do it and thought it was a really wonderful thing. They do a great job.”*
- *“I would recommend it to anybody who was feeling a bit aimless or needing some kind of stability, direction or focus – I can’t recommend it highly enough. Also Tim and Michelle are lovely people. I have met a lot of people doing similar ish stuff where you feel they are doing it for the money, but they were really committed, genuine and nice people who are doing it because they believe in it. That’s always a good thing.”*

SECTION TWO: OVERVIEW OF EVALUATION FINDINGS

This section summarises the topline findings of the three evaluations of This Way Up taken overall.

Summary of This Way Up evaluation fieldwork

The evaluation reviewed documentation and interviewed 26 participants overall over three This Way Up programmes from October 2014 – November 2015, broken down as follows

This Way Up course attendance	No of participants interviewed
October - November 2014	11
April – June 2015	8
October – November 2015	7

All participants gave their consent and were interviewed as near as possible to six months following their completion of their course.

For the second and third iteration, the evaluation asked participants to complete the World Health Organisation wellbeing scale which added to the collection of data by the project and enabled a comparison to previous scores.

Summary of findings overall

Feedback on the programme itself

- All three iterations confirmed that the combination of the one to one sessions and mindfulness sessions was welcomed and complemented one another well.
- Participants' appreciation of the individual elements varied subtly across the programme: the first cohort were particularly expansive about the mindfulness group work, whereas the last cohort slightly favoured the one to one sessions.
- The second cohort in particular remembered the techniques of the mindfulness work and fed those back in some detail in terms of how they had helped them subsequently reframe to some degree their lives. But overall the combination of both was still appreciated.

Criticism and suggestions about the programme design and delivery

- The suggestions made were largely centred around extending the offer both of the one to one and of the mindfulness group work in order for this to be longer
- There were some suggestions for the group work (a cup of tea was one in the second iteration!) and there were variable 'takes' on the group work benefits which largely seemed to depend on how far people had done mindfulness before (if they had, this made it slightly less revealing and helpful) and how they enjoyed and felt comfortable working alongside other people.
- One to one work was largely very welcomed, though there was one slight disappointment in the second iteration that concerns had been articulated right at

the point where the sessions had to shut down again. However they acknowledged that they may have had unreasonable expectations of what was possible.

- Between a third and a half of participants overall requested more courses and said they had recommended the course to others.

Impact: feelings and attitude

- The majority of participants interviewed for every course said that This Way Up had enabled them to take stock of the way they dealt with crises and panics in their lives and had introduced techniques and mechanisms which enabled them to deal with these better.
- Participants also reported in each iteration an ability to see and think into the future which they had not had before.
- Participants also reported greater calmness and joy in everyday events.

Impact: behaviour and health

- The changes reported varied across all three cohorts, but there were changes in each.
- In the first cohort, the main changes reports were around allowing relaxation (in the form of holidays, dancing and enjoyment) and changing behaviour around health (in the form of taking exercise, better eating and sleeping better).
- In the second iteration in particular, though the changes were most strikingly about gaining confidence and dealing with crises, including some participants taking life-changing decisions to move out from abusive relationships. And for the third iteration there was largely a focus on feeling calmer and more in control.
- All three iterations also highlighted how the course helped some participants develop and evolve their relationships for the better. This included getting on better with children, being choosier about the people they spent time with and being able to ward off conflict in a way they had not previously been able to.
- Participants joining the course with pre-existing medical conditions reported in each iteration finding the course useful in reassessing their approach to managing their condition and dealing with it. In one instance this had been genuinely life-changing (first iteration).
- Overall, the range of behavioural and health benefits was wider than originally anticipated, and included feeling more secure, health benefits

Impact for employment

- It was impossible to quantify the benefit of the course in terms of unleashing potential and preventing, for example, people being on benefits.
- However, it was possible to note that in no cases did people move 'backwards' (i.e. reject employment) and in about a third of cases people took positive steps following the course towards employment.
- Steps included doing CVs, reviewing what they wanted to do, deciding to do something they really wanted to do that they had been putting off and putting themselves forward as a volunteer or facilitator to 'break the duck' of non-employment.
- Participants also reported feeling more in control and a sense, in some cases, of excitement as they realised that they could do a range of activities and were not trapped by what was, for some people, negative patterns of thinking.

Learning about targeting

The evaluation was asked to reflect on who the programme seemed particularly helpful for. Participants were asked to think about other courses they had done in order to help draw out what they found particularly helpful or unhelpful about this course.

It was difficult to draw any general conclusions about this. Everybody interviewed seemed to some extent to have got something from the course, and part of the learning may lie in those who did not give consent to be interviewed as this might possibly be because they felt less invested precisely because they got less out of the course. It is not known how many people this involves.

From those who did consent to be interviewed for the evaluation, the few observations which can be made are:

- People with no experience of mindfulness or meditation before get more out of the group work. The techniques are surprising, the increased awareness they bring feels genuinely revelatory to some. Whereas those who have already done mindfulness are a bit more blasé about the benefits of this, or at least do not really attribute any benefits specifically to the course.
- People with severe mental and physical health issues provide obvious challenges for engagement in the programme. That said, some of the most impactful responses were from people with long-term medical conditions (either mental or physical), so this is largely to do with managing the group rather than anything else.
- Participants generally seemed to be quite realistic about what they could get from the course which was to be welcomed.

Critical success factors

The following emerge as success factors for the programme moving forwards.

- The combination of the two elements of the programme clearly works well
- The approach of the two facilitators, whose skills seem to have been highly complementary. This approach was commented on by participants in all iterations of the evaluation, favourably compared to other courses and often highlighted as the key element which made the course stand out.
- The fact that the course was adaptable and friendly, and did not approach people as subjects to be 'taught', was appreciated. Again, this differed from the experience of several of the participants who had felt regimented and sometimes even patronized by other courses they had attended.
- Humour was also appreciated.
- Most people like the group element of the work in some way. Even if they did not particularly enjoy doing the work in a group, they enjoy finding out how 'normal' their own feelings were and in chatting to people during the breaks.
- On the whole, the programme offer (number of sessions) seems to be well pitched. Any less and it would not feel so significant or be able to cover so much, but much more for some participants does not feel necessary even if some would have welcomed it. If anything it could increase slightly (say one more session of coaching and two more of mindfulness).

- It would be useful to consider how those wanting to do more work after that could perhaps come back to repeat the offer in certain circumstances, perhaps in particular if they are new to the techniques and coaching and feel that they are making rapid steps towards achieving their goal. Otherwise there is a slight risk that people get excited and motivated and are then released from the programme without having any clear support to follow through on what they have started to formulate. It is clear that the other courses they may then fall back into are not going to help them to anything like the extent of This Way Up.

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