

# CLIENT OUTCOMES 2021-22

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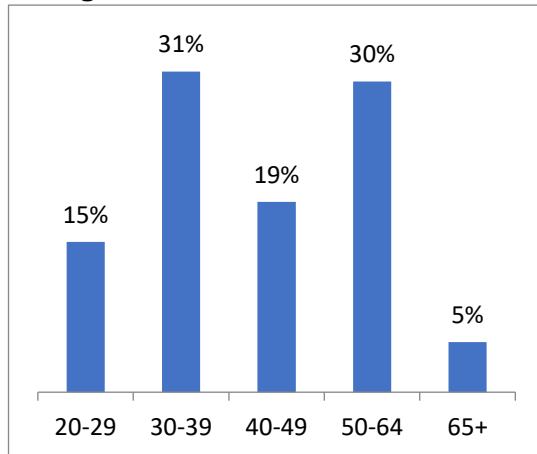
## 1 Overall Outcomes for CORRA Network Funding

The CORRA Network funding requires a report on outcomes for parents attending relationship counselling, family mediation and Child Contact Centres. In 2021-22 the Covid 19 pandemic meant that many services remained online and even when face-to-face services can fully resume many clients may prefer a more flexible approach and a choice of online or face-to-face provision going forward.

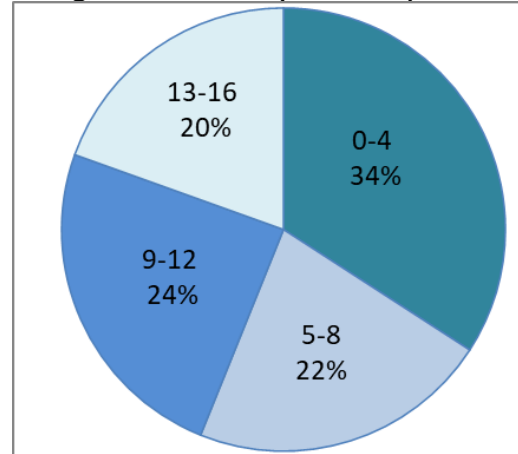
	<b>Indicators</b>	<b>Outcome</b>
1	60% of (parents report that) children experience an improvement in their ability to cope with their family situation	<b>71%</b>
2	60% of parents report an improvement in their ability to deal with relationship conflict	<b>78%</b>
3	60% of parents report an improved ability to communicate and negotiate with their partner or ex-partner	<b>76%</b>
4	60% of parents report an improved ability to cope with their current family situation	<b>75%</b>

## 1 Relationship Counselling (couples) Outcomes 2021-22

**Age of Clients**



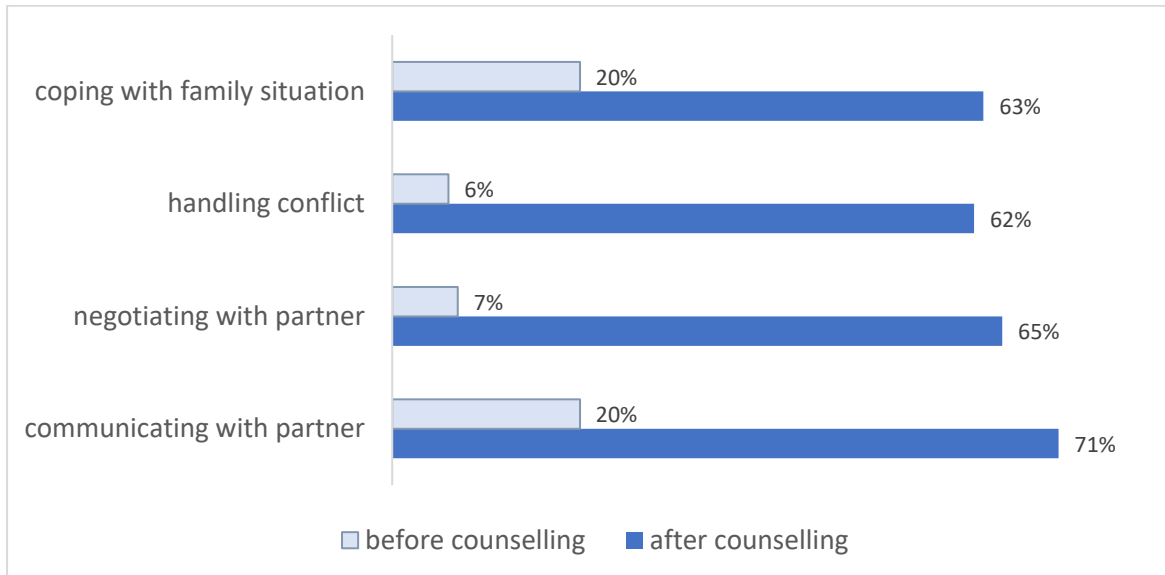
**Age of Children (under 17) of Clients**



<b>COUNSELLING</b>	<b>% clients showing improvement after counselling</b>
Relationship with partner	<b>74%</b>
Communication with partner	<b>77%</b>
Negotiation with partner	<b>76%</b>
Dealing with conflict with partner	<b>79%</b>
Coping with current family situation	<b>72%</b>

Before relationship counselling **43%** of clients had a poor or very poor relationship with their partner. After counselling this had fallen to only **10%**.

**Percentage of Clients responding well/v well to the following:**



- **63%** of respondents said their children were coping better with their family situation after their parents had been in counselling
- **92%** said that counselling had at this stage helped improve their relationship /family situation
- **97%** said they would recommend the service to others

## Some Comments from Relationship Counselling Clients

*The counselling service is patient, understanding and non pressured. It has helped to have someone see and understand why I have the issues I do in a relationship. It has highlighted my own downfalls too that need worked on, highly recommend this service.*

*Can't have had more help. So appreciate having an interpreter so my wife can take part. My landlord gave me your office name and number. Thank you for helping us through this hard/difficult time. We are so grateful for your service*

*I would like to say that your patience, knowledge and compassion are outstanding and your intervention has made the impossible possible. I didn't think we would go on but your exceptional guidance has helped me to look at the relationship as fixable*

*Our counsellor was very knowledgeable and under her guidance our issues have been resolved and we have a better understanding of our unique relationship. We have been given all the confidence and ability to maintain our relationship in the future*

*The services comes highly recommended and has saved our marriage*

*Thank you for all your help and support. We are definitely communicating in a far more positive manner and feeling good about the future.*

*Couldn't recommend enough. It's made a massive difference to our relationship, in such a better place as a result of counselling*

*We would both like to thank our counsellor for helping us communicate better with each other. We both really wanted to change our future and be together for ever. The service has provided us the space to listen to each other properly and work out each other's feelings.*

*Allowed me to identify, process and cope with negative emotions, gave me a platform to discover more about myself and my relationship*

*I found the sessions really effective, even in just a short period of time. We were made to feel welcome and at ease straight away and everything felt like team work between us as a couple but also individually with the counsellor*

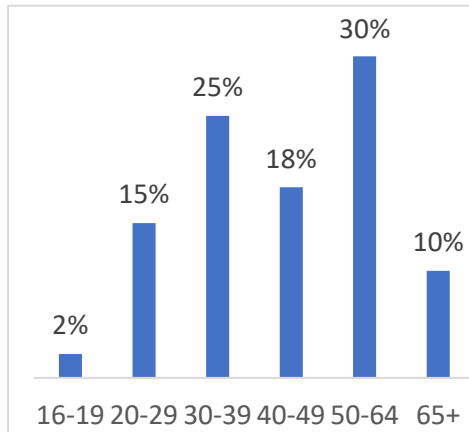
*It was good to be able to air and discuss issues with a neutral party. Challenging at times. I feel that having check in sessions would be useful in the future when the current essential crisis is past*

*Safe, neutral environment allowed honesty without descending into screaming match. I've taken away strategies to help us communicate better*

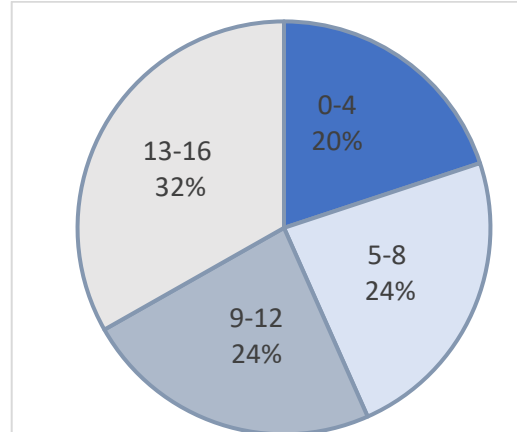
*The counsellor was excellent with us. She was kind, compassionate and tuned into our issues effectively and with great professionalism and humanity. We felt really comfortable talking about our problems with her and she was super fair and impartial. She helped solve problems and made us see things in a different light and from different perspective. She was a bit like Mary Poppins. We both got many things out of our counselling and we are in a much better place thanks to having it. Thank you."*

## Relationships Counselling Client (Individual) Outcomes 2021-22

**Age of Clients**



**Age of Children (under 17) of Clients**



- **58%** were female
- Before attending counselling **59%** said their relationship issues were difficult or very difficult. After counselling the figure was only **34%**
- **59%** said their relationship difficulties had improved after counselling
- **41%** felt their children were coping better after their parent had been in counselling
- **100%** would recommend the service to others

### Percent of clients responding poor/v poor before counselling

Ability to deal with stress	<b>81%</b>
Level of intimacy	<b>75%</b>
Ability to deal with my difficulties	<b>73%</b>
Understanding of my partner	<b>69%</b>
Ability to move forward	<b>67%</b>
Feeling of being loved	<b>65%</b>
Understanding of myself	<b>40%</b>
Anger management	<b>35%</b>
Coping at work	<b>30%</b>
Coping with children	<b>28%</b>

### Percent of clients showing significant improvement after counselling

Ability to deal with stress	<b>85%</b>
Coping at work	<b>76%</b>
Understanding of myself	<b>73%</b>
Understanding of my partner	<b>72%</b>
Ability to move forward	<b>69%</b>
Coping with children	<b>67%</b>
Ability to deal with my difficulties	<b>64%</b>
Feeling of being loved	<b>63%</b>
Anger management	<b>62%</b>
Level of intimacy	<b>47%</b>

### Some comments from Individual Counselling Clients

*When I contacted the counsellor I was at an all time low, felt desperate and lonely. After having discussed things with her that I have never mentioned before to anyone has helped me greatly. She helped me look at situations differently and understand my own feelings and reactions better. I am so grateful and can't thank her enough for helping me through a very difficult time.*

*Best therapy I have ever had. My counsellor had a lot of knowledge, insight and experience which really worked well with me. I felt comfortable with her and the work she did with me has genuinely changed parts of my thinking patterns*

*I would certainly recommend your service to others as your service has been a lifesaver for me in my present circumstances. Being depressed and anxious, it has allowed me to unburden my worries and difficulties with both my Husband's situation (him being hospitalised and then being moved to a sort of Sheltered Housing) and my worries and difficulties with both grandsons and the difficulties that my son has been living with.*

*Grateful for the service, helped mee through this moment of transition. Very helpful. Positive experience and please I was able to use this service*

*I am pleased that if I need you again I can just phone J in the office. I won't be on my own*

*I wish I had spoken to someone like my counsellor years ago. This might have given rise to a different outcome in a previous relationship*

*Nice to speak to someone outwith the family who understands what I am going through*

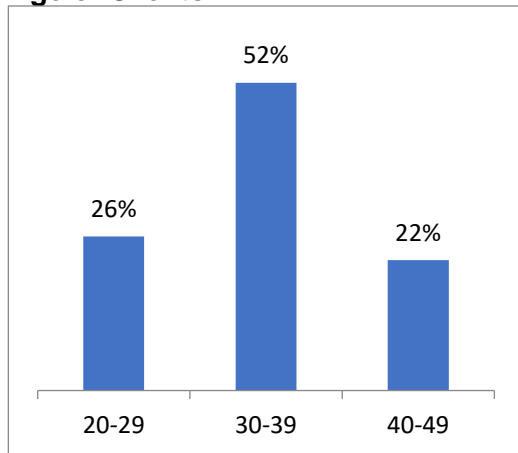
*I have gained some useful insights that will assist me in moving forward into couple counselling*

*The Service has been an immense help to my state of mind, my ability to cope and my overall wellbeing. My first year with a support worker I feel has saved my life. I cannot recommend this service enough to anyone dealing with any issue. Counselling has been great, the safety of talking with someone who's trained and professional has helped me understand myself and helped me cope with difficult life situations of the past year. I look forward to my weekly calls and find them invaluable in my daily life. Talking therapy relay helps me and this past 2 years is the first time I've tried it. I feel listened to, respected and helped. I want to thank them for their time and brilliant staff.*

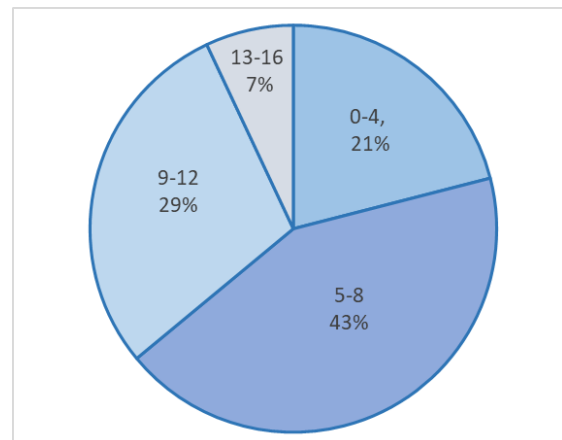
*I would readily recommend this service to others, from my own experience I can wholeheartedly say that the support significantly benefited me and enhanced my ability to progress through an extremely difficult time in my life and provided me with the skills that have allowed me to navigate beyond my involvement with the service. I am forever grateful for their support and cannot overstate how much their support has meant to me.*

### Family Mediation Outcomes 2021-22

**Age of Clients**



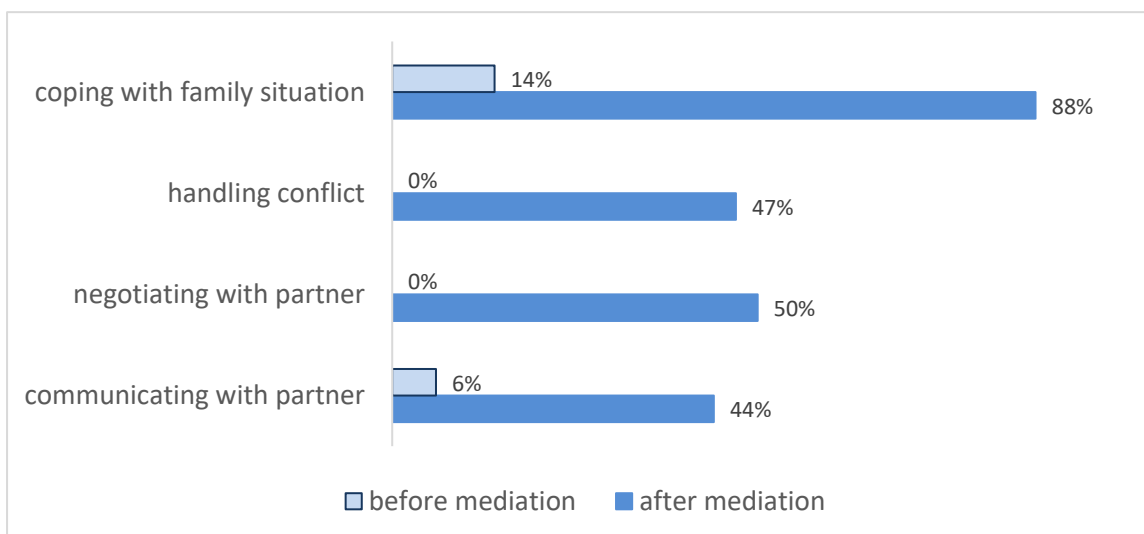
**Age of Children (under 17) of Clients**



71% of children were aged under 8

MEDIATION	% clients showing improvement after mediation
Communication with child's other parent	72%
Negotiation with child's other parent	78%
Dealing with conflict with child's other parent	86%
Coping with your current family situation	100%

**Clients responding well or very well to how they are dealing with the following:**



**87%** said their children were coping better with their family situation after their parents had been in mediation

	Before mediation	After mediation
Clients using a solicitor to discuss arrangements for the children	44%	17%
Clients seeking a court order	17%	17%

- **83%** of clients thought at this stage mediation had helped improve their family situation
- **94%** of clients would recommend the mediation service to others



## Some Comments from Family Mediation clients

*Mediation helped me and my ex-partner to communicate with each other in a more friendly and constructive way. It helped us reach an understanding about custody issues etc. Just want to thank the mediators for their patience and expertise.*

*Mediation enabled honest and frank discussions with my ex-husband over the care of our daughters. The support they gave and cues I was able to use if I felt threatened or uncomfortable were very reassuring. During a Covid pandemic the appointments were via Zoom which actually was less intimidating for me and I still felt very supported. I very much feel that the door has been left open which is reassuring for the future due to my ex-husbands violent history. I feel empowered and supported in having a listening ear and an impartial neutral person to help us in the future.*

*Very grateful for the service received, have recommend to others. Our situation has improved for the better*

*Mediation has helped with the communication between both parents, it's a good chance to discuss issue face to face.*

*Very professional mediators who even via Zoom during a pandemic made me feel very supported and listened too. I was extremely anxious that my ex husband saw mediation as a vehicle to get his own way without court costs and that I would be bullied into his requests this was absolutely not the case. I was given the preparation, reassurance and social cues to ensure that I felt comfortable at all times. Going forward I feel the door is open and I would have a neutral independent body to support our family we I needed it. Enormous thanks to everyone involved*

*Without mediation I don't think we would have moved forward with contact, and we wouldn't have made boundaries in relation to the children. Now that the conflict has stopped between us the children are a lot better and are enjoying contact. Thanks for all the help and support.*

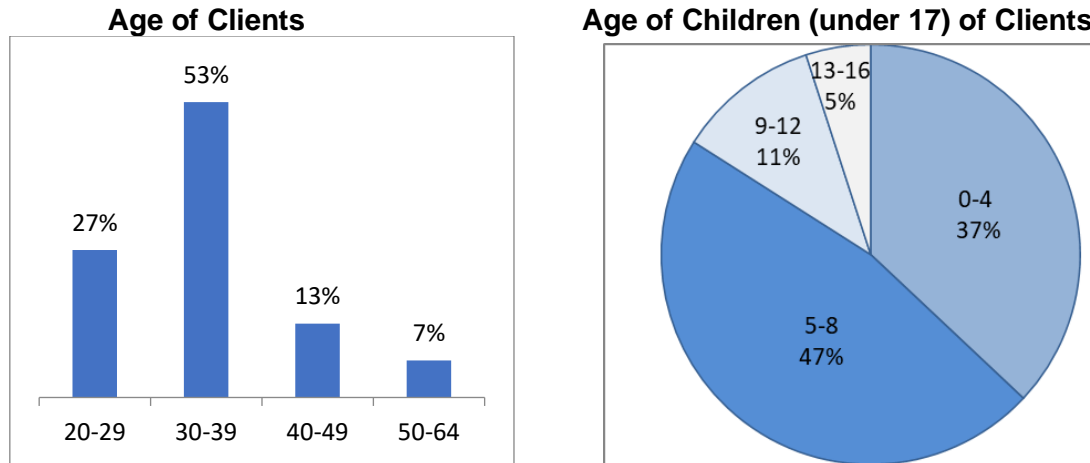
*Mediation was very helpful at a time we were struggling to communicate. Thank you*

*Just to say thank you to the mediator, he was amazing*

*All the staff have been amazing. I have now seen the issues from three sides, mine, Dad's and my sons views after he had a chat with the mediator. The support my son is now receiving is helping him and I hope will continue to do so, he is a lot calmer now. The Zoom sessions have been great as I didn't have to be in the same room or building with my ex-partner, this made me feel a lot more relaxed and safer. I would definitely have walked out if face to face with him, when conflicting stories had been discussed. I would like to say a big thank you to all the staff for the support throughout the process, everyone was so helpful and kept in contact throughout*

## Child Contact Centres Outcomes 2021-2022

The Child Contact Centres were the most disrupted Relationships Scotland service during the pandemic. They were forced to close and partially reopen as and when Scottish Government restrictions changed. Member Services had to find new ways to enable some form of contact to continue and families to be supported to ensure parents can stay in contact with their children during lockdown



- **45%** of respondents were resident and **55%** non-resident carers

### In the group of respondents:

- **60%** of resident parents were Mums
- **91%** of non-resident parents were Dads
- **63%** of the referrals to the Child Contact Centres were court ordered. These tend to be the families with the most complex difficulties

### Before using the Child Contact Centre:

- only **27%** of the non-resident parents were having any contact at all with their children
- **25%** hadn't had any contact at all with their children in the previous 12 months

### By the 1<sup>st</sup> Review (usually between 3-12 months later)

- **56%** of all non-resident parents had established weekly contact with their children

Even in those cases where there had been no contact for at least 6 months before using the CCC, all had established regular contact at least twice a month by the time of the 1<sup>st</sup> review

<b>CHILD CONTACT CENTRE</b>	<b>% clients showing improvement at 1<sup>st</sup> review</b>
Conflict over contact	<b>67%</b>
Negotiation about issues relating to contact	<b>64%</b>
Ability to cope with the family situation	<b>81%</b>

- **73%** said their children were coping better with their family situation after using the contact centre.

Mediation can be useful for those attending child contact centres. To help establish and maintain contact and to move families forward.

- Only **13%** of clients were in mediation before using the CCC. By the review **31%** had been in mediation.
- **94%** said that attending the CCC had helped improve their family situation
- **94%** would recommend the service to others

## Comments from Child Contact Centre Clients

*I was struggling before I came here. After weeks of using the service, I am so appreciative to have support through the process. It is a huge source of comfort to know that staff/people like you exist. Also, it's a nice and warm environment for my child. The place saved me.*

*This has helped my relationship with my daughter as I have got to see her and spend time with her. Staff have always been very accommodating. They have always helped me get my view and side of things across.*

*Using the contact centre has enabled me to see my daughter after many months of no contact. I would like to see her without using the centre, but the staff explained this is stepping stone and I am just happy to spend time with her.*

*We have a long way to go but the service has meant my contact has been consistent even during a pandemic*

*I am really thankful that the service it is there to support me and my son, ensuring we can have contact together. The staff have been fantastic and been very supportive. The Manager also supported me in August with advice and I really appreciate it.*

*The Centre allows my son to see his Dad and takes away the arguments that used to take place when we saw each other. My son is happy to go to the Centre and comes out happy.*

*At first I felt it was all about what Mum wanted, it was very frustrating. Now, I see that is not the case, I can have a good chat with the Manager and feel a lot better about things. If it wasn't for this service I would still be fighting to see my son.*

*The centre has made a great difference to me and my son, I wouldn't have been able to handover myself. I am starting to think about a different way forward and may possibly use mediation for this. I have just received a copy of a Parenting Plan that I am intending to look through.*

*My daughter has seen her dad a couple of times since just before Xmas through supervised visits. Dad is now allowed some internet services and he's FaceTiming her once a week. Therefore we all feel the text messaging would be too much as well. Besides, you guys need the services for people in greater need. We all appreciate the help you offered in our time of need and I can't thank you enough. Especially when you allowed my daughter to continue to use the digital inbox after she turned 16.*

*We have now reached a point where we are able to arrange contact directly something I couldn't have imagined when we first started using the service and I couldn't have done it without the help and support of the CCC. Thank you all*

*Using the Centre has allowed me to reconnect with my girls without having to deal with their Mother. The Centre has everything we need for an hour of play and staff are very helpful.*

*The centre has made a great difference to me and my son, and has enabled him to maintain contact throughout the pandemic. The staff are approachable and willing to assist to support our family*