

## **CLIENT OUTCOMES 2019-20**

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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

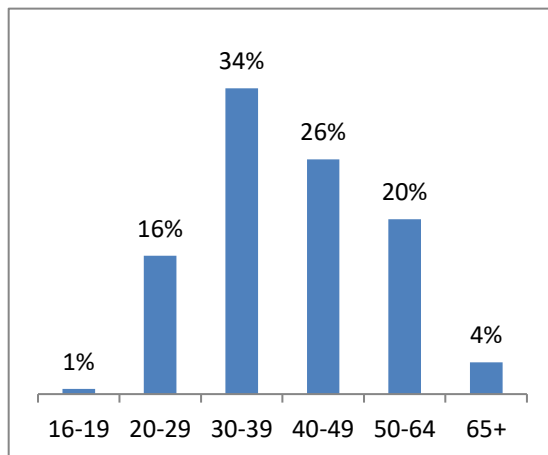
Responses are based on:

- 228 relationship counselling clients
- 101 family mediation clients
- 86 child contact centre (CCC) clients
- respondents were 47% M / 53% F
- 60% of respondents were aged 30-50
- 702 children, 69% aged 8 or under

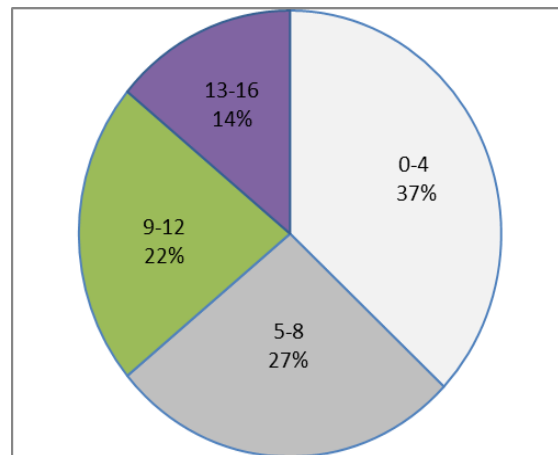
	<b>Indicators</b>	<b>2018-19 outcome</b>
1	60% of (parents report that) children experience an improvement in their ability to cope with their family situation	<b>59%</b>
2	60% of parents report an improvement in their ability to deal with relationship conflict	<b>73%</b>
3	60% of parents report an improved ability to communicate and negotiate with their partner or ex-partner	<b>75%</b>
4	60% of parents report an improved ability to cope with their current family situation	<b>71%</b>

This report also includes another 149 relationship counselling clients who are not parents to children or young people and 179 individual counselling clients who complete a separate form are not asked about their children and are not part of the CORRA report.

**Age of All Respondents**



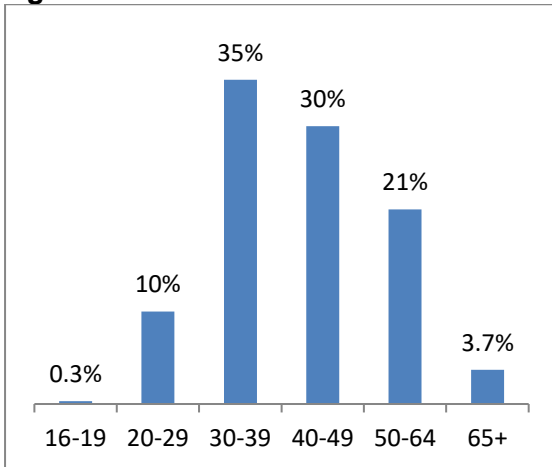
**Ages of Children of All Respondents<sup>1</sup>**



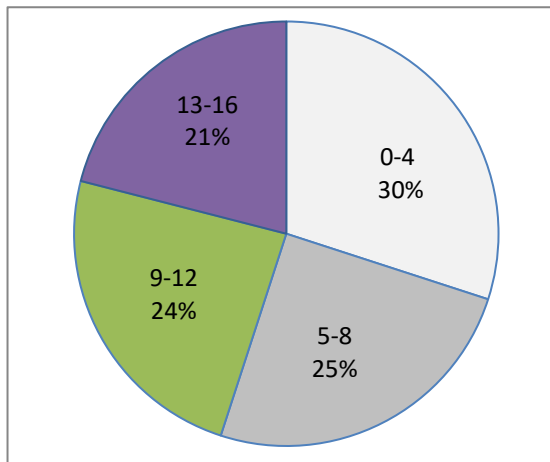
<sup>1</sup> Does not include individual counselling (not asked the age of any children)

## 1 Relationship Counselling (couples) Outcomes<sup>2</sup>

**Age of Clients**



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



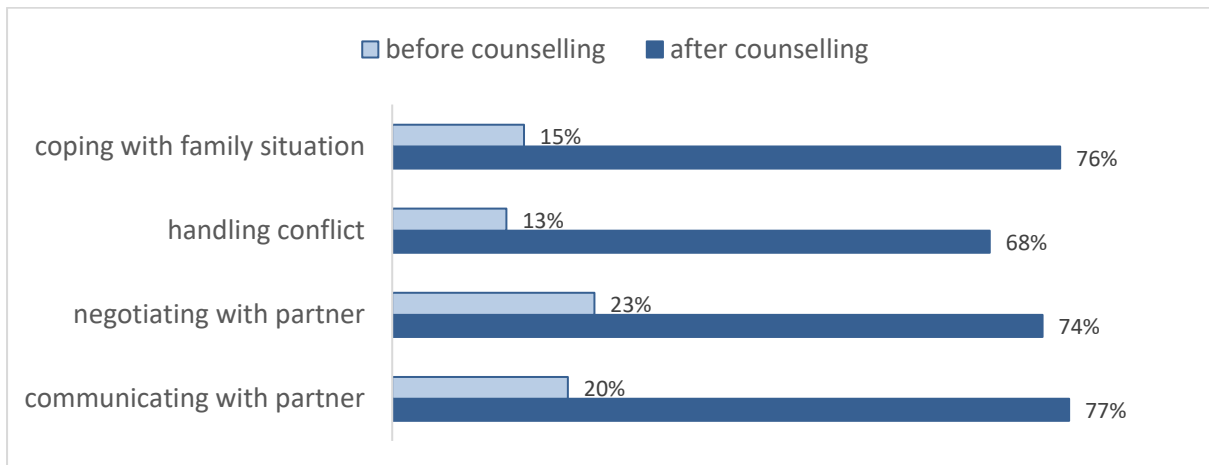
- **65%** of counselling clients were between 30 and 50
- **61%** had a child under 17
- **55%** of children of clients were aged 8 or under

<b>COUNSELLING</b>	<b>% clients showing improvement after counselling</b>
How is your relationship with your partner?	<b>79%</b>
How well do you and your partner communicate?	<b>77%</b>
How well do you and your partner negotiate?	<b>78%</b>
How well do you and your partner deal with conflict?	<b>81%</b>
How well are you coping with your current family situation?	<b>75%</b>

Before relationship counselling 40% of clients had a poor or very poor relationship with their partner. After counselling this had fallen to only 7%.

<sup>2</sup> Based on 377 relationship counselling clients

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



Before relationship counselling 59% of clients thought their children were coping well or very well. After counselling the figure rose to 83%.

- **62%** of respondents said their children were coping better with their family situation after their parents had been in counselling
- **99%** said that counselling had at this stage helped improve their relationship /family situation
- **99%** said they would recommend our Service to others

## Some Comments from Relationship Counselling Clients

*It has helped us discuss our problems/issues in a constructive and safe environment and identified ways to improve our relationship we could not have managed by ourselves*

*At first I was sceptical and resistant to the idea of counselling. Although many sessions were challenging, the end result was well worth it*

*Fantastic service - worked really hard and at times very challenging but extremely worthwhile. Would fully recommend to others who may require this service. Thank you*

*My counselling helped me to speak what was in my mind and my heart. It helped us to listen to each other's opinion without one walking away from the problem. Now everything is going the right way*

*Counselling has helped us communicate better with each other and work through issues which were causing conflict previously. Counsellor was very good*

*It has helped me open up and discuss my feelings and thoughts more easily with my wife. It has helped us communicate and believe in ourselves as a couple and family*

*Counselling has helped me to get really clear about what I feel, so though the relationship is ending I know this is for the best. It's what needs to happen. Thank you to the counsellor for everything*

*The service has been excellent. The work we have done has definitely saved our marriage. It has also improved it far beyond repairing the issues. The work we have done and things we have learned will benefit all our relationships for the rest of our lives*

*It's provided us with a platform to reflect on our relationship. It's provided us with tools to manage conflict and improve communication*

*Absolutely brilliant, saved me and our relationship without a doubt. I will be forever grateful to our counsellor for the help, support, guidance and not being judgemental*

*The counsellor helped us communicate better, compromise and start work as a team. I now feel very positive about the relationship and the future*

*Service has provided a safe place to bring up issues/concerns we felt we couldn't bring up at home. Things at home have greatly improved. More calm and able to communicate better*

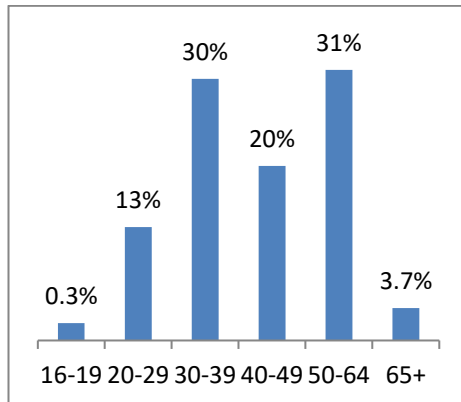
*Service has provided a safe place to bring up issues/concerns we felt we couldn't bring up at home. Things at home have greatly improved. More calm and able to communicate better*

*I found the sessions to be helpful and insightful. They gave me perspective and understanding of my behaviour and reactions and how that relates to my past experiences. This gave me a better understanding of myself. So, so helpful for my marriage*

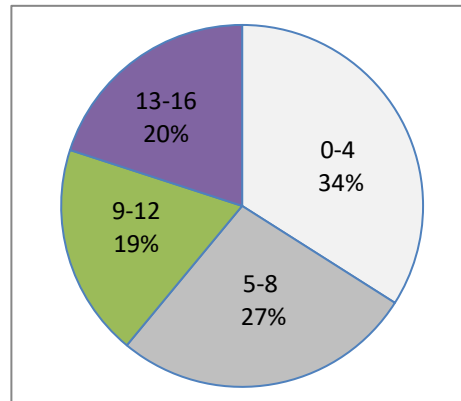
*Counselling has helped enormously. It exceeded my expectations and whilst it has been challenging, it has been a significant benefit*

### 3 Relationship Counselling Client (individual) Outcomes<sup>3</sup>

**Age of Clients**



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



- 72% were female
- Before attending counselling 58% said their relationship issues were difficult or very difficult. After counselling the figure was only 27%.
- 63% said their relationship difficulties had improved after counselling
- 43% 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	56%
Level of intimacy	51%
Ability to move forward	56%
Ability to deal with my difficulties	48%
Understanding of my partner	42%
Coping at work	35%
Feeling of being loved	46%
Understanding of myself	42%
Anger management	25%
Coping with children	13%

#### **Percent of clients showing significant improvement after counselling**

Ability to deal with stress	69%
Level of intimacy	63%
Ability to move forward	80%
Ability to deal with my difficulties	73%
Understanding of my partner	67%
Coping at work	67%
Feeling of being loved	67%
Understanding of myself	76%
Anger management	62%
Coping with children	54%

<sup>3</sup> Based on 179 Individual counselling clients

## Some Comments from Individual Counselling Clients

*This service and the counsellor I saw have been really valuable to me. I come feeling so confused and I feel I understand myself and my situation so much more. I feel braver and more hopeful*

*Very helpful, very insightful, very calming environment. I feel safe and was able to open up. The counsellor was fabulous*

*Thank you so much for all the help and guidance. Will highly recommend the service. I don't know where I would be without it*

*Thank you so much. It is fair to say that my sessions with the counsellor have been life changing. I feel that now I really understand myself as a person and I have grown so much in confidence and feel now that I am ready to move forward and overcome my challenges which come my way. Thank you*

*I have attended 6 sessions and found this to be a great help, allowing me to discuss my problems within the work place. I found my counsellor very easy to talk to and she listened while I sometimes found it hard to find words*

*It has been a great support for me in a difficult stage of the separation. I have felt that these sessions opened my eyes to lots of aspects of how I was dealing with things quite well really*

*Definitely I wouldn't be where I am now without the counsellor and this service. Finally taking the step to face my issues has been the best decision. I can't thank you enough*

*Counselling has helped me work through my issues and find an understanding of why I was so anxious and confused about things. I am able to talk about my feelings and feel heard and supported*

*I feel this service has enlightened past issues and present, thus helping to enlighten possible future events in a positive proactive way, although my level of difficulties are high. Thanks to this service I am happier in life*

*Have been a great help. Helped me through some hard times and continue to do so. Much appreciated*

*I have found this support very helpful and have already recommended to a friend. I would have no hesitation in using the service again in the future should I feel this necessary*

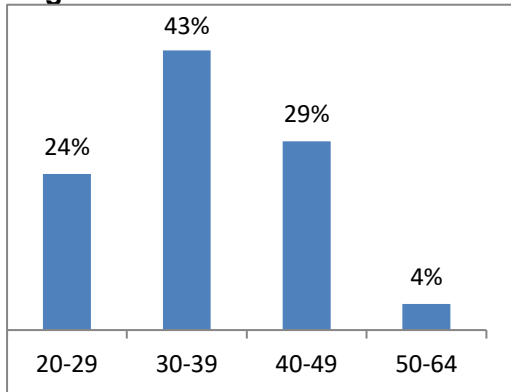
*I really appreciate being able to come to Relationships Scotland to be heard. I have learned to understand myself, accept my difficulties and emotions. I feel so much better, prepared to move on and face the future .*

*The help I've received had made all the difference during this difficult time. Without it things would have been unmanageable*

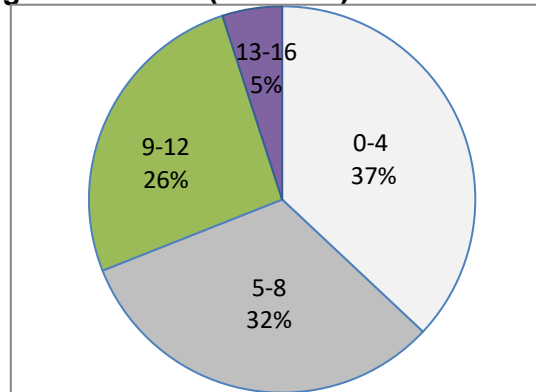
*Very worthwhile and encouraging sessions. I do actually feel like a different person. Thank you*

### 3 Family Mediation Outcomes<sup>4</sup>

**Age of Clients**



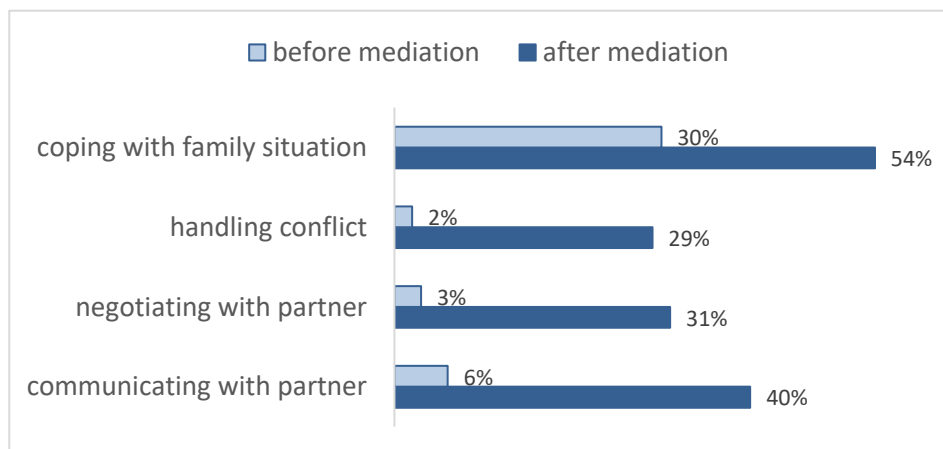
**Age of Children (under 17) of Clients**



**69%** of clients children were aged under 8

<b>MEDIATION</b>	<b>% clients showing improvement after mediation</b>
How well do you and your child's other parent communicate?	<b>70%</b>
How well do you and your child's other parent negotiate?	<b>65%</b>
How well do you and your child's other parent deal with conflict?	<b>63%</b>
How well are you coping with your current family situation? Lxs	<b>63%</b>

**Clients whose response was well or very well to how they are dealing with the following:**



- **58%** said their children were coping better with their family situation after their parents had been in mediation

	<b>Before mediation</b>	<b>After mediation</b>
Mediation clients using a solicitor to discuss arrangements for the children	<b>66%</b>	<b>48%</b>
Mediation clients seeking a court order	<b>26%</b>	<b>25%</b>

- **70%** of clients thought at this stage that mediation had helped improve their family situation
- **91%** of clients would recommend the mediation service to others

<sup>4</sup> Based on 101 family mediation clients



## Some Comments from Family Mediation clients

*I am very grateful to have received your assistance. I was struggling to communicate face to face with my ex-husband and feel mediation allowed me to have a voice although I found it emotionally challenging*

*Although things between my ex-partner and myself continue to be difficult at times, family mediation provided us with a forum and some space for us to see things from each other's perspective and has sought to improve my current situation by allowing me regular access to see my children. Thank you for all your help and support*

*Mediation has really helped to move forward with contact for our daughter with her father. If it wasn't for attending mediation this would not have happened. I found it to be a really worthwhile exercise for this reason. I'm hoping that communication etc will become better and improve with ex-partner in the future. Thank you for this.*

*I think it's helped tremendously having a third party outside of mine and my partner's friends and family. Thanks*

*The mediation itself was great and very supportive, however the communication between myself and my ex-partner is still not where I would like it to be. The service provided is great and I took a lot from the parenting course, however I was perhaps in a better situation than my ex to take this information and process it. Thanks again!*

*Your Service is a very good and well run support centre. All your staff were professional and helpful. Our problems haven't been resolved but that was no bearing on yourselves. It is an issue whereby I didn't feel we would resolve the problem coming to mediation and the fact that my ex partner didn't take anything on board*

*A very good mediated and non-confrontational environment for promoting constructive dialogue for our case. We were hampered by mental health issues*

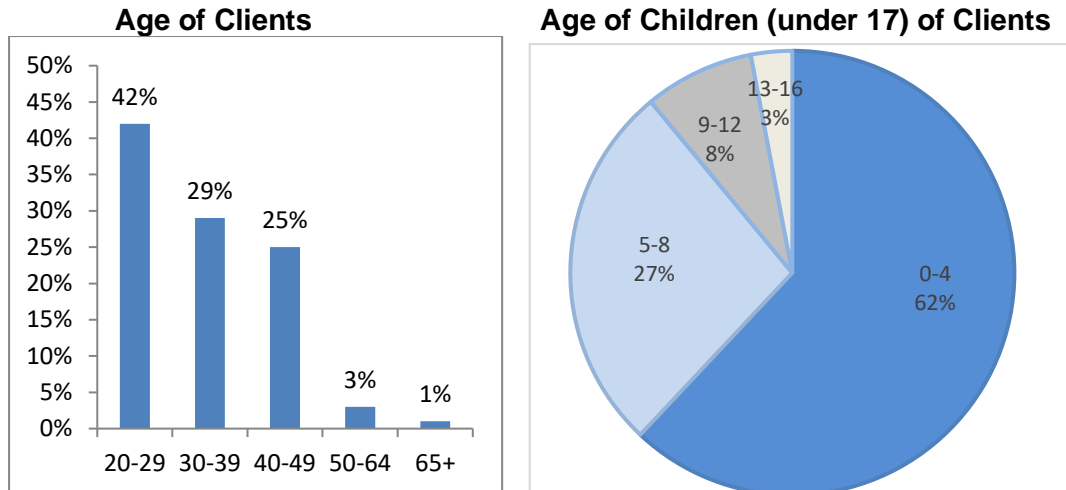
*The mediation service has been very good. It has helped me realise I need to change and understand it's not my child's problem as he is the one suffering from it*

*I have been mixed about mediation but I feel I have made a lot of progress since coming to the sessions*

*I think mediation has worked better for me than I thought it would. I would definitely use the service again if need be*

*The mediator has been fantastic, helping me sort out time for my boys with their dad. She has been really helpful with information and very caring*

## Child Contact Centres (CCC) Outcomes<sup>5</sup>



- **42%** of CCC clients were aged under 30
- **89%** of children attending the CCC were aged 8 or under
- **48%** of respondents were resident and **51%** non-resident carers
- 1<sup>st</sup> reviews usually took place between 3 and 6 months after first using the CCC

### Resident and non-resident parents/carers.

- Mums tend to be the resident parent (**83%**)
- Dads tend to be the non-resident parent (**85%**)
- **35%** of referrals to the Child Contact Centres were court ordered

### Before using the Child Contact Centre:

- only **18%** of non-resident parents were having any contact at all with their children before using a Child Contact Centre
- one in five had had no contact at all with their children in the previous 12 months previously

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

- **49%** of all non-resident parents had established weekly contact with their children
- **40%** had established twice monthly contact

Even in those cases where there had been no contact for 6-12 months before using the CCC, **92%** had established regular contact at least twice a month by the time of the 1<sup>st</sup> review

<sup>5</sup> Based on 94 CCC clients

<b>CHILD CONTACT CENTRE</b>	<b>% clients showing improvement at 1<sup>st</sup> review</b>
Conflict over contact	<b>47%</b>
Negotiation about issues relating to contact	<b>71%</b>
Ability to cope with the family situation	<b>59%</b>

- **50%** said their children were coping better with their family situation after using the contact centre.

It can take time for parents and children to be coping better and for conflict to reduce and negotiating skills to improve as is shown in the longer term analysis.<sup>6</sup>

Mediation can be useful for those attending child contact centres.

- **15%** of clients were in mediation before using the CCC and a similar number were in mediation at the review period.
- **30%** of CCC clients were considering mediation before using the CCC. By the review period a quarter of these clients were considering it, and **12%** had taken part in mediation.
- **82%** said that attending the CCC had helped improve their family situation
- **97%** would recommend the service to others

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<sup>6</sup> Child Contact Centres Long Term Analysis

## Some Comments from Child Contact Centre Clients

Very friendly staff and not ideal situation to be in but only way I can see my son

I wasn't keen to come to start with but if it wasn't for the Contact Centre and staff I wouldn't see my daughters

Since coming to the CC my ex-partner and myself are now communicating and I am allowed to take my daughters outwith the centre

I felt I had peace of mind knowing that my ex-partner was seeing my daughters at the CC. I felt it was a safe environment

My daughters are now seeing their father outwith the centre. Attending the CC gave my daughters the space to connect with their father again. I am not happy about contact being outwith the centre but this is nothing to do with the CC

Staff are very supportive now seeing my daughter outwith Centre. I appreciate the drop off and pick up service

Made a positive difference to child. Established a routine for her. Peace of mind knowing child is safe. Staff are very kind

Staff are very accommodating for special needs children. Son would not see his Dad without contact centre service

Everyone has been very supportive through this difficult time ensuring our child and ourselves are at ease. Would recommend using this service to build up contact between the child and family members at the child's pace

Using the CC has helped our child ease into re-establishing contact with his great grandparents

Staff are always very friendly and helpful. The children really enjoy coming here

Coming here for handover has taken away all the stress that came with passing kids over previously. I feel the focus has now been on the kids rather than me. The kids are much happier now

I was apprehensive about using the service at first but can honestly say it has been invaluable in providing a safe, secure and welcoming environment for my son to see his dad. I would certainly recommend this service to anyone in this position as it provides structure and routine for the child so thank you

The service is extremely useful and the staff could not be kinder and more supportive

Works brilliantly for what it is set up for. Makes contact less stressful for everyone involved

Contact Centre has helped to resolve issues between us and helped us realise a lot of things. Childs poor health has given an understanding on both sides and relationship has improved