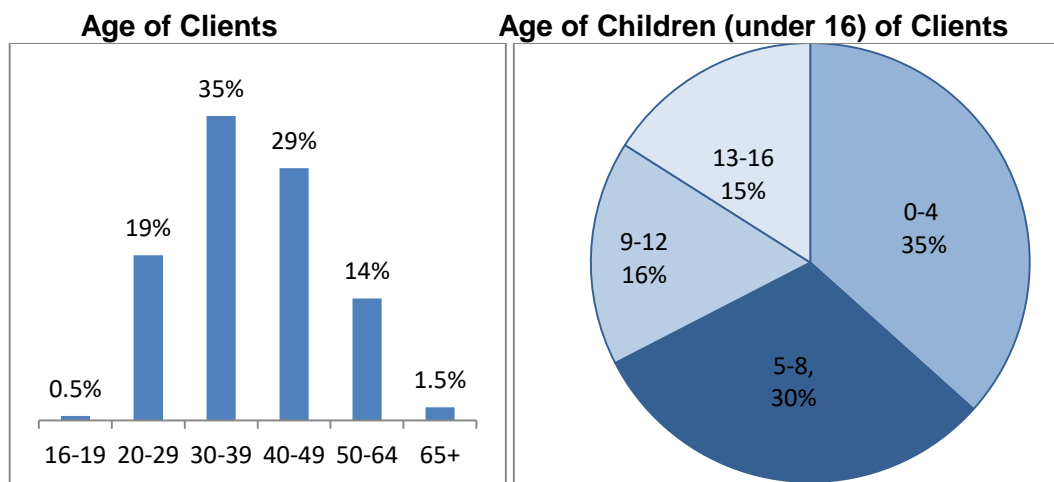


CLIENT OUTCOMES 2017-18

Counselling, Mediation and Child Contact Centres

Responses:

- 771 clients returned both before and after forms
- 447 counselling clients
- 165 mediation clients
- 159 child contact centre (CCC) clients
- 74 clients returned a different form for individual counselling



- 51% of respondents were male, 49% female
- 65% of respondents were aged 30-50
- 938 children of clients, 65% aged 8 or under

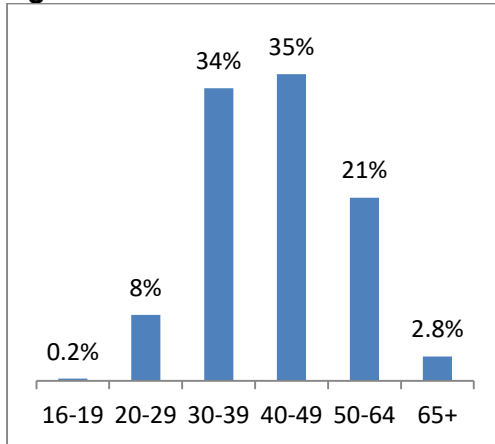
| | Indicators | 2017-18 outcome |
|---|--|------------------------|
| 1 | 60% of (parents report that) children experience an improvement in their ability to cope with their family situation | 53%* |
| 2 | 60% of parents report an improvement in their ability to deal with relationship conflict | 69% |
| 3 | 60% of parents report an improved ability to communicate and negotiate with their partner or ex-partner | 71% |
| 4 | 60% of parents report an improved ability to cope with their current family situation | 74% |

***69% where children are supported directly, 46% where the parents are receiving support**

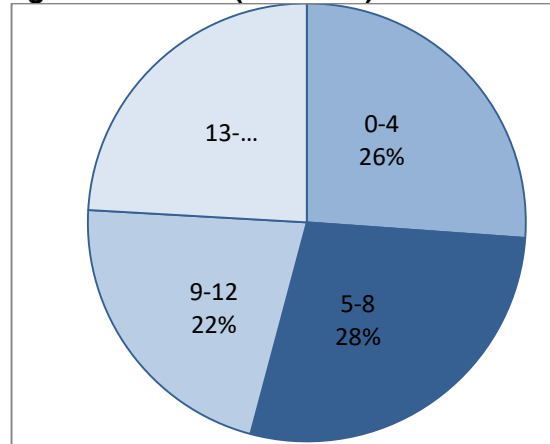
Before mediation / counselling / attending a CCC only **18%** of parents said they could cope well or very well with their family situation, compared to **66%** after counselling / mediation / attending a CCC.

Counselling - 447 clients returned forms.

Age of Clients



Age of Children (under 16) of Clients



- **69%** of counselling clients were between 30 and 50
- **54%** of children of clients were aged 8 or under

| COUNSELLING | % clients showing improvement after counselling |
|---|--|
| How is your relationship with your partner? | 79% |
| How well do you and your partner communicate? | 83% |
| How well do you and your partner negotiate? | 75% |
| How well do you and your partner deal with conflict? | 78% |
| How well are you coping with your current family situation? | 81% |

- **45%** of respondents said their children were coping better with their family situation after their parents had been in counselling
- **97%** 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 Counselling Clients

We wouldn't have made the progress on our relationship we have without the excellent support, kindness and patience the counsellor gave us

Counselling has been extremely beneficial. Felt we needed that person in the room to give us the guidance and listen to our discussions without prejudice

This has been one of the best things we have ever done. We have embraced the whole process. We can't recommend it enough. Just wonderful. What a difference

The counsellor has been excellent. She has helped us both be more open with each other, communicate better and deal with conflict

I have found counselling to be very helpful and it has helped us to address many of the issues between us. It has made a big difference to our relationship situation and helped us a lot to move on

The counsellor was excellent. Our relationship is much stronger because of the excellent service she provided. She listened and provided brilliant practical and emotional support.

Thank you

It's helped us by giving insight into the errors we were making, where we were going wrong and have provided tools and techniques to resolve things better

Very helpful. The counsellor has been great. I feel the counselling has provided us as a couple, hope for the future

Counselling has helped my partner and I start to talk and listen to each other. I have been able to open up about things that I find very difficult to talk about

We decided to split but the counselling helped clarify our position and get us talking. We are now friends and parent the kids better separately

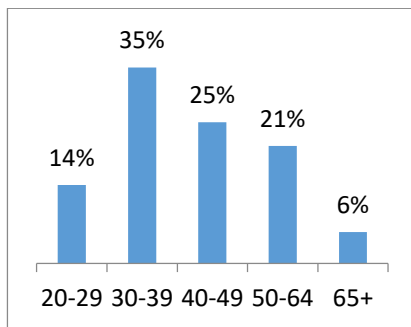
I feel we have come a long way. There is still work to do and still a journey ahead but I can now see a light at the end of the tunnel and I believe we will be okay

Coming to counselling was a difficult step but it has helped greatly with our situation and helped us as a couple. I felt I could speak openly and freely

I have found the counselling service very important in the process of resolving the issues in my marriage. Without the support and guidance of the counsellor we would never have got to such a good place

Individual Counselling Client Outcomes - 74 clients returned forms

Age of Clients



- 40% were parents to an under 16
- 60% were female

- Before attending counselling 60% said their relationship issues were difficult or very difficult. After counselling the figure was only 7%.
- 80% said their relationship difficulties had improved after counselling
- 71% felt their children were coping better after their parent had been in counselling
- 100% would recommend the service to others

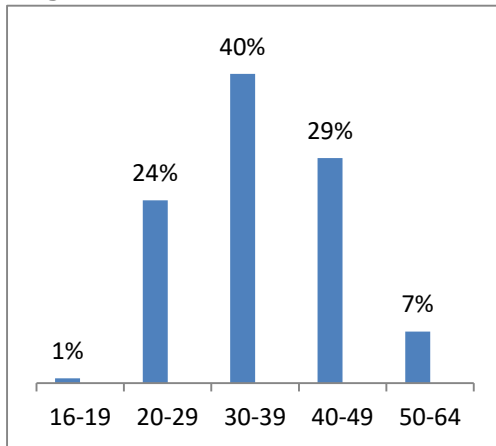
| How do you feel about the following today | Rated poor or very poor before counselling |
|---|--|
| Ability to move forward | 55% |
| Ability to deal with stress | 53% |
| Understanding of my partner | 47% |
| Ability to deal with my difficulties | 46% |
| Level of intimacy | 46% |
| Feeling of being loved | 41% |
| Understanding of myself | 41% |
| Anger management | 20% |
| Coping at work | 19% |
| Coping with children | 7% |

After counselling there was significant improvement for clients in many areas.

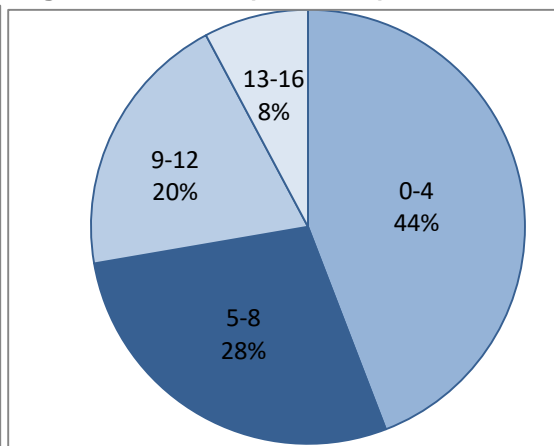
| How do you feel about the following today | Improvement after counselling |
|---|-------------------------------|
| Ability to move forward | 91% |
| Ability to deal with my difficulties | 82% |
| Understanding of myself | 82% |
| Feeling of being loved | 81% |
| Coping with children | 80% |
| Ability to deal with stress | 77% |
| Coping at work | 78% |
| Understanding of my partner | 72% |
| Level of intimacy | 69% |
| Anger management | 67% |

Family Mediation - 165 clients returned forms

Age of Clients



Age of Children (under 16) of Clients



- **64%** of clients were aged 30-50
- **72%** of children of clients were aged under 8

| MEDIATION | % clients showing improvement after mediation |
|---|---|
| How well do you and your child's other parent communicate? | 64% |
| How well do you and your child's other parent negotiate? | 69% |
| How well do you and your child's other parent deal with conflict? | 74% |
| How well are you coping with your current family situation? | 65% |

- **50%** said their children were coping better with their family situation after their parents had been in mediation

| | Before mediation | After mediation |
|---|------------------|-----------------|
| Mediation clients using a solicitors to discuss arrangements for the children | 56% | 36% |
| Mediation clients seeking a court order | 23% | 15% |

- **86%** of clients thought at this stage that mediation had helped improve their family situation
- **97%** of clients would recommend the mediation service to others

Some Comments from Mediation Clients

Mediation helped me and my partner equally to move from suspicion or wariness to compromise and eventual collaboration and co-operation, all to the benefit of our lovely son.
Many thanks to Relationships Scotland for your important and non- judgemental help

Excellent service. Things were about as bad as they could get for us. Mediation has been a Godsend

We were at the end of our tethers before this I wish we had been sent when we first separated

This service has helped me personally understand the other side of things whilst also giving me insight into my own self and helped me move on and get a grasp. I would completely recommend this service to anyone in a similar situation

Family mediation has changed my life and improved communication and trust. Thank you for your help

Mediation has helped me and my sons mother come to amicable decisions regarding a number of things

This service has helped my ex-partner and myself progress forward leaps and bounds. Both in communication and understanding each other's needs and in more contact with my children

The service was very beneficial to us. I have no doubt the process would have been much more contentious without it and consequently our relationship after it

Mediation was invaluable to the improvement /progression of myself and partner's relationship as parents. It allowed us to have a constructive conversation and improve things for our child

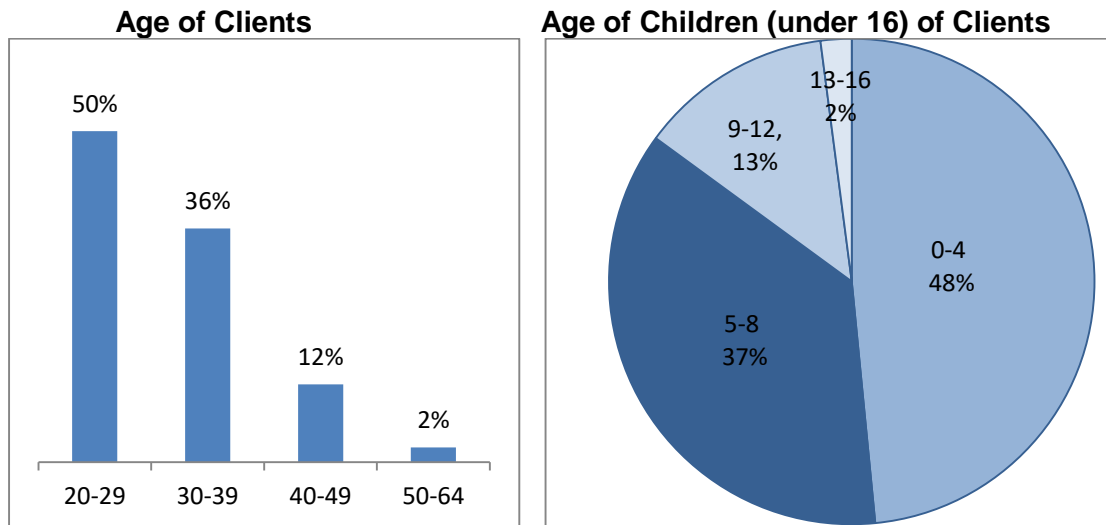
Without mediation I don't think we would have come as far as we have in such a short time. We were able to talk about things in a secure environment rather than it being an argument. The mediator was fantastic and has really helped us resolve our issues

It gave us a neutral place to move forward and discuss frankly all the issues at hand which did not happen when we tried on our own

Felt it helped myself and ex-partner to communicate in a calmer manner and arrange contact with our son. Thank you

Been a massive help to our family. We were at a place we couldn't look at each other and are leaving with honest open communication

Child Contact Centres (CCC) - 123 clients returned forms



- **50%** of CCC clients were aged under 30
- **85%** of children attending the CCC were aged 8 or under
- **51%** of respondents were resident and **59%** non-resident carers
- 1st 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 (**89%**)
- Dads tend to be the non-resident parent (**80%**)
- **79%** of referrals to the Child Contact Centres came from solicitors or the court
- **17%** were self-referrals

Before using the Child Contact Centre:

- only **21%** of non-resident parents were having any contact at all with their children
- **22%** had no contact with their children for over 12 months previously

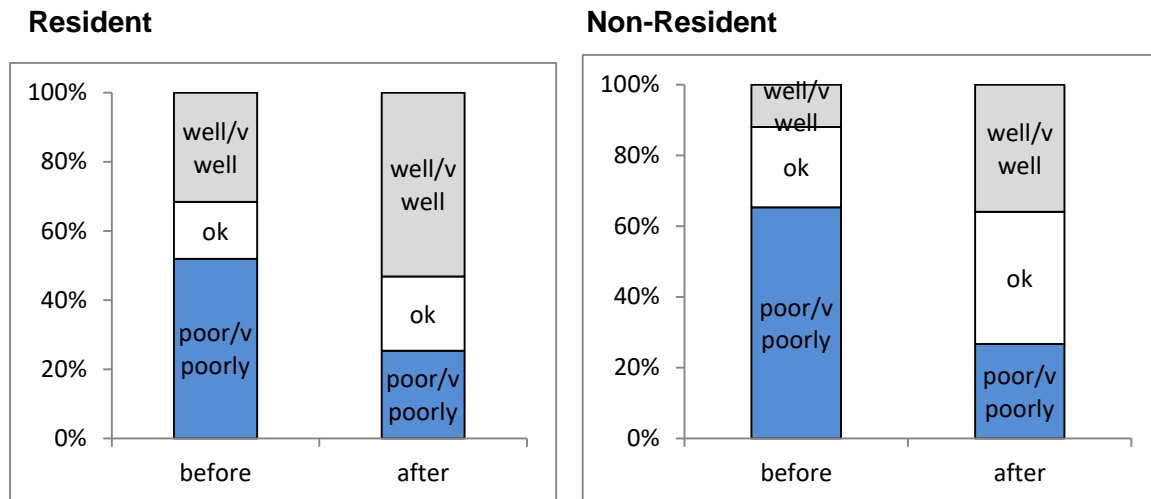
By the 1st Review (usually between 3-12 months later)

- **34%** of all non-resident parents had established weekly contact with their children
- **58%** had established twice monthly contact

Even in those cases where there had been no contact for 6-12 months before using the CCC, **93%** had established regular contact at least twice a month by the time of the 1st review

| CHILD CONTACT CENTRE | % clients showing improvement at 1 st review |
|--|---|
| Conflict over contact | 45% |
| Negotiation about issues relating to contact | 52% |
| Ability to cope with the family situation | 68% |

Parents ability to cope with their family situation



All parents saw a marked increase in their ability to cope with their family situation after using the CCC, this was particularly marked for non-resident parents; their ability to cope well or very well increased from **12%** before using the CCC to **36%** at the review period.

- **69%** 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.

- **7%** of clients were in mediation before using the CCC and a similar number were in mediation at the review period.
- **73%** of CCC clients were not 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.
- **72%** said that attending the CCC had helped improve their family situation
- **99%** would recommend the service to others

Child Contact Centre Comments from Clients

My son is happy and gaining a relationship with dad. Great service

The contact centre has helped re-establish relationships with dad's family and friends. My child's speech has improved and reports from school are improving. The contact centre is helpful and nice

Without this Service a relationship between a father and a daughter would have been lost, through no fault of either. Circumstances have led to a point where they can enjoy a safe and secure time together at the contact centre

Child really enjoyed going to the contact centre – in fact I think will miss the staff and toys etc now contact is moving to homes. Really friendly and helpful staff who were great at keeping me (and ex) informed and made a difficult time much less stressful

Children's father stopped all contact with my side of the family so this has helped us keep contact between my parents and children. Staff and volunteers are all friendly and helpful

The contact centre has helped massively in terms of avoiding conflict and has played a very supportive role. The children enjoy attending and it has enabled their needs to be prioritised

Staff have been first class and safe environment to see my kids

Using the contact centre for drop-offs and pickups is making our situation easier to deal with and reducing the stress for me and my daughter. I'm very grateful for the contact centre

Staff members are fantastic, very welcoming to myself and son and can be very helpful

I now see my son again because of the contact centre. My son is not keen to come into the centre but staff are very gentle and encouraging to him.

It is wonderful spending time with my daughter. She really enjoys it and we have a lovely few hours. Thank you so much to all the wonderful volunteers and the family support worker

If it wasn't for the family centre I wouldn't see my sons, just pleased to be able to see my sons again. being at the contact centre is helping me build positive relationships with my sons, staff are brilliant, very supportive

My children love seeing me at the centre and I love seeing them. We have lots of fun together and they would like to go to my house and their Granny's house but I'm not allowed. If it wasn't for RS Borders I wouldn't see them at all so thank you