

RELATIONSHIPS SCOTLAND ANNUAL STATISTICS 2017-18

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1. RELATIONSHIPS SCOTLAND ANNUAL STATISTICS SUMMARY 2017-18

- *Around 45,000 people contacted a Relationships Scotland Member Service or the National Office Infoline in 2017-18 for information, signposting or access to family support. Around 75,000 accessed information from the National and Member websites*
- *27% of all cases are referred by solicitors or the Courts and 17% from statutory agencies*

Adult Clients*

Assessment Intake	7,846
Counselling	5,031
Mediation	3,001
Child Contact Centre	3,412
Sex & Relationship Therapy	513
Parenting Apart	487
Other service	767

**Some clients use more than one service*

Child Clients

Child Contact Centre	1,947
Children & YP Counsellor	619
Mediation	69
Other service	307

**Some clients use more than one service*

- *Over 14,000 children were supported directly with a Relationships Scotland service, or indirectly as their parents were using a service, 61% were aged 8 or under*
- *16,840 contact sessions were provided for children to spend time with non-resident parents. 39% of Child Contact Centre referrals come from the Courts*

Training & CPD

- *94 people were undergoing or completing validated and accredited training from the National Office in relationship counselling and family mediation*
- *39 people received training in supervised contact and Child Contact Centre work*
- *20 received other specialist training*
- *238 attendees at 17 CPD events, run for Relationships Scotland members within the network.*

1. Relationships Scotland Network

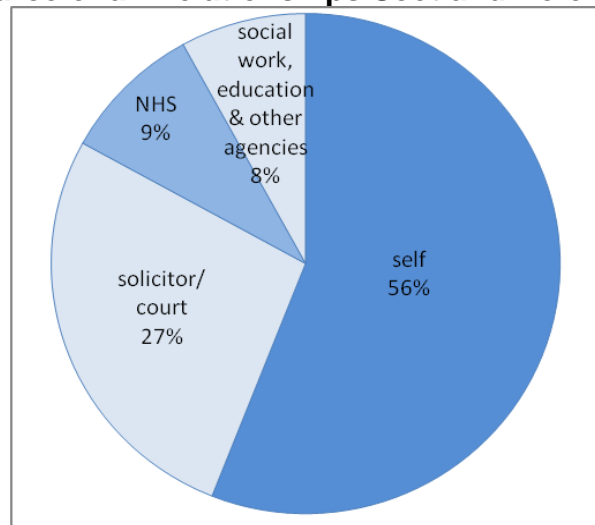
The Relationships Scotland network has around 550 people working with clients in 22 Member Services, 3 Associate Members and 45 Child Contact Centres. These include qualified professionals and supervised students; many are volunteers. These direct workers are supported by a large number of indirect workers who provide the infrastructure for Member Services to function.

Over **45,000** people contacted either the National Office or a Member Service directly for information and support at times of relationship or family crisis for their family or their clients.

All clients require an initial assessment session where screening takes place for domestic abuse, child protection, mental health issues etc. and their suitability for a Relationships Scotland service. Clients are given relevant information and, where necessary signposted to other relevant organisations. Most attend an intake assessment session, others have their assessment in a first counselling session. In 2017-18, **7,846** people attended an assessment intake session. Around 1,000 clients did not progress to use any other Relationships Scotland service. In many cases the information from intake will have equipped clients to deal with their issues without needing to progress to another service. In some cases, a Relationships Scotland service is not suitable for the client's needs; in other couple work cases a child's other parent or a partner does not wish to attend so a service cannot go ahead.

Although clients can refer themselves to Relationships Scotland, **43%** of our clients were referred by external agencies including Social Work, the Courts and the Health Service.

Source of all Relationships Scotland Referrals*



*where known

In 2017-18 **694** cases were referred to Relationships Scotland from the Courts, 60% of these to the Child Contact Centres and 33% to mediation. **630** referrals came from the NHS and **552** from other statutory agencies including Social Work and Education.

2. Relationship Counselling, Sex & Relationship Therapy (SRT) and Young People’s Counselling

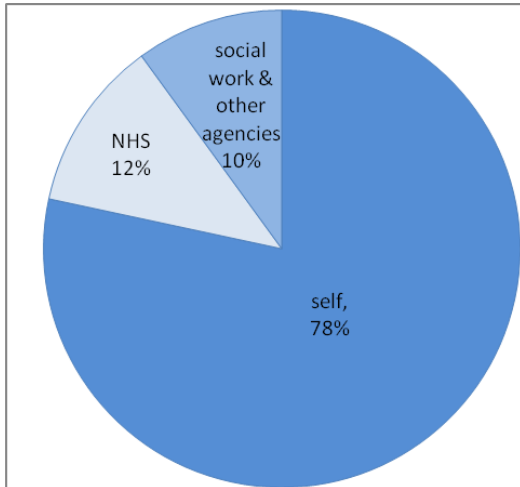
Relationship counselling enables couples to try and resolve issues that can have a detrimental effect on their emotional and physical health and their children’s well-being. Families can often be helped to remain intact with a beneficial impact for whole families and communities.

SRT enables individuals and couples to try and resolve issues that may enable relationships to stay intact and be strengthened.

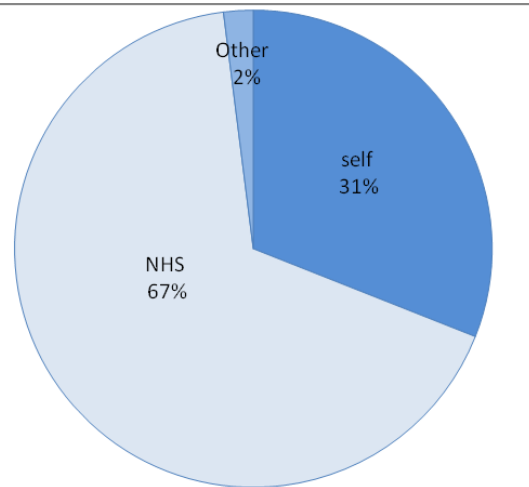
A Children & Young Person’s Counsellor supports young people in times of family difficulties.

- **5,031** new and existing clients received relationship counselling as couples or individuals
- **619** under 18s received counselling
- **513** new and existing clients received sex & relationship therapy
- **4,997** children with parents in counselling / SRT (63% aged 8 or under)

Source of Adult Referrals for Counselling*



Source of Referrals for SRT*



*where known

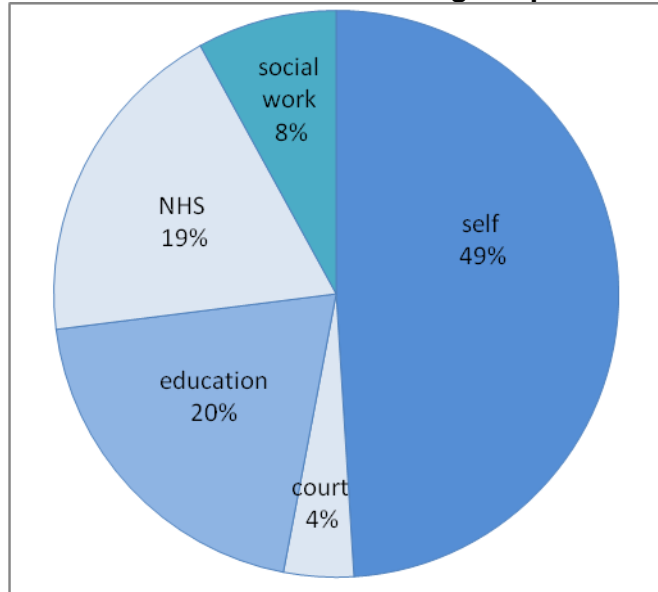
Hours arranged with adult clients

- counselling - **16,539**
- SRT - **2,059**

Children & Young Peoples Counselling

- **619** children & young people had counselling in a Relationships Scotland service
- **39%** of referrals come from the Education service or the NHS.

Source of referrals to Child % Young Peoples Counselling*



* Where known

- **2,399** sessions were arranged with these children & young people
- Over **200** sessions were arranged with parents beyond intake to help them support their children who were in counselling.

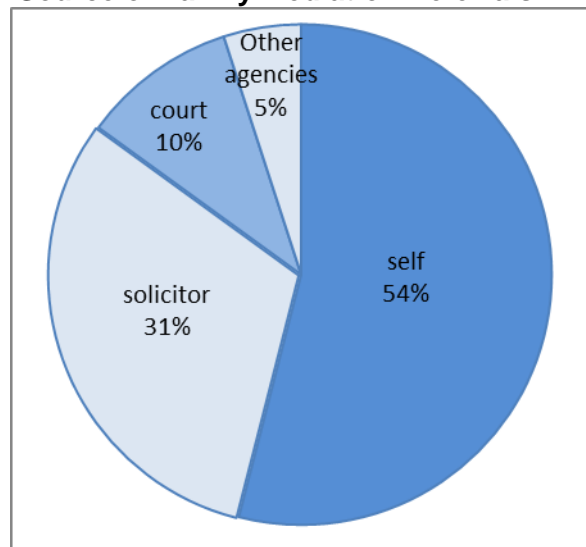
3. Family Mediation and Family Support

Child related mediation enables parents to seek dispute resolution in relation to their children during or after divorce or separation. Mediation can reduce conflict and stress and improve communication between parents. This provides significant improvements in terms of both short and long term outcomes for children.

Mediation is also provided for intergenerational issues and some Member Services provide mediation for families where young people are at risk of becoming homeless due to conflict within the family.

- **3,001** new and existing adult clients received family mediation
- **69** children were involved in mediation either consulted as part of the process of their parents' mediation, or because they were at risk of homelessness
- **4,197** mediation hours were offered
- **3,440** children were supported indirectly as parents were in family mediation (59% aged under 8)

Source of Family Mediation Referrals*



*where known

Other Support for Adults and families

- **487** attended Parenting Apart sessions
- **788** adults attended a variety of other family support sessions
- **307** children received other individual or group support

4. Child Contact Centres

Child Contact Centres enable children to have safe contact with a non-resident parent when parents are unable to make contact arrangements themselves. Many of these cases are complex preventing people making their own arrangements. **3,412** adults used a child contact centre in 2017-18. 1,197 were new clients, the rest were families who were already using a centre at the beginning of the year.

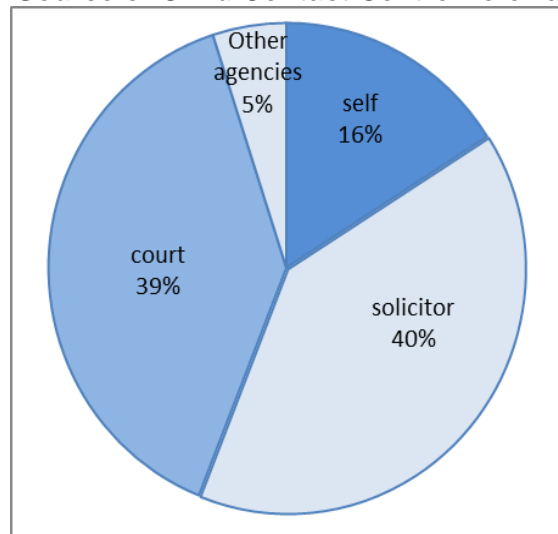
Supervised Contact usually required by the Court – **3,275** sessions provided in 2017-18

Supported Contact which may be requested by a Court, solicitor, Social Work or can be a self-referral - **8,800** sessions offered in a Child Contact Centre and **6,074** handover sessions were facilitated.

Each adult has an individual intake session before using a Child Contact Centre and another **1,824** hours were arranged with individual parents to support their use of a centre.

- **79%** of child contact cases are referred to Relationships Scotland by the Courts or from solicitors
- **1,947** children were able to maintain contact with a non-resident parent
- **73%** of children at Child Contact Centres were aged 8 or under

Source of Child Contact Centre Referrals*



*where known

5. Training 2017-18

Courses run by the National Office	Students/ trainees
Certificate in Couple Counselling	12
Diploma in Relationship Counselling	26
Certificate in Family Mediation (accredited)	24
Certificate in Family Mediation (registered)	22
Diploma in Sex & Relationship Therapy	10

Training run by the National Office	
Supervised Contact Supervisor training	25
Child Contact Centre induction training	14
Direct Consultation with Children in Mediation	10
Diploma in Supervision	10

CPD run by the National Office	Attendees
Adult Mental Health: Positive Wellbeing	22
Direct Consultation with Children in Mediation Masterclass	20
The Voice of the Child in Separation & Divorce: Learning from Research and International Best Practice	33
Enhancing our Experience of Supervision	11
Counselling Supervisors' Form	10
Intimacy and Change	12
Introduction to Transactional Analysis for Mediators	13
Transactional Analysis for Couples	17
Eternal Triangle	17
Working Directly with Children & Young People – Consent, Rights and Opportunities	25

CPD run by Member Services for the Network	
Child Protection	17
Supervision for Mediators	3
Direct Consultation with Children	8
Supervisors' Forum 2017	7
Mediation Boot Camp	14
Improving Written Communications	5
Contact Disputes	4