

ANNUAL FEEDBACK REPORT

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CONTENTS

PAGE

1.	INTRODUCTION	2
2.	PURPOSE	2
3.	FINDINGS	3
4.	CONCLUSION	3
5.	ACTION PLAN	9



INTRODUCTION:

This report that includes analysis conducted in respect of the feedback captured over the course of the year from clients. As this is the first report it covers a period from September 2021 to April 2023, and thereafter will be an annual report, written in June for the previous year.

Contained within this report is: -

- feedback from clients
- statistical analysis of the findings
- when and how the data is collected
- resulting action plan

The above is captured and informs this annual feedback report.

YOU Counselling Centre has three main teams:

STAR Counselling: Sexual Trauma and Recovery Counselling, working across the South of Hampshire and the Isle of Wight with people who have experienced recent or non-recent rape, sexual assault or sexual abuse – whether you knew at the time or not that it was abusive. As an inclusive team, we understand that anyone can experience sexualised trauma. We work with all adults, young people and children.

Paragon Counselling: Working with mainly adult victims and survivors of domestic abuse. Our counsellors are specifically trained within a trauma-informed framework, meaning they know how best to support a person respectfully and facilitate recovery.

Counselling with You: Portsmouth-only team offering generic counselling for those 18 and over who live, work or volunteer in Portsmouth. People come to talk about issues such as anxiety, poor mental health, developing healthier life skills, substance abuse, relationship difficulties, life events and bereavement.

PURPOSE:

The purpose of this report is to analyse the feedback given by those we work with, enabling us to proactively explore what matters to people, how we have delivered against expectations, whether we have made a difference, and ultimately if we meet the needs of people in our community. The feedback process offers the opportunity to highlight where we are co-producing a bespoke facility for people, based on their views and needs.

Our reporting and sharing of outcomes links with YOU's values, such as: -

- Trustworthy – sharing our findings with the people we work with



- Excellence - making improvements where we fall short
- Innovative – exploring new ways of working to benefit the people we work with
- Can-do – improving outcomes
- Person-centred – empowering and educating for change

We anticipate that all stakeholders including the people we work with and staff will benefit from reading the

FINDINGS 2021 - 2023:

Over the period covered by this report (Sept 2021-April 2023) we have found that 185 counselling clients responded to a range of questions. This is lower than we anticipated and forms the first learning point regarding how we invite and capture feedback. We found that by creating an online link the feedback has improved. Moving forward we are asking for feedback mid-way through the counselling journey, in addition to finishing with the service. Ensuring that we can pick up improvements with individuals throughout their experience with YOU Counselling Centres.

Below are the questions we had asked.

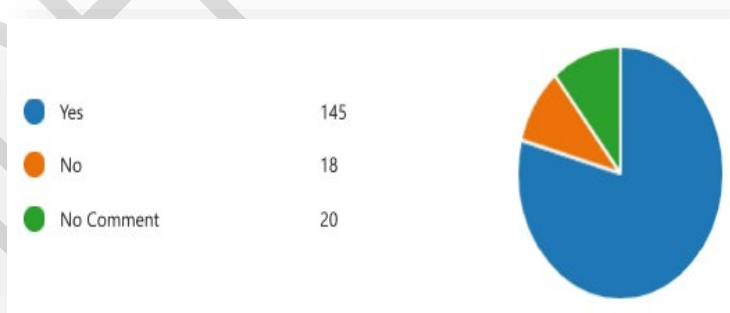
1. Were you informed of the wait time?

145 people answered – Yes

18 people answered – No

Did you feel the wait time was reasonable?

79% of people answered **yes** to this question.

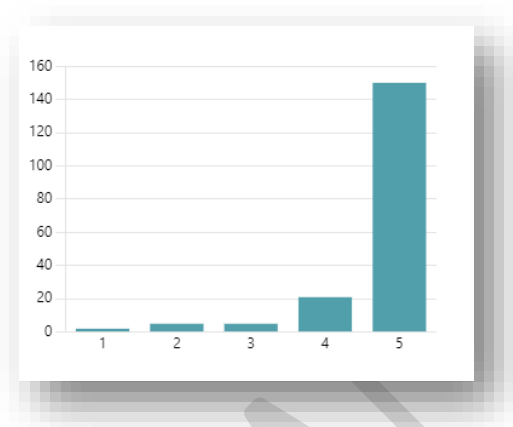


2. Did you find the staff and the YOU Counselling team supportive?

93% of people answered **Yes** for this question.



9. Overall how was our communication with you? The average score was 4.70



10. When asked for suggestions or comments regarding counselling or suggestions on how we could improve our service: 100 people answered this question. Below is a snapshot of 30 answers that reflect the general theme of feedback from this question, we have taken all suggestions for improvements and this action plan reflects those comments, other responses for improvements which are not listed have been actioned within the time period.

We found that out of these 30

- 15 of the comments were positive feedback.
- 5 of them were suggestions on how to improve the centre.
- 2 were negative experiences
- 4 didn't comment.

1	anonymous	I think my counsellor was fantastic and would highly recommend her and counselling for you to anybody.
2	anonymous	Nothing negative to say. Just wanted to say thank you so much for everything that xxxx has done for me.
3	anonymous	None
4	anonymous	Introduction of group sessions was a great idea. I'd suggest educating counsellors on working with LGBTQ+ clients, especially with trans and nonbinary people. Having a session where counsellors can practice using more gender-neutral language, usage of different pronouns ins regular speech and educating about genders outside the binary system could make the sessions more welcoming and comfortable for clients.
5	anonymous	Perhaps make it a little clearer how to change counsellors should they not be working out for you
6	anonymous	It's hard when sessions end. I feel I needed more time and I think my counsellor agreed but because I already had one extension they wouldn't offer any more. It's left me feeling a bit all over the place. Especially after



		having flashbacks for most of the day Sunday and then being told Monday that was it. It hit me hard.
7	anonymous	For me, it really was a gift that I can't find anything to improve upon. I am a lucky man in what i have received, thank you from the bottom of my heart.
8	anonymous	I don't know whether I got lucky I was offered a session less than 3 weeks after making initial contact. That was brilliant as I hadn't had time to talk myself out if it. the whole experience was the most effective I have had in 10 years of trying in a number of regions - Devon, previously the support in Hampshire and 3 different attempts whilst I was in Wales. I was in utter emotional despair at the start of the journey now able to hold it together mostly for 3/4 days at a time I couldn't do 3 hours before. I have recommended it to a couple of my friends mid-course.
9	anonymous	Keep on what you're doing, your support is very much needed
10	anonymous	So impressed
11	anonymous	No real suggestions for improvement, I feel the service has been very well run and the counselling received has been invaluable. Obviously shorter waiting times would be nice but I understand the service is capacity constrained!
12	anonymous	I wasn't aware that it was non-directive counselling. I need a bit of guidance so it wasn't really working for me. Counsellor very helpful in listening though
13	anonymous	More flexible timing if possible, however, I do understand and fully appreciate the volunteers have life and work outside this. Fully appreciated.
14	anonymous	Only once did I receive the full 50 minutes? The structure wasn't there or that's what it felt like. Overall, I feel extremely disappointed and have seemed counselling from my GP practice.
15	anonymous	No I can't think of anything just how thankful I am for the time I had with YOU trust it was truly remarkable, professional and trusting. Thank you
17	anonymous	No comment
18	anonymous	You are a reliable service that people can depend on at times when they are at their most vulnerable - thank you!
19	anonymous	I would have liked to attend face-to-face sessions, however, understand that this was not possible due to the pandemic.



20	anonymous	No xxxxx was amazing and I will always be grateful to her for helping me work through my past
90	anonymous	None. It was as an excellent service
91	anonymous	I think the service was fantastic, I feel so much better after going through this process. I wouldn't change anything, xxxx was amazing.
92	anonymous	Sometimes there was static feedback from the phone line
93	anonymous	Can't think of any ways you can improve. It has helped in so many ways.
94	anonymous	Long-term counselling, if it is possible to find the staff to support that demand
95	anonymous	Just any way the waiting time could be a bit less as I needed counselling when I first approached the service and not so much by the time I reached the top of the waiting list
96	anonymous	N/A
97	anonymous	n/a
98	anonymous	The counsellor i had was really good, he managed to get me to be able to explore some of my issues in a safe way and also gave relevant input / stories to help me understand more,
99	anonymous	No
100	anonymous	The time it took for my sessions to start was long, I was initially advised that it would be 3 to 6 month wait time but actually took almost a year. If it was known that it would take possibly a year then in the future maybe let the person know so they can come to terms with the length of wait

ACTION PLAN:

- **Was not aware the counselling wasn't directive** – Our counsellors practice different modalities. This is now made clear to the person in the initial assessment screening and also discussed in the first session with the client.
- **Changing counsellors and how to do this** – the process of changing counsellor is now made clearer to people at the point of allocation in our therapeutic agreement and by asking for feedback mid-way through we can ensure that the person feels the therapeutic relationship is working.
- **Training staff on LGBTQ+ and using gender-neutral language.** YOU is currently embarking on a whole system change approach to inclusivity. We have changed our language from male/female to 'adult' as this is an inclusive term as some people, for example, identify and non-binary or gender fluid.



- **Needing more time/sessions** – whilst we are bound by contractual requirements, we are also mindful of individuals response to trauma and life experiences, and have developed an option where a client may request more sessions. This process will be shared at intake. The Clinical Lead reviews this on a case-by-case basis with feedback from the counsellor on the use made of sessions and the additional impact if further sessions are agreed.
- **21% of people stated wait time was too long** – this is reviewed in monthly team meetings, in addition to clearer information at the point of allocation. Communication to people on the waitlist about additional support through our groups in various areas.

CONCLUSION:

We are encouraging and promoting improved feedback with people through focus groups, questionnaires, telephone calls and online forms and reviewing it quarterly producing an action plan. This will ensure we are continuously improving the quality of people's journey with YOU Counselling Centres.

Findings are shared with the staff team, and people we work via an annual report which will be uploaded to our website and shared with stakeholders, commissioners, referrers and people.

We are aware this feedback was limited and the questions asked did not garner the information to demonstrate outcomes and the impact that YOU Counselling had on each person we worked with. This feedback was on a client's experience and not the impact of counselling on a person life opportunity, or the outcome impact.

Questions will be reviewed and changed for the next report.

However, we feel the feedback we have received is positive and supports our development as an organisation. A majority of our feedback was very positive and the clients had a positive experience with YOU Counselling as a whole.