

ANNUAL FEEDBACK REPORT

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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 May 2023 – October 2024, and thereafter will be an annual report, written in November 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 four main teams:

STAR Counselling: Sexual Trauma and Recovery Counselling, working across the South East of Hampshire and the Isle of Wight with children, young people and adults 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.

Paragon Counselling: Working mainly with adult survivors of domestic abuse in Hampshire, Sussex, Dorset & the Isle of Wight. Our counsellors are specifically trained within a trauma-informed framework, meaning they know how best to support a person respectfully and facilitate recovery. Paragon counselling has a separate service in Portsmouth that is dedicated to support children, young people and adults who have experienced domestic abuse and are living in safe accommodation.

Counselling with You: Working in Portsmouth, the team offers generic counselling for those 18 and over who live, work, study 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.

Substance Misuse Counselling: This service works in partnership with The Society of St James and supports clients in the Portsmouth area. Working with adults 18 and over, it supports those who are on a journey of recovery from substance misuse.

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 2023 – 2024:

Over the period covered by this report (May 2023 - October 2024) we have found that 187 counselling clients responded to a range of questions. This is a good level of responses from the period of reporting. We found that by creating an online link the feedback is improving continuously. We also ask for feedback mid-way through the counselling journey, in addition to finishing with the service. We ensure that we can pick up improvements with individuals throughout their experience with YOU Counselling Centres.

Below are the questions we had asked. Results are scored out of 1 – 5 with 1 being lowest and 5 being the highest.

1. Experience of YOU Counselling Centres as a whole? (Admin, Support Pre-& Post Counselling)



- Level 5 – 149
- Level 4 – 33
- Level 3 – 3
- Level 2 – 0
- Level 1 – 2



2. Any further comments regarding the centre as a whole?



53% of clients chose to give comments regarding the centre as a whole.

3. Your experience of the counselling provided by YOU Counselling Centres:



- Level 5 – 166
- Level 4 – 20
- Level 3 – 0
- Level 2 – 0
- Level 1 – 0

4. Any further comments regarding your counsellor or counselling?



69% of clients gave a comment about how they found their counsellor or counselling.



5. Your experience of the communication from staff and counsellor (i.e. wait times, appointments).



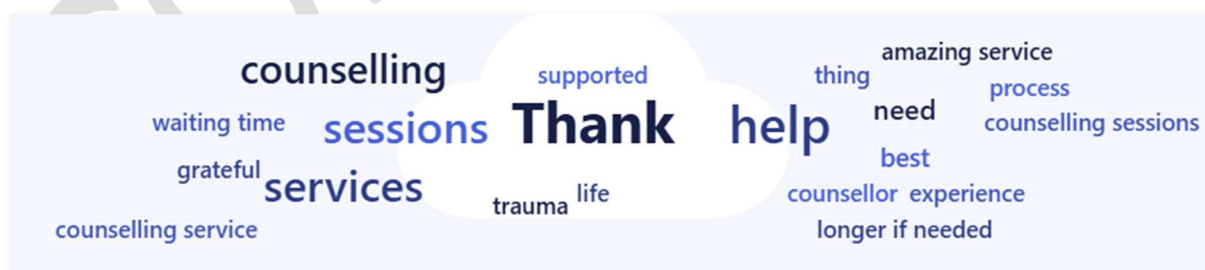
- Level 5 – 162
- Level 4 – 19
- Level 3 – 6
- Level 2 – 0
- Level 1 – 0

6. Any further comments regarding your communication?



41% of clients gave comments regarding communication from the service to them.

7. Do you have any further comments or feedback regarding YOU Counselling Centres or any suggestions on how we can improve?



55% of clients gave feedback about how the service could be improved.



Comments regarding how the service could be improved:

I found my experience excellent start to finish
██████ was an amazing counsellor that consistently made me feel seen, heard and that I mattered. I have had many different counsellors over the years, but ██████ is easily the best one I've had. Really grateful for my time with him.
Everything has been great and I have felt supported.
I think the waiting time could be improved but I am aware this could prove difficult.
An invaluable service that has helped me tremendously!
internet connection was only issue we faced sometimes it would cut out or delay.
Thank you for the guidance, support and helping me see my son again.
As mentioned before, more sessions.
Some improvement of waiting time for counselling would be good but I think that this could be a general problem.
The only thing that could be improved is the wait time to see an actual counsellor
only that the wait times are very long but I understand this is a service much in need and under great pressure.
I would like support from ██████ again
I just could of done with more sessions but understand the problem
If any man has experienced any type of sexual abuse and have struggled to cope, don't be ashamed and hide it away. I found the whole experience has really helped in certain parts of my life. I would just like to thank ██████, I was dreading the whole thing, but he made it a really worth while experience to go through and has given me a new look on life!
No but i do want to say thank you for providing this service, i dont know where i would have been mentally without this.
I loved the group retreat day I took part in, it was a lovely day and such an incredible service i've never seen offered anywhere else.
My Counselling encouraged me to examine my situation more thoroughly and helped to regain confidence in myself
Allocation of rooms , more funding to appropriate therapeutic space . Trauma informed staff . Managers spoke to weren't counsellors who knew my history when I made a complaint . Counselling in safe areas / space .
Wish the sessions were more than 12 weeks, really feel I'm now moving forward but it's hard to get it all done in 12 weeks
██████ is great and helped me more than. Anyone has before, she is awesome
I think you guys have made my life much more calm and allowed me to grow
Great service, thank you for making me feel human again.
██████ was amazing from start to finish and really couldn't of asked for more, Thanks so very much
I had a good experience
Seeking help was SO difficult as a parent of a young male rape victim you don't meet anyone's criteria. I got the feeling that it depending on the funding stream at the time which did not feel very reassuring. GPs and Police need to be much more aware as we were directed to lots of places that were no longer funded, very few professionals knew what was actually available. So please do let people know of the essential work you are doing because there is nothing else.
I wish I could give some suggestions for improvement as I know it helps, but I can't think of anything as my service was brilliant.
I don't feel the counselling needed improving - ██████ is the best counsellor I've ever had!



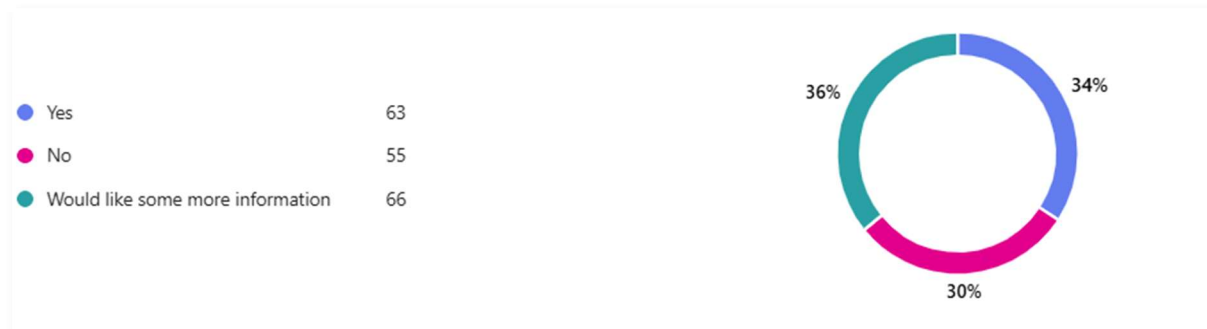
Its a very good idea as so many people need alot of counselling for different reasons.
My counselling with [REDACTED] was very helpful, was brilliant. Thanks so much.
You seriously need to tackle the location issues. The current room feels like a dumping ground and too many people were walking past the windows which felt a bit exposing . Plus the second door kept banging making it feel as if someone was about to walk in which was incredibly distracting and off putting. Plus that tiny radio is far from distracting from the conversation inside the room and the general location needs a lot better signage. It was really difficult to find.
This was my first experience with the You trust and I would definitely recommend to friends and family if they are struggling. My only suggestion for improvement would be I felt like I could have done with more than 1 session a week at the very beginning. I understand why that wasn't available but I know that would have helped a lot. I have been happy with everything else though.
I have been reminded of my value in the face of all the feelings of worthlessness and I am learning to feel safe again for the first time in years. So a big thank you to [REDACTED] and the team for all that you've done for me. Take care :)
it was good to get the email confirming im still on the waiting list
I was very lucky that I was able to have such long-term counselling. I am very grateful and benefited immensely, working through key issues in my life. I found having counselling whilst attending the Growing With You course and then the Self Esteem course really helped me make significant positive changes to my life and my relationship with myself and others.
Thank you to everyone involved with providing me with such a safe environment for me. I was very sceptical whether I needed counselling through Star. However, from the outset with giving my information over, I was reassured I was in the right place.
12 sessions was good I wlcould have used a few more.
It has help me to see things more positvely
No, just a massive thank you to [REDACTED], I hope whoever needs her appreciates her, her kindness and the care she provides.
It would have been helpful if there was more advise, articles, videos and support to your website to help when waiting for counselling to start as for me it was a 5 month wait. Although the retreat day was great. Also it would be good to meet others in recovery from PTSD to have ongoing support
No suggestions for improvements.
I really like that there is a significant amount of 12 sessions that are allocated, whereas other services may only offer 6 weeks - something in my experience is not long enough to make substantial changes.
Maybe doing more sessions as a standard thing?
It seems to me that nothing needs to be improved, everything is very well organized.
[REDACTED] has been fantastic. I couldn't fault her
The session was over video and it worked really well. Initially I was looking for face to face but I actually feel this worked better. I am so very grateful to [REDACTED] for the initial referral via SDAS and for [REDACTED] for the weekly sessions that truly have made a life changing impact to my day to day well being. Turning 40 has been a joy and it's due to this service! Thank you so so much!
Maybe look at offering drop in sessions after completion of the 12 weeks. Maybe once a month to ensure clients are coping and sign posting other services? It can very much feels like your life line has been taken away once you become comfortable with the process.
More out of work hours services
Thank you for supporting me through a tough time in my life and getting me counselling a lot quicker than other services I've used in the past.
Consideration for the length of the treatment course extend to a bit longer if needed
No, generally, my experience was very god, and I would look to use it again/ recommend it to friends



Just a big thank you for what you do.
█████ was really supportive and understanding.
Just want to thank you for the the you trust..I don't think I would have got through some weeks without having █████ to vent to and the free support I've received I'm so very grateful I didn't want it to end as it was such a support for me..Amazing service thank you all.
No, other than to express my heartfelt thanks to my Counsellor █████ for her gentle and professional approach which was pivotal in building my confidence in the process and who really helped me make sense of my feelings and helped me rationalise my reaction.
Really happy with service. Evening Microsoft teams appointments so convenient.
█████ was a fantastic counsellor - just what I needed. Gentle and client-led/focused in her approach. Thank you █████.
I found it amazing at a time I really need that extra support and a person to listen and show me a different light
My counsellor was extremely nice, understanding and patient
I will just take the opportunity to thank █████ wholeheartedly and all the staff I had contact with at You Counselling
The only thing is the waiting time to get help, but is understandable with the demand, workload and the amount of councilors. Is great that help like this can be provided
Improve waiting time for accessing one to one counselling as this can impact the success rate of the service users. Although resources may be limited, timely interventions may reduce trauma as result.
If zoom can be an alternative portal. It is difficult to access team with a personal account and this made me have to use my corporate team.
Decorate counselling rooms maybe a mural on the ceiling and comfy floor space to be able to sit and lie on the floor and make clients feel more comfortable relaxed and welcoming
You provide a really important service. Thank you for all the support you have given me. Its priceless.
I found █████ most insightful and helped me to gain a practical and purposeful tool box for me to take forward. I really enjoyed my sessions and benefited vastly.
A less of a wait time to start sessions would be preferred. But I do believe the staff are doing their best with the resources and time that is available to them.
█████ has been immensely helpful through what has been an extremely difficult time, she helped me navigate my through all the emotions and worries I had to get me to a much better place. She is amazing.
I was very grateful for the support and opportunity to have the sessions virtually. I struggle with my health and am physically disabled so this option made the counselling much more accessible which encouraged me to attend the sessions
No - very comfortable, very safe, challenging and informative
The team were amazing. From the ladies in the office who took payment from me to my counsellor. You have all been so helpful and have guided me to a much better mental state. I can't thank you enough
Only that I feel it would be helpful to have someone to continue supporting me. Not necessarily weekly, once a month. I feel the counselling sessions should be looked on individually as I have had and still am dealing with a lot of trauma. The fact there's not any support I feel can leave a person very vulnerable and undo what has been done.



8. Would you consider volunteering for the service or being a part of our YOU Trust focus groups to help improve our service.



Clients who put “*would like some more information*” are sent information about how they can volunteer with us and from then they can make an informed decision.

ACTION PLAN:

- **Needing more time/sessions** – whilst we are bound by contractual requirements, we are also mindful of individuals responses to trauma and life experiences, and have developed an option where a client may request more sessions. This process will be shared at the point of holding a need assessment with the client. The Clinical Lead will review information on a case-by-case basis with feedback from the counsellor to ensure an ethical decision is made.
- **Remote working (video counselling)** – we will equip the counsellors with the correct tools to carry out sessions appropriately for the clients, especially if they wish to have their sessions via video call. We know the internet connection issues are not in our control but if sessions being done remotely away from the office are interrupted with internet issues then we ensure that there is a space in the office where a counsellor can request a room for future sessions. Additionally, counsellors are allowed to work either via Teams or Zoom and appropriate training will be carried out for counsellors if they are not sure on how Zoom works.
- **Staff training** – all counsellors are BACP registered, trauma informed and have to do a certain amount of CPD hours per year but we will continuously support for further development if counsellors need it. This is the same for operational team members as well. This will help to ensure that conversations and support with clients are/is meaningful and professional.
- **Creating a safe and comfortable environment** – we will continue to ensure that the rooms for clients are safe, confidential and comfortable environments. If any tools are needed for clients to feel comfortable, like sand trays, fidget toys and so on, the we will purchase them. We will ensure that maintenance for both office locations is kept up to date and members of the team are aware that if there are facility issues then they can contact the appropriate person for a swift resolution.



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.

Questions have been reviewed previously and the feedback forms were adapted in 2023 to support with gaining more qualitative feedback from clients on how we can improve the service. We feel the feedback we have received for this past year is mostly positive and supports our development as an organisation. The feedback that has been constructive will be reviewed and we will continue to monitor actions appropriately.

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