

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. This report should cover feedback that was received from November 2024 – October 2025. However, the report from November 2024 – June 2025 was corrupted which has resulted in a loss of data for this feedback report only has data from July 2025 – October 2025. Further feedback reports will be written annually in November based on the previous year's results.

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

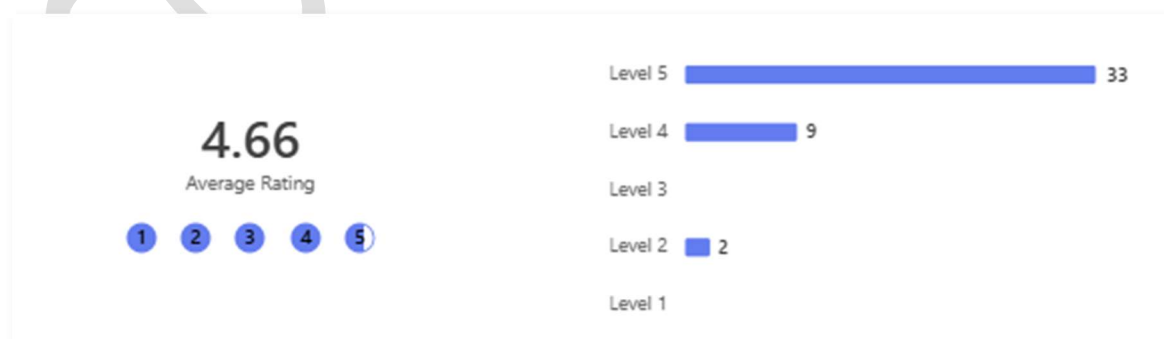
We anticipate that all stakeholders including the people we work with and staff will benefit from reading the

FINDINGS JULY – OCTOBER 2025:

Over the period covered by this report (July 2025 – October 2025) we have found that 44 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 – 33
- Level 4 – 9
- Level 3 – 0
- Level 2 – 2



➤ Level 1 – 0

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



20% 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 – 39

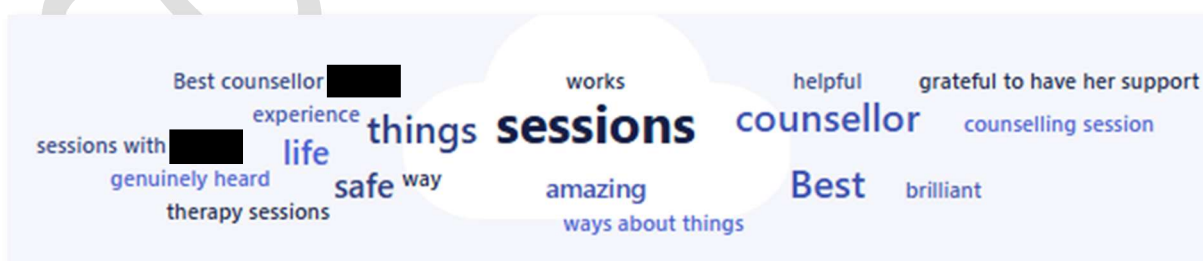
➤ Level 4 – 4

➤ Level 3 – 0

➤ Level 2 – 0

➤ Level 1 – 1

4. Any further comments regarding your counsellor or counselling?



27% of clients gave a comment about how they found their counsellor or counselling.



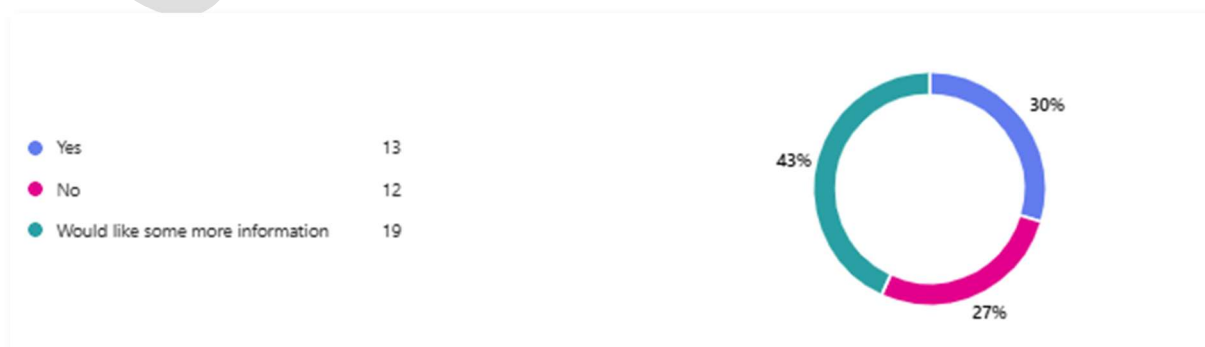
Comments regarding how the service has been for clients and how the service could be improved:

I found [REDACTED] very easy to confide in.
Outstanding and so extreeamly supportive
As a whole absolutely incredible. The centre it self is clean and tidy and very welcoming and so are the staff 😊
Phone calls I have never been to centre.
It's a small, safe space. The people make it safe.
Had to wait a long time for counselling and difficulties organising early on due to shift work
I would say that the whole service at CDR is very professional and can be seen as it has a good retention rate of staff
A nice and quiet building
Brilliant service that needs more recognition
Everyone is very supportive
My sessions with [REDACTED] have been consistently supportive and constructive. From the beginning, she created a safe, respectful environment where I felt genuinely heard and understood. She maintained a clear, professional, and empathetic communication style that made it easy for me to open up. She helped me unpack complex thoughts without judgment or pressure. Overall, I felt that our therapeutic relationship was built on trust, clarity, and mutual respect, and it made a real difference in how I approached things during this time.
Very happy with the counsellor and counselling provided
[REDACTED] helped me see things positively.
Best thing I have ever done to help me with my recovery and life in general. I have learned so much about myself.
[REDACTED] listened well and was a great support
[REDACTED] is an amazing counsellor , I felt very safe and felt heard throughout my whole journey. I found the whole experience incredibly helpful
Very very good ,gave me everything I needed to make me feel like me again
Always accommodated my mental and physical needs.
[REDACTED] was very experienced and helped me a lot.
Really knowledgeable, and I felt safe and heard. Best counsellor I've ever had, by quite some distance
I learnt a great deal and slowly became more aware of who I am
[REDACTED] made me feel so relaxed and safe during our sessions and has helped me hugely going forwards in my life. He really is such a special and lovely person
[REDACTED] is very professional and works I feel at high level she is extremely understanding and inside for
[REDACTED] is wonderful. Amazing lady with a huge amount of knowledge on different subjects
My counsellor was amazing, put me at ease instantly and helped me work through some of my issues. She gave me the correct tools to shape my life for the better. I highly rate her
[REDACTED] was brilliant, I really appreciated his way of doing therapy! It was extremely insightful, I learnt so much and it as helped me no end. I have taken away a lot from our therapy sessions and couldn't be more grateful.
Staff are helpful and friendly
It just took longer as I cannot travel to unknown places.



██████ was amazing, messaged me every week to remind me of my appointment
██████ communicated well about my sessions
Communication excellent. Waiting time better than expected.
I am not good with communication and ██████ always explained everything very well if I was unsure about anything.
Counsellor always booked future appointments, sent me information to read. Follow up has been good
██████ always sent reminders of our appointments and was easy to talk to
Good communication
Although I didn't finish the whole 12 weeks of counselling, I appreciate the help and insights I received in the weeks I attended.
I think YOU Counselling is vital and life changing for people . Maybe if possible there was one in Southampton it would help so many more .I understand cost and cutbacks have a massive impact on these very much needed facilities that are offered.
None just keep being amazing
Life changing stuff 😊
Thank you very much to ██████
Keep doing what your doing as it really helps people overcome things
More face to face availability would be nice.
██████ has made me feel better about myself and the problems I have been dealing with for many years. She has given me some very good information to help with my problems and anxieties.
██████ was always very easy to talk to and always helped with any problems I discussed with her.
I was sad when our sessions ended.
Thank you ██████ for all your help.
Get more counsellors. There is a dire need for this kind of therapy. I've been passed around in the NHS mental health service for decades. THIS therapy, trauma therapy, though never suggested by the NHS, has been more help than any of it. Go ahead, heal the world 😊
No
I can't honestly think of any way you could improve the service because I found it to be so positive and helpful I have come to actually have hope for the future
Your services and counsellors are brilliant, the only negative is it's a shame they don't have more time it's their clients.
██████ was amazing I felt at ease with her from day one, I feel she has helped me so much, sad to stop the sessions, I felt that the weeks went too quickly

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.

FEEDBACK ACTION PLAN:

Maintain:

- High quality counsellor support
- Strong communication
- Safe therapeutic environments

Improve:

- Waiting times and capacity
- Flexibility of appointments
- Face-to-face availability

Develop:

- Awareness and recognition of the service
- Potential expansion and partnerships
- Post-therapy support options

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.