

CLEAR Adult Service Evaluation Report

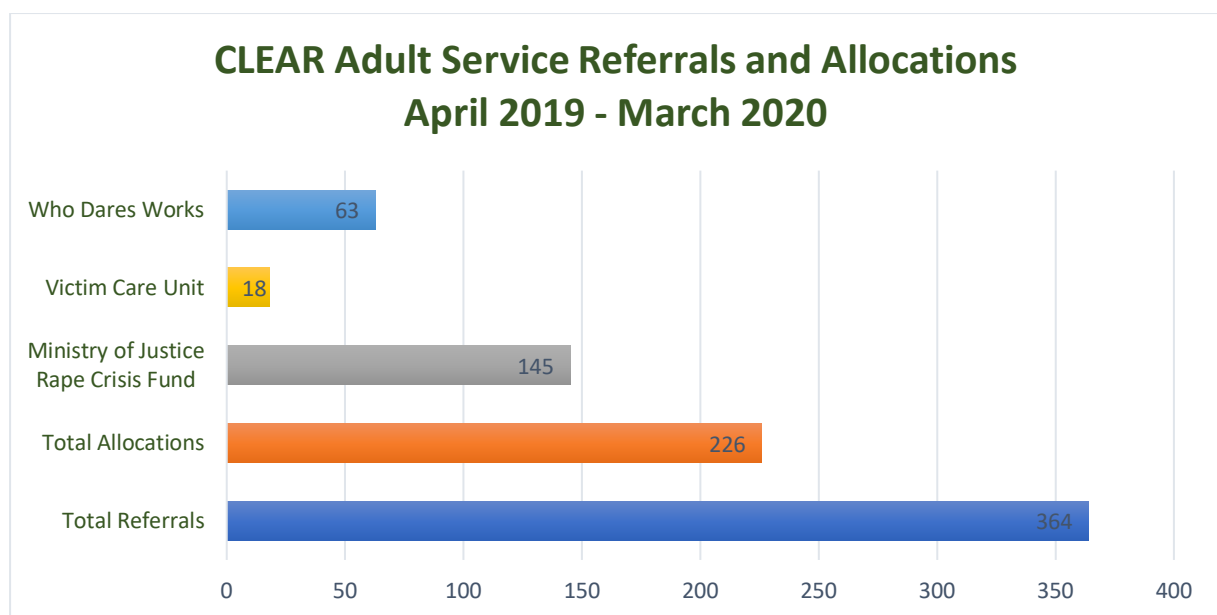
April 2019 to March 2020

This evaluation and report was completed by Nicola Henderson, Clinical Psychologist and CLEAR Children and Young People Service Lead.

The information which has contributed to this report has been based on the CLEAR adult waitlist referrals and assessments undertaken within the timeframe identified and the routine outcome measures which are completed within the adult service. The impact of the restrictions and national lockdown which came into effect mid-March 2020 is considered to be minimal in this reporting period.

Demographic and service delivery information

The total referrals received (includes all referrals to the adult waitlist, from the Who Dares Works project and from the Victim Care Unit) within the year time period of 01 April 2019 to 31 March 2020 was 364.



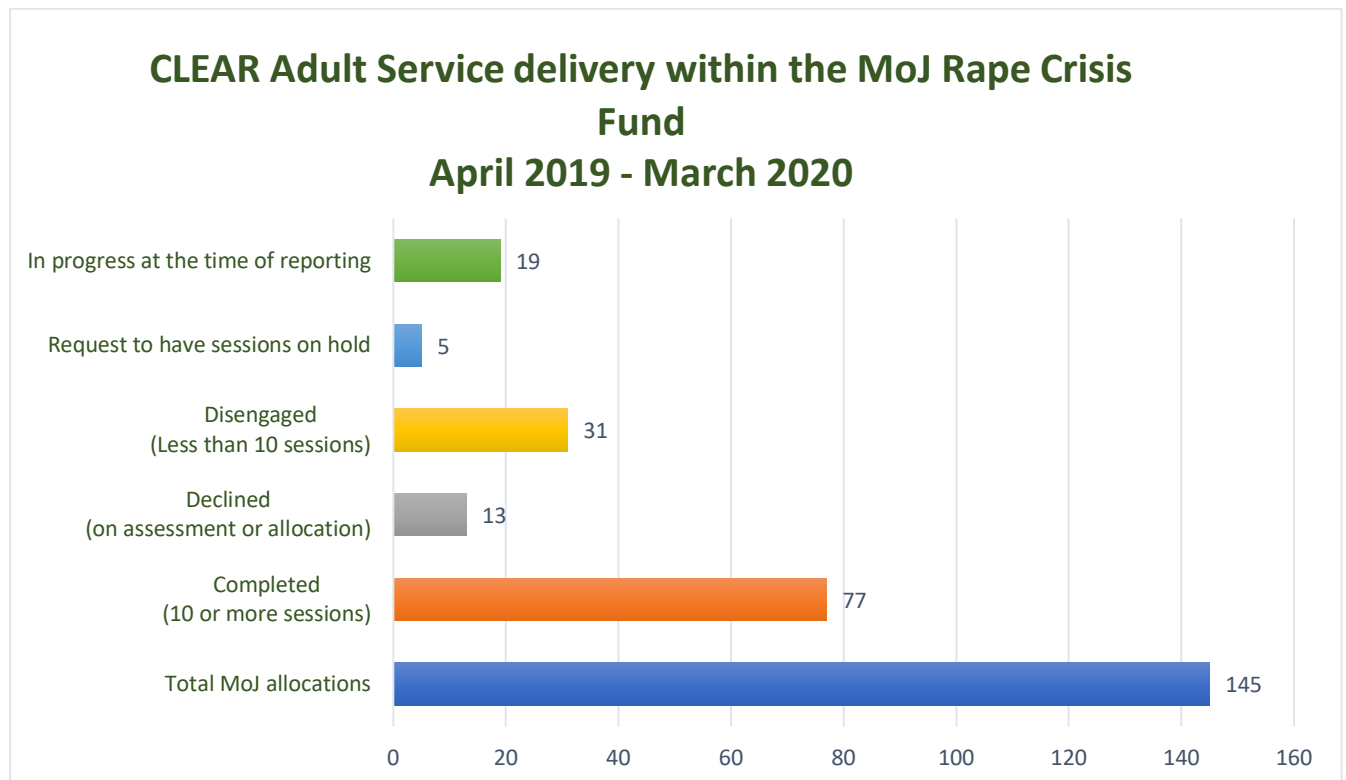
The total allocation of counsellors and therapists following referral was 224, with 145 adults having an initial assessment to access sessions through the Ministry of Justice Rape Crisis fund (MoJ Rape Crisis Fund).

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Within the MoJ Rape Crisis fund, a total of 77 completed the intervention, recording ten or more sessions. While 13 clients choose not to take the sessions forward at the beginning and 31 clients disengaged from the counselling intervention after less than 10 sessions. At the time of reporting, five clients remained on hold after taking the decision to not transition to remote sessions in March 2020 and 19 clients remained engaged and in progress in the counselling sessions.



Within the MoJ Rape Crisis fund allocations, we have seen 35 males, 107 females and three transgender clients.

The referral pathways for the MoJ Rape Crisis fund identified that referrals are predominantly self-referral (59%) though supported or signposted often by professionals in health. There were 22 referrals from GPs directly and a further ten referrals from Outlook South West and Community Mental Health teams, totalling 22% of allocated referrals on this pathway. Twelve referrals came from the charity and voluntary sector. A total of twelve clients made referred themselves as return clients and were subsequently offered up to eight sessions. The referrals and allocations were appropriate for this funded pathway as

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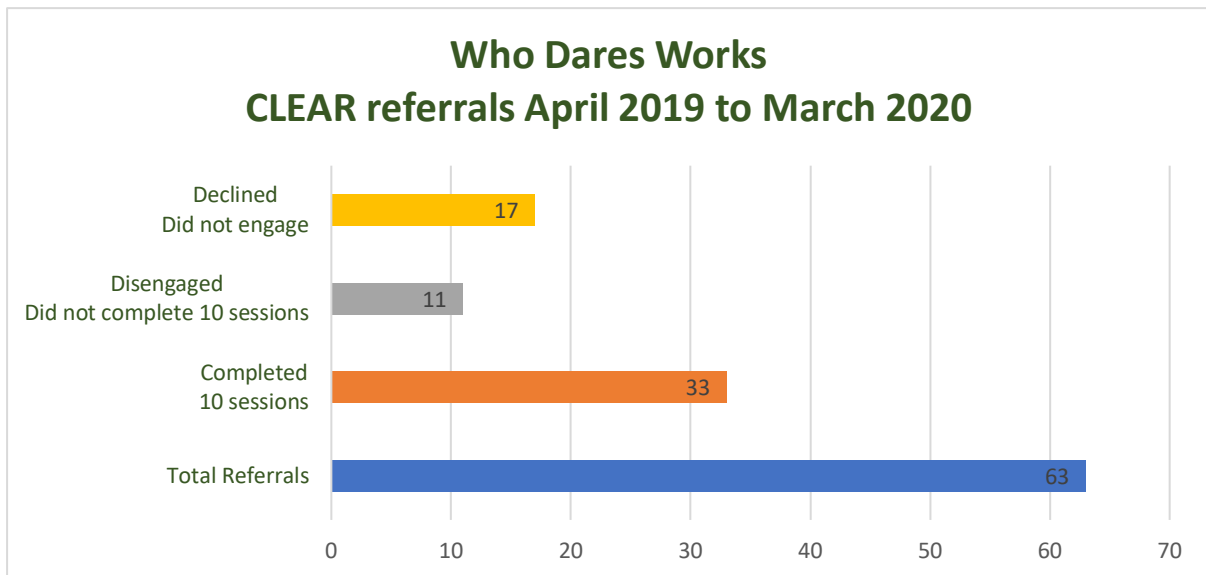
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the historical experiences of the clients were 46% reported rape and 44% reported childhood sexual abuse.

Within this funded pathway, CLEAR adult counsellors provided support for eight family and/or partners of survivors of sexual violence and abuse.

Within the Who Dares Works (WDW) project, a total of 63 referrals were received during the reporting period. Thirty-three clients completed a counselling intervention of 10 sessions, while 17 declined at the beginning or were not engaged, and a total of eleven did not complete the 10 sessions due to disengaging from counselling. The referrals were made for 29 females and 34 males with histories of emotional trauma.



The outcome for the Victim Care unit referrals during the reporting period was a total of 18 referrals with nine completing sessions, five declining to start or not engaging, three disengaging after less than ten sessions and one referral remaining in progress.

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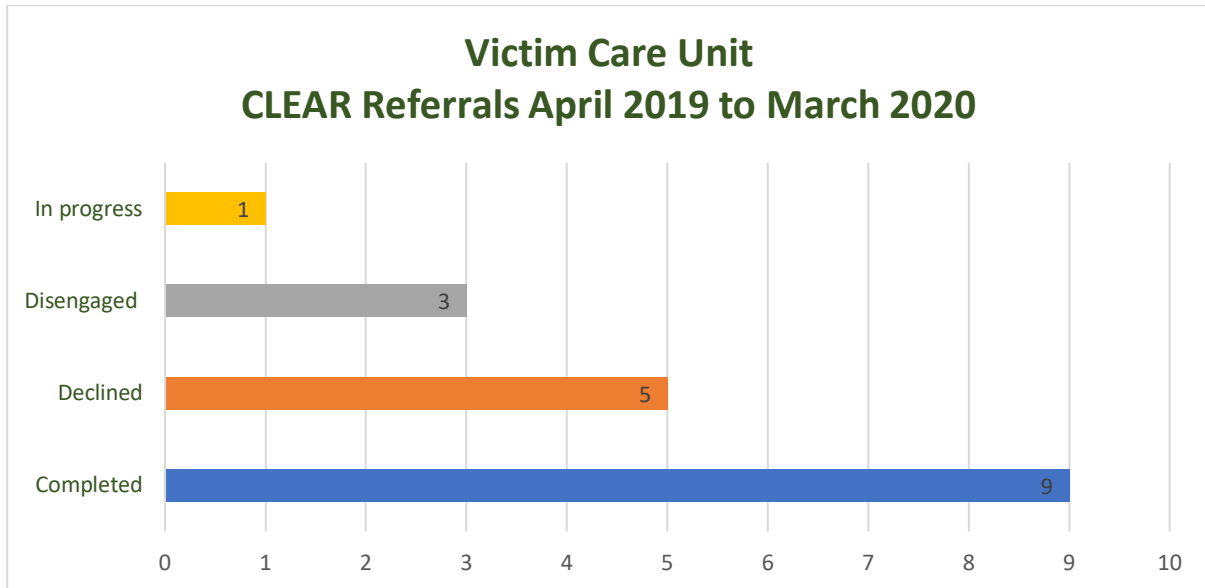


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Outcome and effectiveness of service

The CLEAR adult service routinely uses The Warwick-Edinburgh Mental Wellbeing Scale – Short form (SWEMWBS)¹ which was developed to enable the measuring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. Clients are asked to complete this measure on assessment and sessionally throughout the counselling intervention. We are able to then measure pre- and post counselling mental wellbeing to examine differences at the individual level and compare outcomes to those reported in community.

Within the reporting period, the data collection rate for the SWEMWBS was 78% for those who were engaged within the MoJ Rape Crisis and Victim Care Unit referral pathways. At the time, the SWEMWBS was not applied routinely as an outcome measure for the Who Dares Works project.

The analysis of observations showed a significant difference in the direction of improved mental well-being between pre-counselling SWEMWBS and post-counselling SWEMWBS scores ($t = -6.89$, $p > 0.01$). The Cohen's d effect size of 0.4 demonstrates a medium effect of the counselling intervention on the basis of improved mental wellbeing.

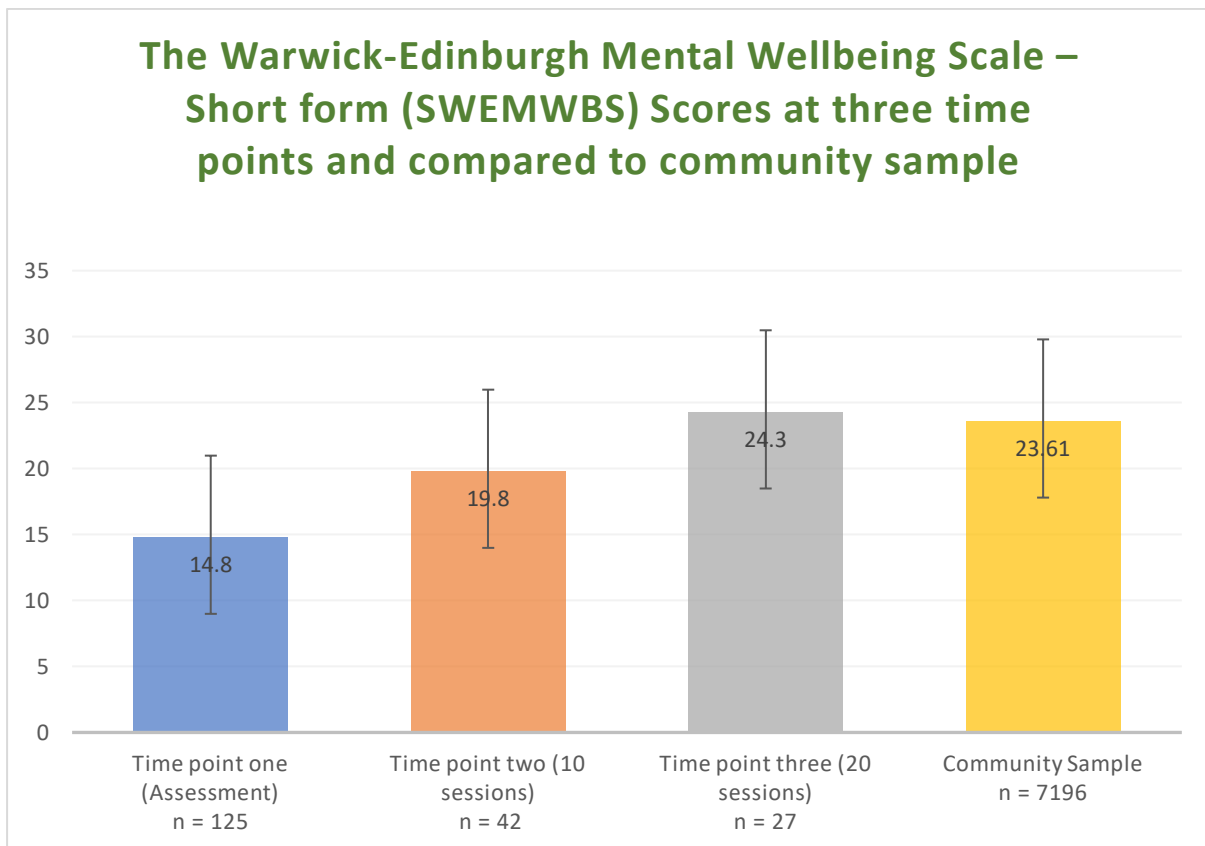
¹ For further information and published research on the SWEMWBS, you can refer to <https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/>

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Further analysis comparing three data points (On assessment, at 10 sessions and 20 sessions) across the counselling intervention found consistency in the improvements of mental well-being, with the mean SWEMWBS score reported by clients who completed 20 sessions to be $M = 24.3, SD = 6.17$. This is comparable to the SWEMWBS scores from the 2011 Health Survey where the mean mental wellbeing scores of the community were reported as $M=23.61, SD=3.9$.



CLEAR Service feedback and reflections on counselling by clients

To gain an understanding of how the client perceives counselling and the impact of the counselling, counsellors ask clients to reflect on their experiences and give feedback as to the service they have received.

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"I feel the sessions have really helped me to put my issues into perspective and understand my feelings more. I feel [counsellor] has helped me to overcome a lot of my self esteem and self blame problems and made me feel confident to talk in detail without any negativity. I definitely feel more at ease with myself."

"Everything is beautiful and nothing hurts? This has been the most positive experience for me tackling some very difficult and painful issues and leave my last session a completely different person ready to take on the future."

"I have found my sessions extremely helpful being able to offload! I have now found I'm more at peace with my thoughts and feelings. I feel that these sessions were necessary to be able to move forward. Although circumstances permitted I am now more confident knowing that I can and will be able to face any conversations that I will be having and need to have to hopefully come full circle. I am so grateful to my counsellor whom I could not have done this without. I feel that I have made a new friend."

"I feel this has helped me so much and thank the service and [counsellor] to the bottom of my heart for helping me."

"Great help, I feel I am able to reach out for help and I also am able to talk about my feelings."

"I don't feel so alone in my own thoughts and I feel more confident in my own opinions and judgements. I still feel angry and upset about what has happened to me - but I think I always will. I feel so much more together regarding my future and my family dynamics. I have developed a good support network with the people in my life and feel more appreciated and supported by everyone around me. I am starting to enjoy my life and the people in it and most of all developing better judgement on people I'm meeting. Counselling has really helped me and my recovery."

"I have been able to allow people to help and feel positive about being supported rather than just supporting others. I have felt good releasing toxic/negative/abusive people from my life and surrounding myself with positive supportive helpful people."

The counsellors can give their own reflections of the clients engagement and process; here are examples of these reflections;

"It benefitted [client] to return for counselling she was in a very different place when she left this time. The first round of sessions were like a foundation for her, the second, to implement, deepen and expand the work; feels like she's more ready to fly, trusting her self worth and appreciation of who she is."

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“CB transformation has been amazing to observe and be a part of. The physical presentation at the start of therapy was one of movement, fidgeting, body was on high alert and could not sit still! The last session they were calm, relaxed and actually yawned! We acknowledged that in the last few sessions their ability to express feelings and fears and rationalise and make healthier choices/responses that safeguard CB and their son. They acknowledge the supportive, stable family they have and will share problems/accept help. I feel very optimistic about CB future. Their story was one of a troubled young man with various suicide attempts to how one embraces life, sees clearer, can focus on his priorities and follow them through.”

“Very rewarding to work with CL and being witness to positive change.”

Learning and Goals from the year

Since this reporting period, we have expanded the use of the SWEMWBS on assessment, sessionally and at the end of the intervention across all referral pathways to ensure we are capturing all of the therapeutic work being undertaken.

We have introduced a service feedback measure which asks clients to reflect on their experiences of the service as a whole and is able to be given in numerous forms e.g., on the website, by email, post and text message in order to aid accessibility.

As project work and difference in therapeutic approach develops, there is a plan to be able to differentiate the therapy received and to evaluate if there is difference in the outcomes, and if pre-therapy input could be helpful for those who are spending time on our waitlists before being able to start sessions.

Nicola Henderson
Clinical Lead

7-8 Cathedral Lane, Truro TR1 2QS



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