

CLEAR Children and Young People's Service Evaluation Report April 2022 to March 2023

The evaluation and report was undertaken by Nicola Henderson, Clinical Psychologist and CLEAR Evaluation and Quality Lead with contributions from Robin Iliffe-Lewis, Clinical Psychology Trainee.

The information which has contributed to this report has been based on the CLEAR Children and Young People referrals and assessments undertaken within the timeframe identified and the routine outcome measures which were provided by the children and young people (CYP) and their parent/carers who completed therapy within the timeframe. Further information has been drawn from the 6-month post-therapy follow-up evaluation completed in July 2023. The questions for this 6-month post-therapy follow-up is in Appendix A.

The delivery of the children's service therapy was pre-dominantly face-to-face in the therapy spaces in the CLEAR office, schools, family hubs and other community spaces including outdoor spaces. The therapeutic parenting provision was delivered remotely by telephone or through online platforms (e.g., Zoom, WhatsApp) which has continued to reduce the barriers parents/carers may have had to access this therapeutic support. Online/Remote therapy continues to be an option for children and young people and can be offered as preference or if face-to-face sessions are not possible.

Demographic and service delivery information

The total CYP referrals received within the reporting period was 278. Of these referrals, 68 (24%) identified sexual trauma as the reason for referral. An increasing number of referrals for CLEAR in the children's service has been due to traumatic bereavement, 13 (5%).

The average number of referrals on a monthly basis was 23 referrals. See Appendix B for Referral totals by Month. The pattern in the last year reflects more normative patterns for referrals on the basis of the school year including higher rates at the end of school year (e.g., June and July) and low referral rates in the summer break. For the first time, the children's service paused the waitlist with access for established referral pathways and partnerships only in January 2023 for a period of two weeks and again in March 2023 for two weeks. This rationale for this approach was to manage the waiting time for children and young people, hoping to reduce this to within 8 - 12 weeks, and to manage limited fund resources for referrals made for children whose experiences were not sexual trauma. At the time of reporting the wait times were up to 16 weeks in the mid to west of county, and within 6 – 8 weeks in the east and north of county.

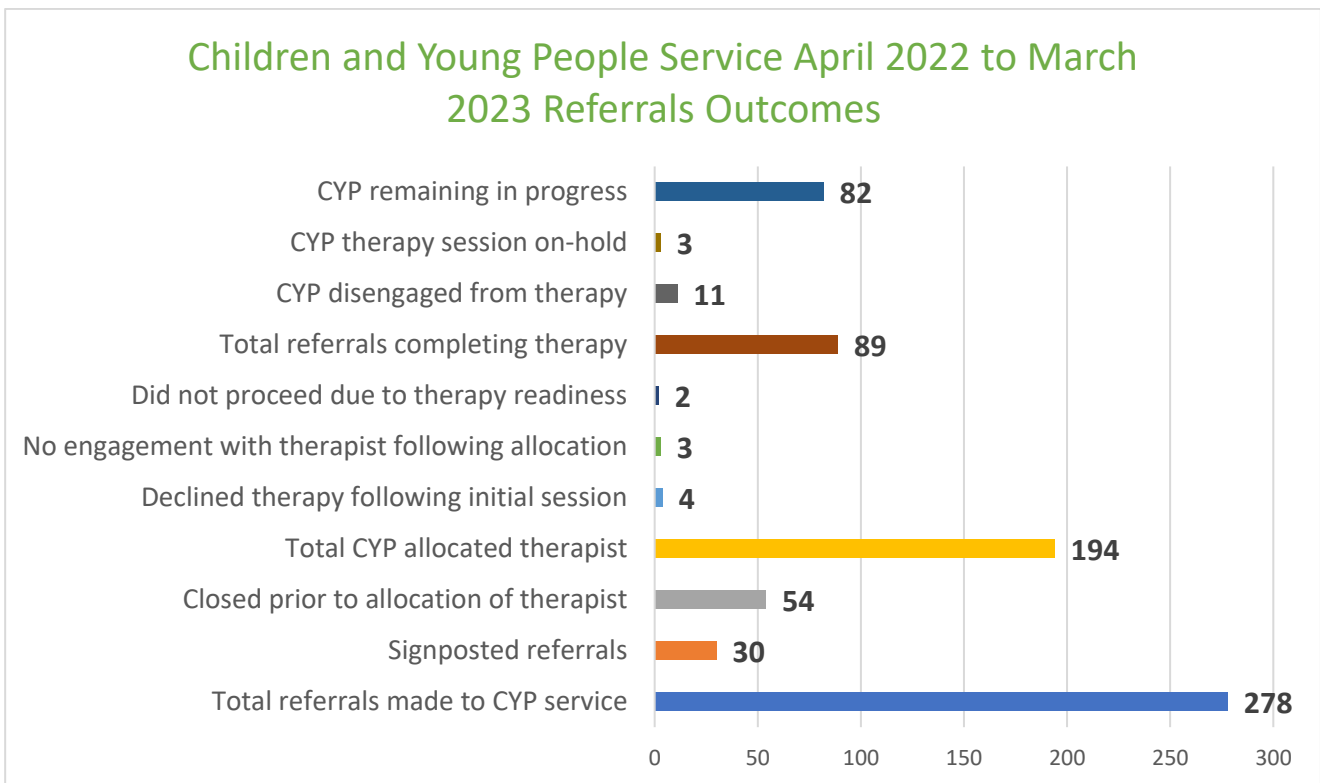
Of the 278 referrals received, 84 (30%) referrals were closed prior to allocation of a therapist. Of these, 30 referrals (11%) were signposted to commissioned and charitable

services in the community. The remaining 54 referrals were closed for a number of reasons; Referrers not securing funding for the therapy sessions requested, child and family declining allocation of therapist, child and family making no response or no contact at attempts to allocate therapist, an identified current abusive relationship on referral or child and family not meeting stability and safety threshold for therapy readiness.

A total of 194 children and young people (CYP) were allocated a therapist, engaged with an initial assessment session and started therapy sessions. Four referrals were closed following an initial assessment with a therapist, as the child and family declined the offer of therapy sessions. Three did not engage with therapist for an initial assessment session and no further contact was made by child and family. Two children referred were identified following allocation as not having therapy readiness to proceed. The referrer(s) and child and family were assisted in accessing appropriate community and crisis supports.

Eleven (6%) CYP disengaged from sessions once started, with an average of four sessions completed prior to disengagement.

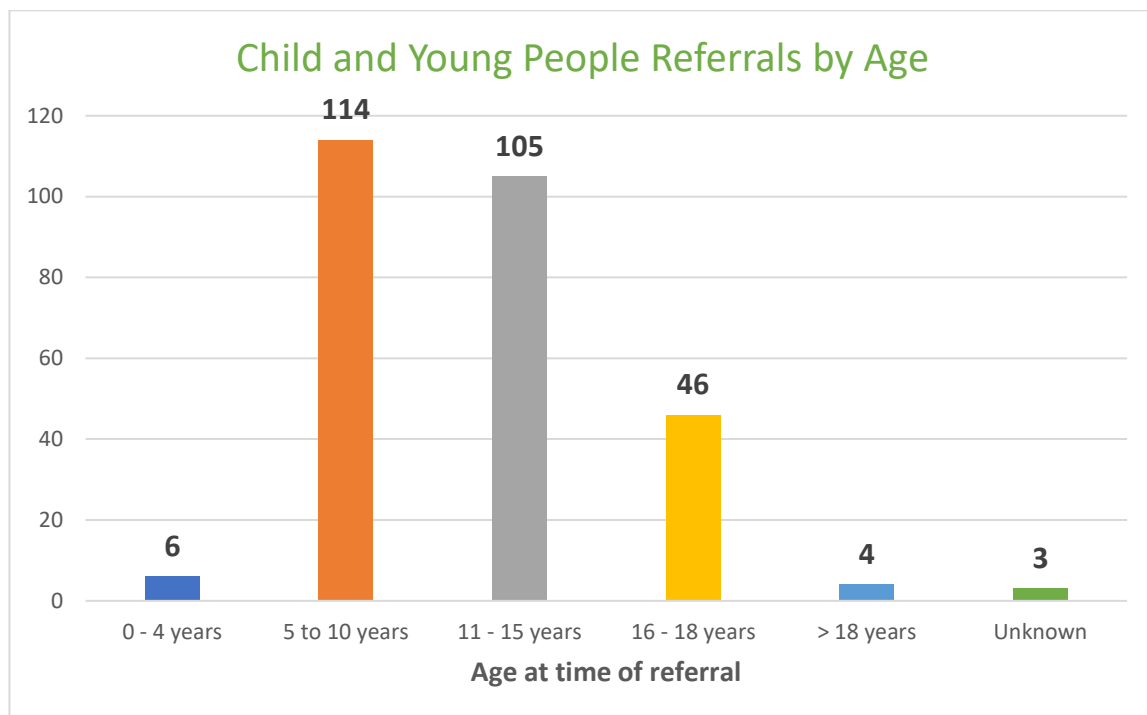
Of the referrals made within the reporting period, there have been 89 referrals who have complete therapy, and 82 referrals which remain in progress at the time of reporting. There are three referrals which are currently on hold due to a change in readiness for therapy and therapeutic input currently being provided by another agency.



Of the total 278 referrals made, 160 referrals were for girls (106 engaged in therapy), 109 referrals for boys (80 engaged in therapy) and nine young people identified as transgender (eight engaged in therapy). Twenty-eight CYP were identified as having a disability including Learning Disability, Autistic Spectrum Condition, Neurodevelopmental Disorders such as Tics, Attention-deficit disorders, and Chronic Fatigue Syndrome.

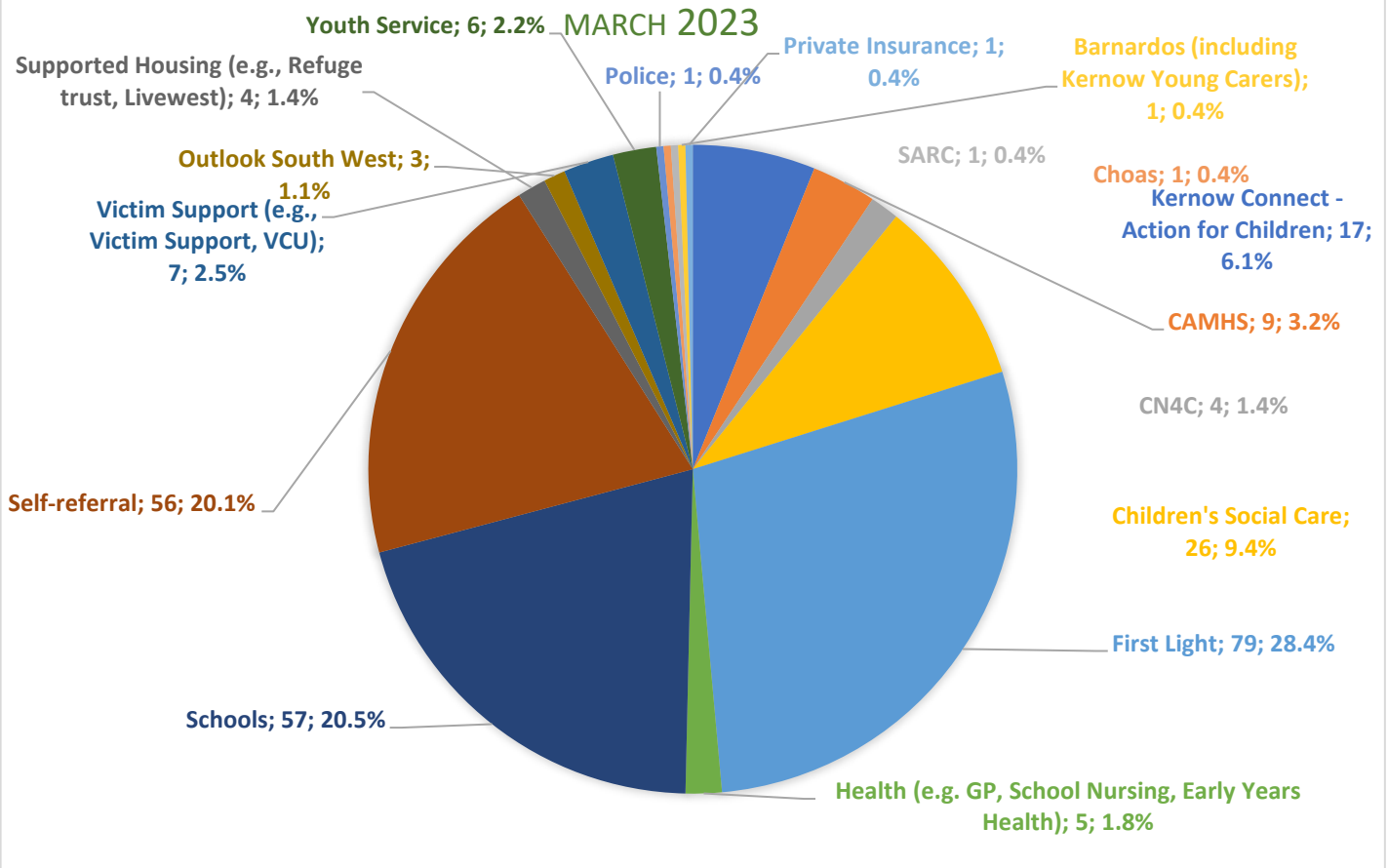
Of the 278 referrals, 233 children and young people identified as White British, seven of multiple ethnicity, one Black British, seven Cornish, and two white other ethnicities (Polish and Roma Gypsy). There were 28 Not stated/Prefer not to say ethnicity referrals.

The age range for referrals was 1 – 20 years, with a large majority falling within the ages of 5 to 15 years. There is a decrease in referrals compared to the previous year in early years, 0 - 4 years (2021-2022; 22 referrals).



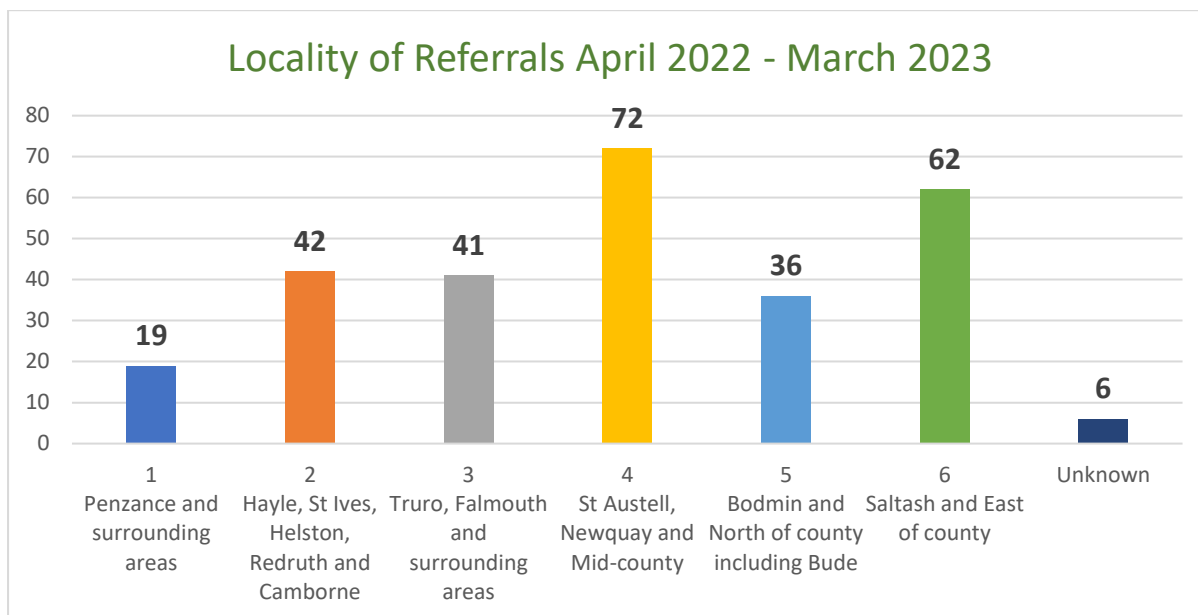
There was diversity in referrers and included those who funded the sessions directly on referral, or through funding a referral pathway.

REFERRERS TO THE CHILDREN AND YOUNG PEOPLE SERVICE APRIL 2022 -



The locality of referrals

The referrals were spread across county, with higher numbers in locality 4 and 6 (St Austell, Newquay and Mid-County along with Saltash and East of County).



Outcome and effectiveness of service

The outcome and effectiveness of the therapy for children, young people and their families/carers was measured from the observations of 269 children and young people who completed therapy *within the reporting time period*. There was an average of 15 therapy sessions within these completed interventions. From those who completed therapy, there were 193 who completed at least one pre and post outcome measure (71%) while 95 had completed data pre and post therapy sessions for both CYP and parent/carer (35%). The outcome measures remain voluntary for CYP and parent/carers; notably for adolescence, there is increased likelihood that only CYP outcome measures are completed with less parent/carer involvement in therapy by CYP choice.

Across the Emotional Literacy Scale (aged 7 years to 18 years), the return for pre and post data for parent was a total of 73 observations (31%). When reviewing these outcomes, there were significant improvements overall for the parent report ($t(191)=-2.77, p=.006$). There were individual scale observations of significant improvements in the areas of self-awareness ($t(190)=-4.209, p<.001$), and social skills ($t(175)=-3.284, p=.001$). The Post-therapy averaged total of 63.9 falls within *Average* range.

Within the Emotional Literacy Scale (aged 7 years to 18 years) observations made by the children and young people, there is significance improvement made for the young people aged 12 years and above ($n = 36, t(81) = -2.157, p = 0.05$). The observations by children aged 7 to 11 years ($n = 34$), showed improvements in their emotional literacy following their therapy sessions, (Pre-therapy Total mean = 64 versus Post-Therapy Total mean = 69), however these were not significant. ($t(86) = -1.77, p = ns$).

Across the Strength and Difficulties Questionnaire (aged 4 to 17 years), the return for pre and post data for parent report was a total of 87 (33%). The average observations of parents

pre and post therapy demonstrated a significant reduction in overall difficulties for the child and young person ($t(225) = 2.388, p = 0.01$). Within these observations, there was significant improvements for Emotional symptoms ($t(225)=4.502, p<.001$). There was a significant difference observed in how the difficulties impacted both on the child and young person, their families and support, their friendships, interests and learning ($t(222)=6.12, p< .001$); a small effect size (Cohen's $d=0.297$).

From the Outcome Rating Scale (From 7 years and over), there were observations made by 106 (48%) children and young people pre and post therapy which showed progress and improvements across general wellbeing (me, family, school, everything) which were significant ($t(217)=-4.232, p<.001$).

The routine outcome measures for children and young people aged 11 and older have changed within this reporting year; we are now completing the Child Revised Impact of Events (CRIES-13) as a trauma response screening and the Child and Youth Resilience Measure (CYRM) which looks at both personal and relational resilience for a child and young person.

The CRIES-13 was completed by 22 CYP (31%) which observed significant reduction in overall trauma responses ($t(42)=3.495, p=.001$); a small effect size (Cohen's $d = 0.220$) is observed with pre-therapy (Mean of 49.9) compared to post-therapy (Mean of 36.5).

Within the CRIES-13, there were significant reductions in all areas; Intrusions ($t(66)=3.766, p<.001$) Avoidance behaviours ($t(66)=3.09, p=.002$), and levels of Arousal ($t(66)=4.09, p<.001$). The largest effect size being in reductions of Intrusions (Cohen's $d = 0.268$).

The Child and Youth Resilience Measure (CYRM) was completed by 31 CYP (44%) and observed significant improvement in overall resilience ($t(58)=-3.48, p<.001$); with significant improvements found within Personal resilience ($t(36)=-2.36, p =.02$).

Psychoeducation and Therapeutic parenting support

The reporting period the further embedded (subject to funding limits) the CLEAR offer of six sessions of psychoeducation on the impact of trauma (with resources shared to parent/carer) and therapeutic parenting support. This therapeutic support is provided by a child therapist, separate to the CYP's therapist and by telephone or online platform.

Forty referrals were made for this therapeutic support during the reporting period; one parent/carer did not wish to start the sessions once allocated a therapist and three parent/carers did not engage with the therapist following allocation.

Parent/carer outcomes following the Psychoeducation and Therapeutic parenting support

The outcomes for this therapy are measured by the Child-Parent Relationship Scale and with Parents/Carers identifying three goals for the sessions (relating to self, child and relationship).

The Child-Parent Relationship Scale is a parent self-report for parents/carers of children from 3 – 12 years which measures parent perceptions of the parent-child relationship in three domains; closeness, conflict and dependency. Our outcomes for 18 parents show perceived improvements were made in the closeness of the child-parent relationship (pre-support (M=39.2 versus post-support M = 41.7) however these were not significant. There were significant reductions for parents in the Conflict (pre-support M=36.3 versus post-support M=27.6; $t(34)=2.50, p=0.01$) and Dependency domains (pre-support M=14.4 versus post-support M=12.3; $t(34)=2.33, p=0.02$) in the child-parent relationship.

There was consistent progress for parents across their individual goals for the support sessions, with average progress of 4.5 points towards the goal (e.g., starting at 3.5 out of 10 and ending with 8 out of 10, 10=Goal achieved). Examples of parent's goals are;

Gain other strategies and tools to help support daughter, and to help her to support herself to equip her to get through difficult times

Explore my own frustrations, it would be helpful to look at own underlying triggers in response to his behaviour.

to better recognize when her behaviour may be connected to a trauma response, i.e., anxiety and panic attacks, being more able to differentiate this from normal behaviour and help her with managing this when it happens.

Strategies to not take behaviours personally, support.

Explore his behaviours in terms of what he has control of and what may be an aspect of his neurodiversity.

Parent/carer feedback following the Psychoeducation and Therapeutic parenting support

What was good about my care?

Therapist listened and had really high levels of empathy. So much understanding and has given me a level of understanding with my daughter that I wouldn't have had otherwise. It's helped my daughter and that's exactly what I was after. Phenomenal, absolutely brilliant. Therapist was above and beyond.

The counsellor was brilliant. She was kind and relatable. She put me at ease and listened, giving clear explanations to support my understandings during our discussions. Each session

I felt that she was genuinely interested and cared about what I had to say and needed. I feel much better equipped to support my child with her needs and the counsellor has been a big part of improving things for us both. Thank you.

Felt comfortable, made good connection with therapist, who was easy to talk to. Very informative, enabled me to take steps to improving relationship with my child.

I really appreciated being listened to and normalising my experiences. Less isolating.

Therapist was very understanding and helped me to believe in myself as a parent. I felt it very useful she was a trained counsellor. She understood my children and their needs and helped me loads.

Learnt a new approach with ideas I could work with, particularly staying calm and using calm voice, noticed my child now copies the calm voice. Really good and positive experience.

Felt the child and parent sessions worked well together.

Feel like the therapy saved my sanity, was good to be able to talk and use suggestions to manage situations. Also realised that as parents we were doing an OK job. Felt able to talk openly without judgement. Appreciated being focused on tasks which enabled me to move forward. Now working 1 day less per week and feel lighter

I have found Clear to be very supportive and understanding and non-judgmental about things I have vented during my sessions. I was a little skeptical at first about having counselling as to be honest I didn't think that I really needed it, I agreed to do it as part of my child's counselling session support. however, I quickly realized that I had suppressed a lot of anger and emotions from my past, I thought I had dealt with stuff, but clearly, I hadn't. I have found talking about my 'stuff' very positive and it has enabled me to get rid of 'dead wood' from my life. I feel better equipped now to move forward with a clearer mindset. counselling helped me to better understand that my responses to situations and stress were not always good around my children, and added to their triggers and emotional wellbeing. My child also benefited greatly from his sessions and found them productive and helpful. Thank you so much for your support! I would thoroughly recommend CLEAR to others.

What improvements could be made

More sessions might be useful for others.

Flexibility in resources given, not only written information. As I struggle with reading would have preferred an audio version of parent pack.

CLEAR Service feedback and reflections on therapy by children, young people and their families/carers

Evaluation of Service questionnaire for parent/carers

At the end of therapy parents and carers were asked to complete the Evaluation of Service Questionnaire (CHI-ESQ). In total, 63 (29%) parents completed this questionnaire and their responses to individual items on this measure indicated they were very satisfied with the service received from CLEAR. Total scores on CHI-ESQ can range from 12 to 36, with higher scores indicating greater satisfaction. The average score was 33.8. A high level of satisfaction observed for those giving feedback.

Open-ended questions are also asked of parents such as what did they value in the service, where could things be improved and in general comments.

What was good about my child's care?

Child was really engaged with sessions and learnt a lot, lots more reflective

It helped child to open up more at home with talking about his problems

Therapist really seems to care, she listens to child and she has really helped her to be able to deal with things. Child has been coping better and is able to look to the future which she struggled to do before coming to CLEAR.

My grandchild really trusts the therapists. This is a big deal for him, and has made such a difference to him.

Child always went in and came out of sessions really happy - previous therapy sessions (outside CLEAR) he has not engaged with. He was feeling balanced and regulated when he left. It was a good time for therapy and I have seen an improvement in his behaviour.

It helped child figure out how to say when he had big feelings rather than have a meltdown

That the situation has been taken seriously and we did receive the help. I can see how this has helped my child and I am forever grateful.

You've been brilliant, easy to communicate with. With Lou she could relate to you with music and you as a person. She was very upset the sessions were ending.

Therapist listened to Child and made a really special connection with him. He trusts her which is amazing.

Communication was great, really good understanding of the difficulties and a sensitive approach.

That the therapy was tailored to my child and his needs.

Helped to resolve issues and they listened to my concerns

Just been absolutely brilliant. I can tell from how grandchild feeds back from the sessions how much difference it's made to him. He feels really safe and loves the sessions.

Very caring and professional therapy

The help has been great and I've seen a significant change in my daughter. She's coping better and able to live with how her Mum is now.

My son fully engaged with his sessions, he has felt heard and valued. I have felt the same with the sessions I have had, fully supported, valued and heard. Thank you 🙏

What improvements could be made?

Felt it could be longer intervention

It would have been helpful if the school had a consistent space for the sessions

More sessions

“It’s hard to put into words” service evaluation questionnaire for children and young people.

Children aged seven years or more were also asked to complete a satisfaction with service questionnaire, It’s Hard to Put into Words, which was designed by CLEAR Ideas, CLEARs co-participation group. In total, 59 (27%) children seven years and over, completed this questionnaire at the end of therapy. Children’s feedback was generally very positive. Total average scores on this measure can range from 0 to 45. The average score was 35 which is at a “good” level. Here are some examples of the feedback from children and young people;

What was good about my care?

Nothing was rushed or done if I wasn’t ready to process it

It has helped me understand why I react certain ways to triggers and she made sure I was comfortable throughout like breathing and cooling down at the ends of my sessions was also helpful

Talking about past life situations and how it has made me feel.

I am still nervous and struggle with opening up but I am getting better

Non-judgemental and promise of not informing my parents of anything I say. Has lifted a weight off my shoulders and I feel better about what I came into talk about.

I get to calm myself down sometimes

I could talk to really kind people about things that have happened in the past knowing they are not going to say anything without my permission

My therapist was nice and I felt I could talk to her without being judged and I have understood a bit more about the past

That I feel like I can understand more things to cope with my feelings.

The support I had and made me open up more about feelings that hurt me or was making me upset

I was extremely lucky to have been able to have this experience. Bernie helped me open up, liked her energy. Thank you for everything you have done for me you have helped me greatly. You have helped me better achieve. I cannot thank you enough but I want you to know you have helped me change my perspective of reality.

Feeling Safe and Being able to talk openly.

They helped with how sad I always felt and gave me motivation

What to improvement could be made?

Not in school, inside, more sessions, more playing games, being more active, music and more time.

Nope, everything is perfect

No it was really good and helpful I'm just in a really good place right now in college and didn't want to bring everything up right now

Just wasn't for me, would prefer talking therapy more

Making it less stop and start like continue it over the half terms etc.

6-months follow-up survey for children, young people and their families who had completed therapy with CLEAR.

A part of the routine outcome measure programme, there is a follow-up survey undertaken with children, young people and families 6-months after therapy. It seeks to capture the ongoing impact of the therapeutic work completed with CLEAR.

The follow-up surveys were undertaken by an CLEAR Child therapist in the earlier part of 2023, ending in July 2023. The survey sought reflections by CYP/Parent/Carer on the therapy with CLEAR and to understand what support, and at what level that children and young

people may have needed after therapy with CLEAR. A thematic analysis of the feedback has been undertaken, and readily identifying the areas in which there is shared experiences and impact.

From the identified 31 children, young people and parents who had completed therapy and given consent for follow-up, 10 children, young people and parents agreed to give further feedback with a CLEAR therapist on the telephone.

Themes	Sub-themes	Feedback
Client feels improvement working with CLEAR and this having a sustained/ongoing effect.	Emotional expression increased and regulate	<p>"I've seen a significant change in my daughter. She's coping better and able to live with how her Mum is now"</p> <p>"Sessions with [therapist] have helped her manage emotions better"</p> <p>"I appreciate the support for [child], it was excellent"</p> <p>"[client] described herself as being in a better place than she had been"</p> <p>"Family's CLEAR support had made a real difference to them and this had been sustained"</p> <p>"The parent observed that her child had greater emotional regulation and was more open with her"</p> <p>"The parent talked about CLEAR support being 'really crucial', how the support enabled their child to open up and equipped him with some emotional language"</p> <p>"The child was able to express some repressed anger and it proved a good building block towards not feeling so guilty"</p> <p>things started changing there</p> <p>"The service their child received was 'absolutely phenomenal'."</p>

		<p>The child was able to use the sessions to help them deal with the trauma”</p> <p>“The parent felt that the CLEAR support had helped her daughter, she was just beginning to show some positive changes when the support was coming to an end”</p> <p>“Positive changes observed in her daughter at the end of CLEAR support included: not reacting so quickly to triggers but stopping and thinking, beginning to recognise other things going on in her life and different ways to feel better about herself”</p> <p>“The parent felt that the CLEAR support enabled her child to unpack past traumas in a safe space”</p> <p>“The young person’s progress has been maintained, there has been no evidence of self-harming since Easter ‘22”</p> <p>“CLEAR helped us through a really dark place and I am very grateful for that”</p>
	<p>Positive Therapeutic Alliance</p>	<p>“Help has been great”</p> <p>“[client] has enjoyed the sessions with [therapist]”</p> <p>“Will [therapist] remember me? We made pictures and a bracelet so we will remember each other”</p> <p>“Parent felt the CLEAR therapist coming into school was really helpful”</p> <p>“[client] had made a good connection with his therapist and had been open with her”</p> <p>“the therapist was fantastic”</p> <p>“They developed a good relationship with their therapist and appreciated the therapist</p>

		<p>offering a non-judgmental, unpressured approach”</p> <p>“The parent said he spoke to the therapist on a couple of occasions and was happy with the level of communication”</p>
	Creative approach	“I loved making slime, I like everything. I liked making the glitter jars.”
	Parent’s experience of impact for child	<p>“Parent demonstrated understanding his own ability to stay calm had a significant impact on his daughter’s behaviour”</p> <p>“Parent went on to engage with their own CLEAR therapist, which was helpful at the time”</p> <p>“The use of questionnaires at the beginning and end helped him to reflect on the positive changes with his daughter over the sessions”</p>
Client feels working with CLEAR had no outcome	No change	<p>“Parent did not feel that the therapy made a significant difference for her son, concerns remained high”</p> <p>“She was aware her child had engaged initially and had enjoyed the sessions, but sessions fizzled out and the child did not access the remainder, hard for her to comment on any impact”</p>
The nature of CLEAR’s therapy offer and position within the wider systems of support	Intervention was too short term	<p>“Short-term nature of the support was a limiting factor”</p> <p>“12 sessions for her son were not quite enough, an additional 3 or 4 would have been beneficial”</p> <p>“The parent paid for additional sessions privately with the therapist”</p> <p>“The parent felt even another 4 CLEAR sessions would have helped her daughter”</p>
	Too many services	“Parent talked about feeling ‘passed from pillar to post’”

	Assessment of Neurodiversity	<p>“Parent stated a professional recommended her son was assessed for ADHD but nothing had come of this”</p> <p>“Parent expressed the opinion that she wanted to try and get her son assessed for ADHD or ASD at this stage”</p>
	Lack of feedback to parent	<p>“Parent expressed she would have liked to have receive feedback on her child’s therapeutic support and that the whole process was more inclusive of her”</p> <p>“The parent did not feel that they had an understanding of what went on with the therapy sessions her child was offered”</p>
	Awkward sessions	<p>“The therapist was often late”</p> <p>“Half an hour of sessions being missed”</p> <p>“Missing her taxi because she was ‘let out late’ of her sessions”</p> <p>“Therapists should attend sessions on time and listen to what the young person wanted to explore”</p>

Learning and Goals for improving service from the year

We have had a huge change in introducing and embedding the CLEAR Database which therapists/counsellors, administration staff, clinical leads, finance have given a lot of positive feedback on. The feedback has been as to how it is improving the efficiency of administration and recording of therapy work. It is important to note and observe in evaluating and looking back on this year, that there has been an effect on data collection during and post-transition to the new database. This is considered to be a short-term impact and we are seeing steady increases in data collection as the new database becomes more embedded and further staff training is planned to aid this.

The assessment of therapy readiness at the time of referral, allocation and in the initial meeting with a therapist has become increasingly more important to get right and there is an aim for this to have more clinical lead time at referral and allocation. This assessment supports the best use of finite resources and seeking the right time for trauma recovery



therapy for the child and young people. It is proposed that this can reduce waiting times and the improve the process of therapy. The low disengagement rate is a further measure of readiness for therapy.

Appendix A

Children and Young People Service Evaluation – 6-month follow-up after therapy completed with CLEAR

What was an outcome of the therapy work with CLEAR? Has this been sustained over this period since the therapy came to an end?

Have you or your child(ren) had any further therapeutic or professional support over this period since the therapy came to an end?

If so, with whom?

Any further feedback or comment in relation to the therapy work with CLEAR or after working with CLEAR as an organisation?

Big thank you for their feedback and being part of this evaluation!

Appendix B

Number of referrals by month April 2022 – March 2023

Month	Total number of referrals
April	20
May	29
June	32
July	31
August	15
September	22
October	18
November	29
December	20
January	23
February	12
March	27
<i>Average number of referrals monthly</i>	23