

CLEAR Adult Service Evaluation Report

April 2023 to March 2024

This evaluation and report was completed by Nicola Henderson, Clinical Psychologist and CLEAR Evaluation and Quality 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.

During the reporting period, the Adult Service Waitlist had periods of closure in response to sustained high self-referrals; the rate of referrals for each month is within Appendix A.

Demographic and service delivery information

The total referrals received (includes all referrals to the Adult waitlist; Self-referrals, the Victim Care Unit pathway, People in Mind Hope for Harm and Project work referrals e.g., IAPT Talking Therapies and Trauma Stabilisation project and Spot purchase referrals within the year time period of 01 April 2023 to 31 March 2024 was **457**.

While undertaking the processes of referral coordination and allocating for assessment and therapist/counsellor, there were **102** referrals which were closed and signposted as CLEAR was identified as not being the appropriate service, the referral was made by a professional agency or the client was not ready for a counselling intervention e.g., client in mental health crisis, presenting with psychotic symptoms or physically unwell.

All Referral demographics

From the total referrals, 342 females, 94 males, and seven transgender clients were referred. For 14 clients gender was not recorded on referral.

A total of 182 (40%) referrals identified the client as having a disability, including Learning Disability, Autistic Spectrum Condition, Attention-Deficit Hyperactivity Disorder, Severe Hearing and Sight disability, Pain conditions, Physical Health conditions which affect mobility and enduring mental health conditions including Complex Post-traumatic Stress Disorder.

The age range for all referrals was from 16 to 85 years; *37years* the averaged age.

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1



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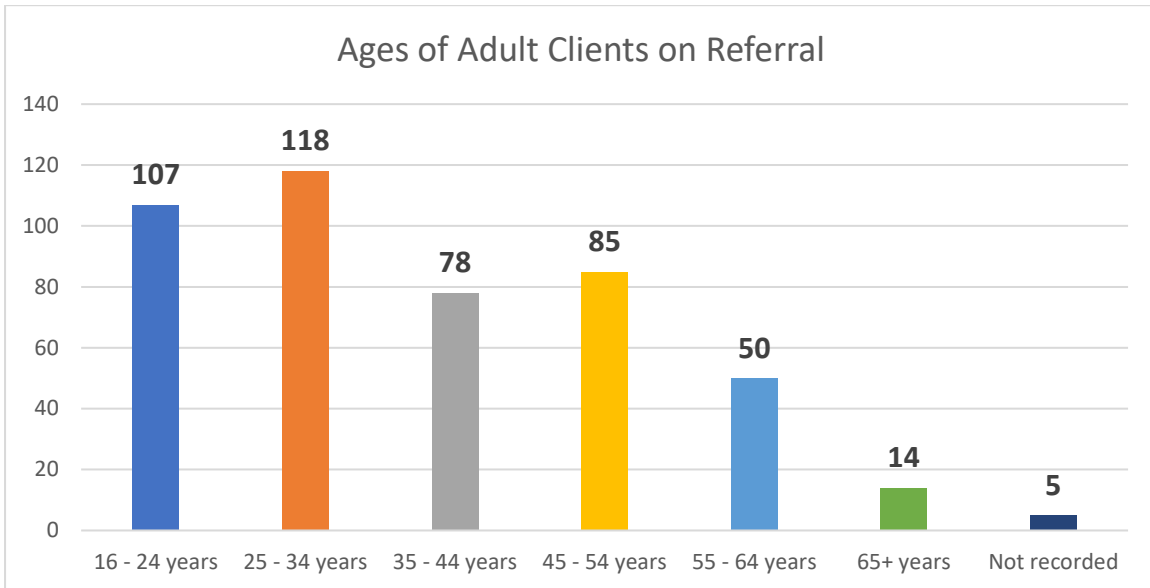


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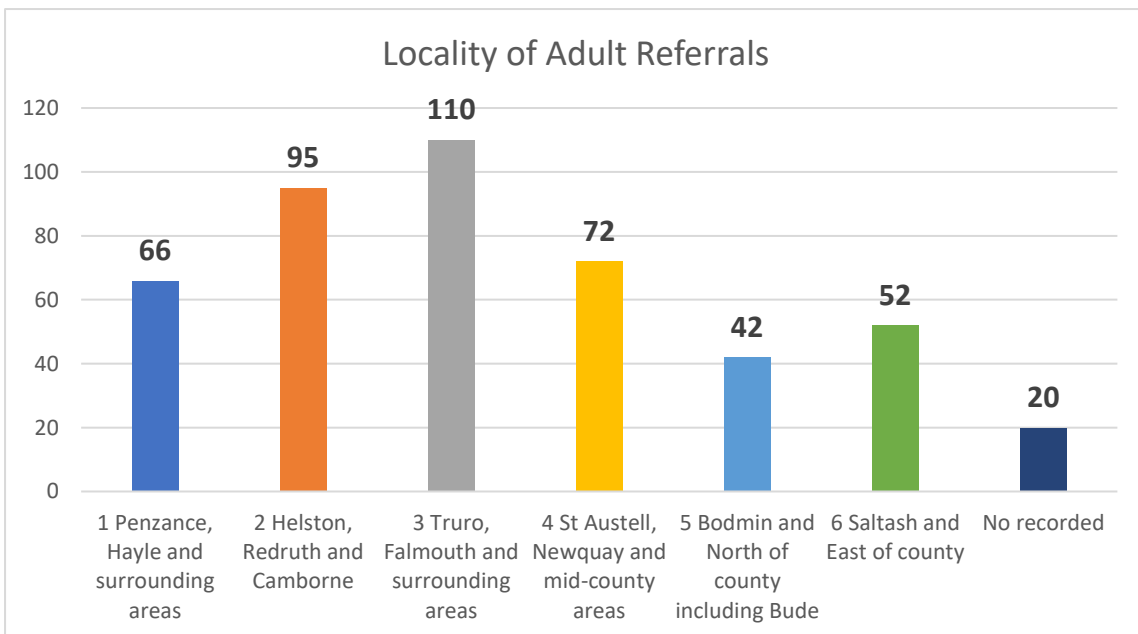
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The ethnicity of those referred was identified as predominantly White British, 404 adults. Twenty-three adults identified as Cornish. Two adults identified as Asian Mixed ethnicity, 15 identified as White Mixed ethnicity, one adult identifying as Gypsy and 12 Adults not stating their identified ethnicity.

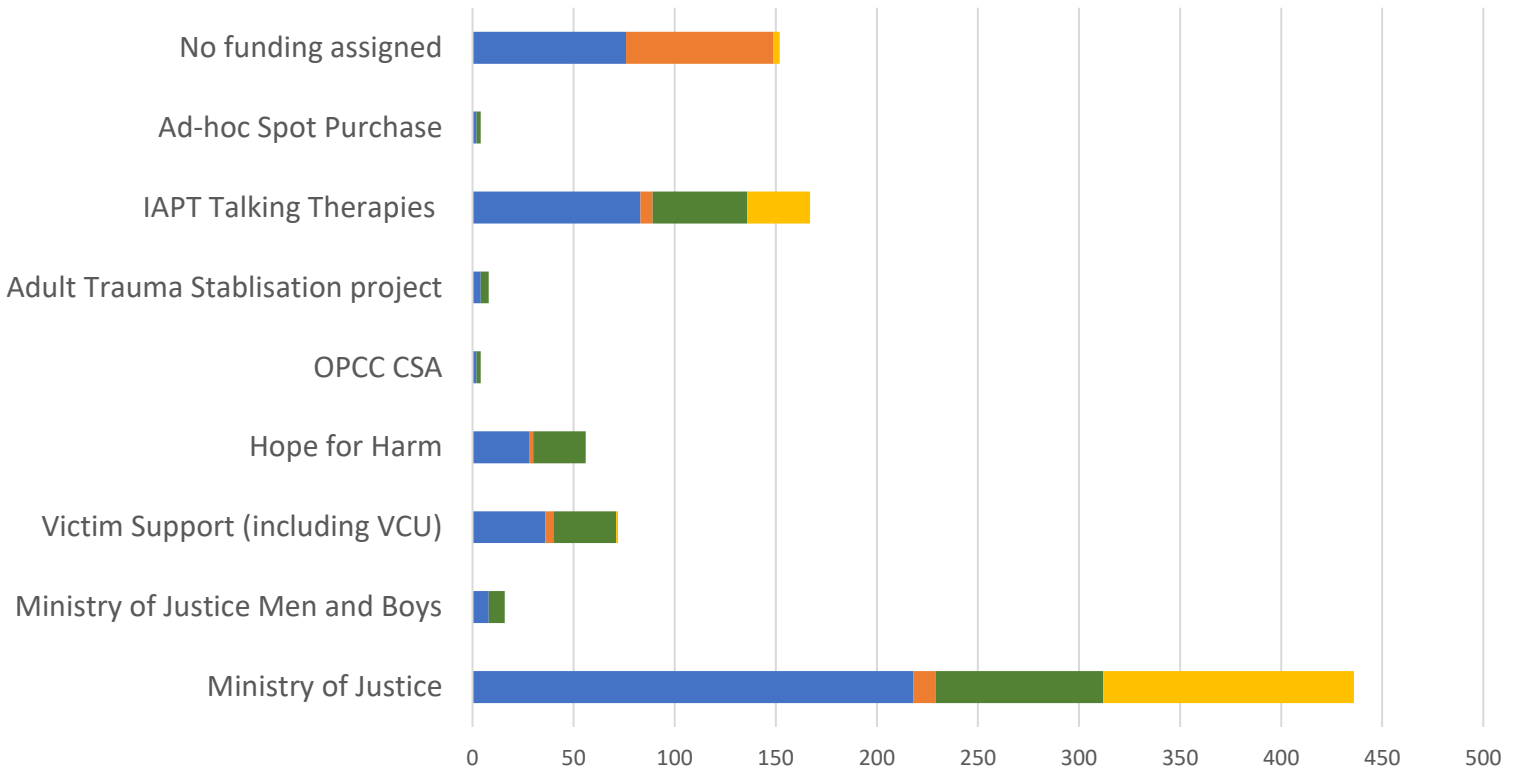
The localities of referrals were from across county, with higher rates in West to Mid-county.



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Adult referrals to allocation process by funding pathway April 2023 - March 2024



	Ministry of Justice	Ministry of Justice Men and Boys	Victim Support (including VCU)	Hope for Harm	OPCC CSA	Adult Trauma Stabilisation project	IAPT Talking Therapies	Ad-hoc Spot Purchase	No funding assigned
Total referrals	218	8	36	28	2	4	83	2	76
Closed/Signposted referrals	11	0	4	2	0	0	6	0	73
Allocated referrals	83	8	31	26	2	4	47	2	0
Waitlist	124	0	1	0	0	0	31	0	3

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3



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Allocation and Process of Intervention for Adult Clients

The total of 264 clients exited within the reporting time period; these engaged clients had a contact and active intervention within reporting period. There were 184 interventions completed. The overall disengagement rate was 10.2%, while the no engagement rate was 6% and 31 clients declined sessions either at point of allocation or following on average *three* sessions.

Within funding pathways, these were 173 with MOJ and MOJ Men and Boys, 126 (73%) completed with 17 (9%) disengaged, 20 (11.5%) declined sessions and 7 (4%) had no engagement.

Within funding pathways, these were 42 with Victim Support funding, 25 (60%) completed with 2 (4%) disengaged, 3 (7%) declined sessions, 4 (9%) had no engagement and 3 (7%) discontinued their therapy work with CLEAR due to safeguarding, transferring to an external service.

Within funding pathways, these were 27 with Hope for Harm funding, 10 (37%) completed with, 3 (11%) declined sessions and 1 (3%) had no engagement.

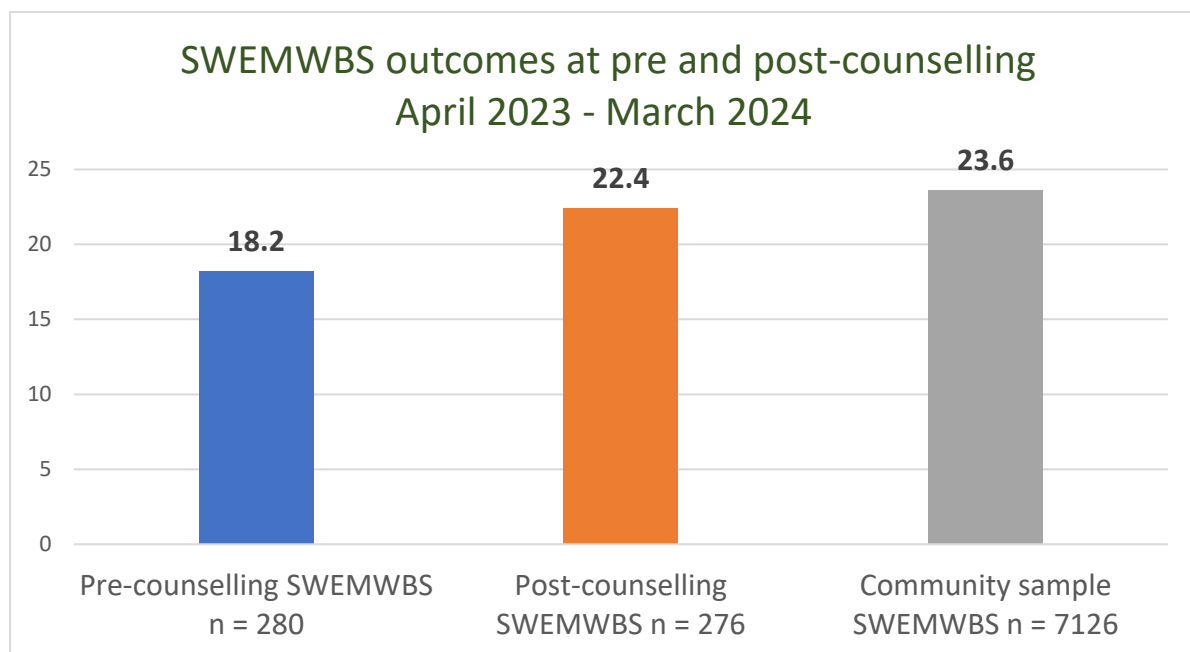
Within funding pathways, these were 38 with IAPT Talking Therapies funding, 6 (15%) completed with, 4 (10%) declined sessions and 3 (7%) had no engagement.

Outcome and effectiveness of services

The Warwick-Edinburgh Mental Wellbeing Scale – Short form (SWEMWBS)

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 at every session throughout all the counselling and therapy interventions; the routine measures are voluntary and the choice to complete these is made each session. 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.

The SWEMWBS analysis is from observations across all clients who engaged and completed counselling/therapy interventions during the reporting period, and completed pre and post outcome measures.

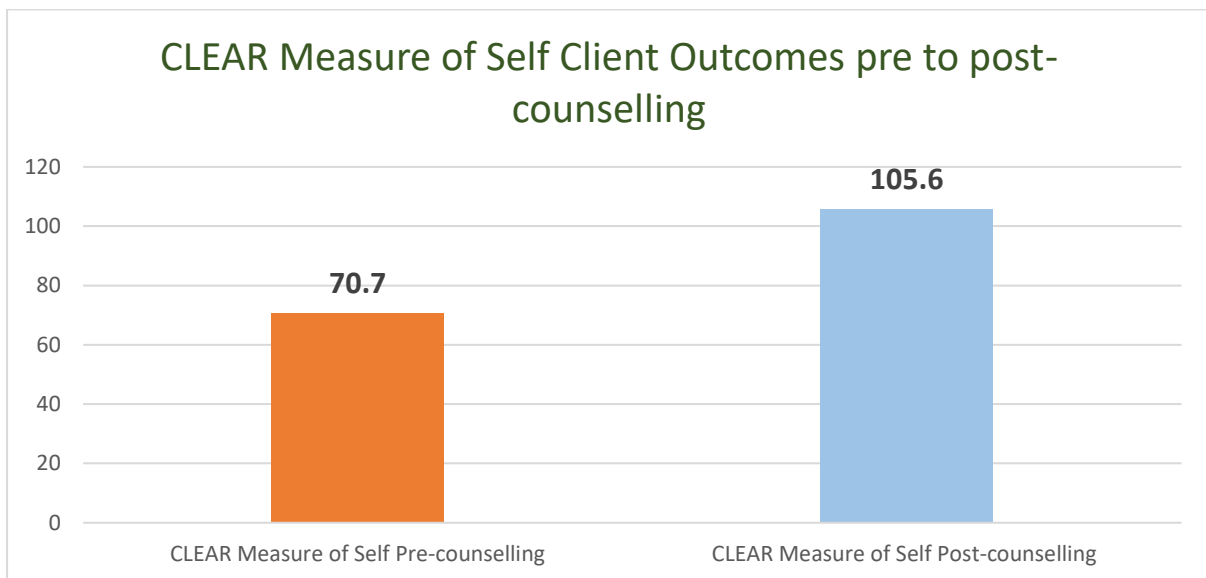


¹ For further information and published research on the SWEMWBS, you can refer to <https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/>

The outcomes show a significant difference in mental well-being between pre-counselling SWEMWBS (*Mean* = 18.2) and post-counselling SWEMWBS (*Mean* = 22.4) scores ($t(554) = -7.54, p < .001$). The Cohen's *d* effect size of ($d = -0.126$) demonstrates a small effect of the counselling intervention on the basis of improved mental wellbeing. A comparison is made with the Mean ($M = 23.61$) of SWEMWBS 2011 Community Sample ($n=7126$).

The CLEAR Measure of Self – an in-service questionnaire

The CLEAR Adult service routinely asks for clients to complete a 16-item questionnaire pre and post counselling intervention which explores the client's perceptions of self, confidence, and future. It also asks the client to reflect on their experiences of counselling. The items are scaled 0 – 10, 10 is strongest agreement with positive perceptions therefore a higher total of the 16 items means a stronger positive perception of self, confidence and future.



There are outcomes from 114 clients completing this questionnaire pre and post their counselling intervention which show improvements in perception of self, confidence and future; pre-counselling (*Mean* = 70.7) compared to post-counselling (*Mean* = 105.6). This is a significant difference ($t(302) = -10.66, p < .001$) and has a small Cohen's *d* effect size ($d = -0.314$).



CLIENT VOICES: reflections of experiences of counselling, difficulties in counselling and the personal impact of counselling

CLEAR Service feedback by clients

The *CLEAR Service Feedback questionnaire* is embedded across all referral pathways and therapeutic interventions for clients. It aims to give clients an opportunity to share their thoughts on CLEAR as a service at the end of counselling/therapy. It asks what was good about their care, what could be improved, anything else to feedback and an overall rating of the service.

What was good about my care

Its been good to talk. The sand-trays were good for talking about 'duckie'. Duckies need blankies to keep them warm and safe and not alone. Therapy has felt like a blankie.

Definitely given me a better perspective - it just helps everything. Felt very safe

It has really helped coping with things. It has helped me a lot to process things. I feel a lot calmer and it helps me to make sense of things after they have happened.

Counselling felt safe and helpful. I feel different, a little bit calmer. I've got better at caring for myself and taking time for myself.

When I started my anxiety was really bad, and made me feel physically unwell and exhausted and on edge all the time. I also had flashbacks very frequently which caused anxiety going to bed. Now I feel so much better, much more relaxed, more like my self before bad things happened. The flashbacks are much less and I have been given helpful methods to manage my anxiety and help bring me back to the present. I am very, very grateful and feel so much better, thank you.

Consistent, knowledgeable & experienced practitioner. Able to work around my language barriers and fixations / inflexibilities. I'm much more knowledgeable now about the "mechanics" of what's happening in my brain and have the tools now to start to fix the problems / work with what I've got.

It felt really personal and we connected well, it has been really comfortable and easy to talk to [counsellor]. You have got me through some really difficult situations, it has been brilliant, a really helpful and positive experience.

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7

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Consistency of kindness. Trusting this person. Made me feel better about myself

Generally made a difference- Noone else has

It has been fantastic, it is life saving work. I am very grateful and think that CLEAR did an amazing job at matching me and the counsellor. I don't know what state we would be in if it wasn't for CLEAR. I would like to score 20 on a scale of 1-10.

Things that could be improved

Not really, clear definitely exceeded my expectations and helped in many different ways

I think it would be good if staff had some training by neurodivergent people on different neurodivergencies and things like interoception so they can better understand how autistic people process and feel things

Maybe exercises / activities to do after the sessions are over, DBT coping skills/ self care resources/ worksheets [I asked counsellor about this and she mentioned the idea of a resources section on the website]

I don't think there is anything to improve, was all really good.

The counsellor was very good and I felt comfortable talking to her. I appreciated the sessions being flexible so I could have them in the evenings after work. The amount of sessions was really good and that they were free, everything has been really good. It has really helped me and made me feel so much better.

We went at my pace and only worked on what I had the energy for

General feedback

I wasn't expecting to open up as much as I did during my sessions, my counsellor always listened and gave input if I needed it. I'm very thankful for clear, they've helped me massively and I'll always be thankful.

I am so grateful for you. I wouldn't be here now if it wasn't for you I appreciate everything you have helped me with. I feel like a different person. Even though I am not good at expressing myself I am now able to live my life more fully. This has made me more able to care and understand myself and inner child.

I have found the sessions absolutely brilliant and they have positively impacted on my life in so many ways and really helped me to feel calmer and look at my future more positively.

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8

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Learned a lot about myself; Didn't think I'd be able to share; It's been hard at times but a good thing to do in the long-term; Have had enough help for now but feel inclined to reach out for help in the future; Learned a lot about others, relationships and how and why people behave.

Just a heartfelt thank you to CLEAR, especially my counsellor who is a wonderful and compassionate human

Learning and Goals for Service Development

Strengths	Areas for Improvement
<ul style="list-style-type: none"> • Change of referral form helping referrals process • Impact of referral form review and robust readiness calls process has helped increase engagement and disengagement is down 10% • Outcome measures are outlining the value and impact of the client work we are providing significant improvement on WEMWBS and CLEAR measure of self 	<ul style="list-style-type: none"> • More reflection of EDI in counsellors and clients (including older adults) • Regular audits of the database to ensure data is all present which can help more accurate reporting • To look into how we reduce the time spent on redirecting or signposting inappropriate referrals (102 signposted or closed) this may have taken up quite a bit of time away from allocating or accepting funded clients • To close clients in a timely manner • To ensure outcome measures are done and recorded for as many clients as possible
<h3>Learning Points</h3>	
<ul style="list-style-type: none"> • The need to identify IAPT referrals and allocations in a short timeframe was challenging given the need to also allocate new MoJ clients. However, this was one-off funding and was helpful in supporting CLEAR clients already waiting. • A closer hold on allocation of funds are needed to keep an eye on over or underspend • Reaching out individually to counsellors helps to ensure processes regarding the database are followed correctly 	

Priorities for Service Improvement 2024/25

- To try and have more oversight, consistency and balance throughout the year with allocation of funds
- To review our therapeutic offer in line with the evidence base? More EMDR therapy offer?
- To close the gap between when clients end sessions and when they are closed on the database to ensure accurate reporting

Appendix A

Referrals made to Adult service by month

Month	Number of Referrals
April 2023	20
May 2023	26
June 2023	37
July 2023	44
August 2023	29
September 2023	39
October 2023	37
November 2023	55
December 2023	25
January 2024	72
February 2024	54
March 2024	48
Average per month	40.5

