

Invictus CLEAR Counselling service Evaluation Report January 2024 to March 2024

The evaluation and report was undertaken by Nicola Henderson, Clinical Psychologist and CLEAR Evaluation and Quality Lead with contributions from Jenny Trevethan (Invictus CLEAR Counselling Clinical Lead).

The information which has contributed to this report has been based on the reporting of enquiries, referrals, clients and outcomes on the CLEAR database for Invictus CLEAR Counselling service clients.

From the 8th January 2024, the Invictus CLEAR Counselling service launched and experienced a huge level of enquiry within the first month of opening. The outcome(s) of these enquiries and engagement of young people 11-18 years, young adults 18-21 years and parents/carers/supports in the Invictus CLEAR Counselling service are reported here, as part of the fourth quarter of the reporting year (January 2024 to March 2024).

The Invictus CLEAR Counselling service offer has more online/remote sessional work occurring than face-to-face sessions.

Demographic and service delivery information

Enquiries - child

There were 113 enquiries for the **Invictus CLEAR Counselling service (ICC 11-18)**, with 109 enquiries occurring with the first month (January). From the total enquiries, 48 enquiries were closed and 65 were referrals accepted from enquiry.

Enquiries - adult

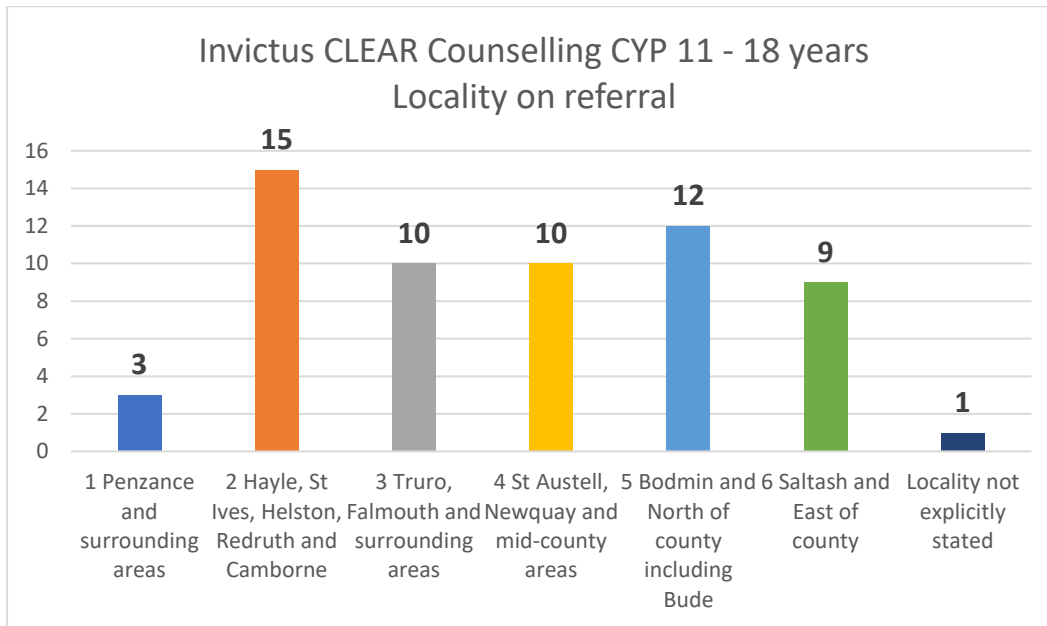
There was one clearly identified **ICC Parent** enquiry which was progressed to referral accepted.

There were 19 identified enquiries for **ICC young adults**, with the age criteria of **18-21 years**. Of those 19 enquiries, eight progressed to referrals, and 11 were closed with signposting support and/or communicated as to not appropriate for the ICC service offer.

Referrals demographics and outcomes

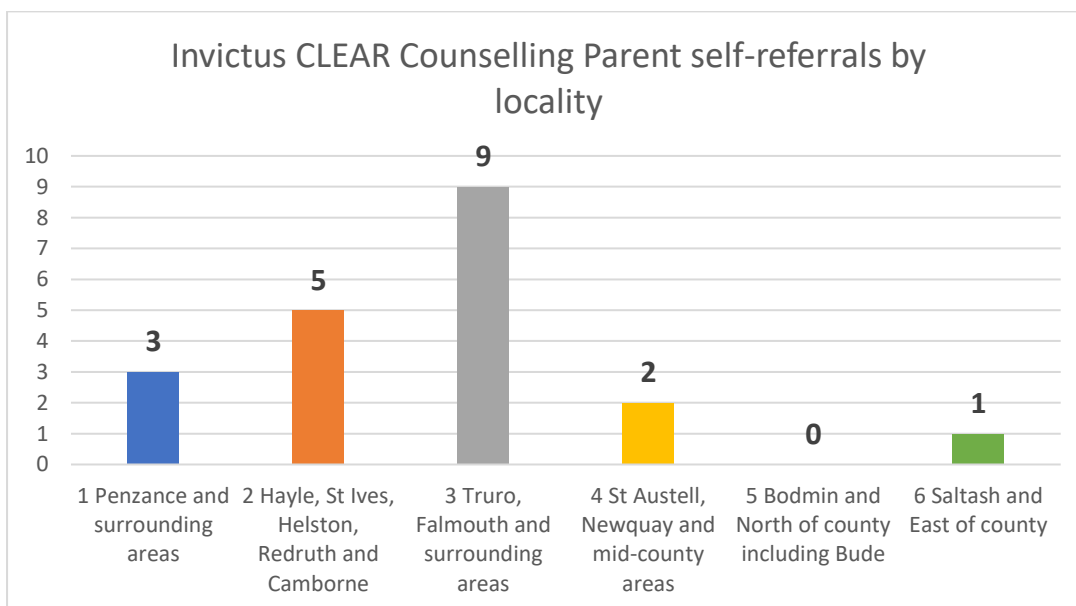
The total **Invictus CLEAR Counselling service child and young person referrals (11-18 years, ICC CYP)** was 59. There were 58 ICC CYP allocated for counselling and one ICC CYP closed due to no engagement.

There were 41 female, 15 males, two transgender young people referred and one referral where gender is not stated. The age range was from 11 years to 16 years, with the average age of 13 years. The majority of young people were white British (48), with three young people identifying as Cornish and seven of Mixed ethnicities.



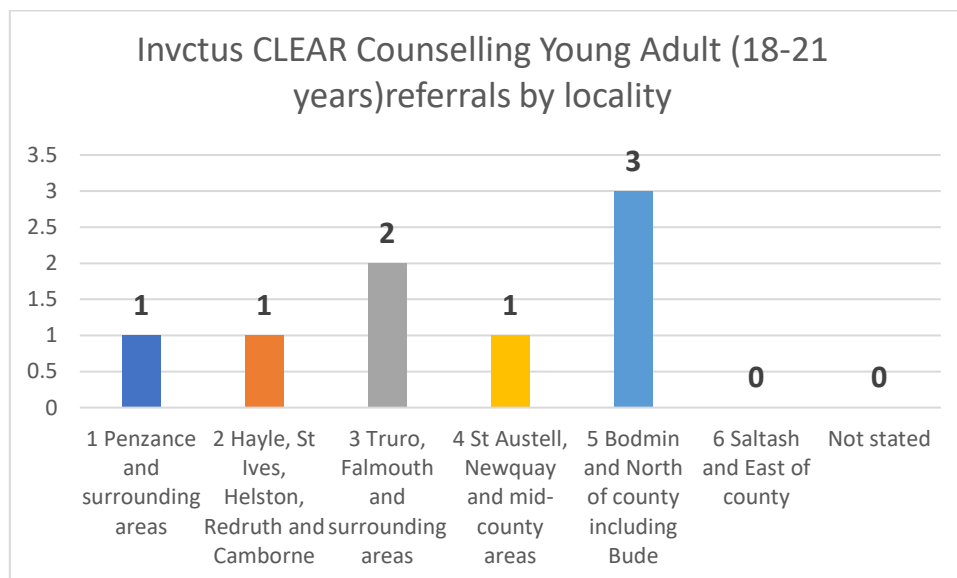
Within the referrals, 24 young people identified as having a disability; Autistic Spectrum Conditions featured prominently (15), and Attention-deficit Disorders, Specific Learning difficulty; dyslexia, and a physical/skeletal disability.

The total **Invictus CLEAR Counselling service parent referrals (ICC-P)** was 20. These were all self-referral and all allocated to therapists. All of the referrals identified as White British with 17 females, 2 males and one not stated gender. Seven parents/carers identified themselves as having a disability.



The total **Invictus CLEAR Counselling service young adult referrals (18 - 21 years, ICC YA)** was nine. Within the referrals were six females and three males, between the ages of 17

and 21 years, average 19 years. Eight referrals identified ethnicity as White British and one as Cornish. Three YA referrals were identified as having a disability; skeletal/physical injury, neurodevelopmental (ASC, ADHD) and dyslexia.



Therapy processes for Referrals within reporting period

ICC-CYP

Twenty ICC CYP clients have completed their counselling intervention, with an average of 12 sessions completed. Nineteen remain in active therapy processes at the time of report.

Of the allocations made for ICC CYP (52); seven declined to take up the sessions, there was one client with no engagement following allocation of counsellor, and one client who disengaged following five sessions. Two clients were closed due to safeguarding concerns and two transferred to an external service.

ICC-YA

Two ICC YA referrals from within reporting period have exited service, one completed 14 sessions and one declined to take up the sessions. One ICC YA remains in progress at time of report.

ICC-Parent

Thirteen ICC-parents have exited the service by completing the six sessions, one ICC parent disengaged from support after 4 sessions and one ICC parent has exited through transfer to different service. Two ICC parents referred within the reporting period remaining in active therapy process.

Learning and Goals for service development

Strengths	Areas for Improvement
<ul style="list-style-type: none"> • Meeting the demand in a timely and organised manner. • The number of young people receiving high quality therapy 	<ul style="list-style-type: none"> • Consideration of how to better meet need, particularly in areas including Bude, Saltash, Liskeard areas and online after school. • More training around working with clients who have ASD diagnosis
Learning Points	
<ul style="list-style-type: none"> • Greater and more complex need than anticipated • A significant number of clients have ASD or are awaiting assessment for ASD • Managing the expectations of parents and carers in terms of speed, location, complexity, etc. 	
Priorities for Service Improvement 2024/25	
<ul style="list-style-type: none"> • Further ASD training for assessors and therapists • Creating stronger links with statutory and other services for CYP • Renumeration for ICC Therapists 	