

CLIENT OUTCOMES 2018-19

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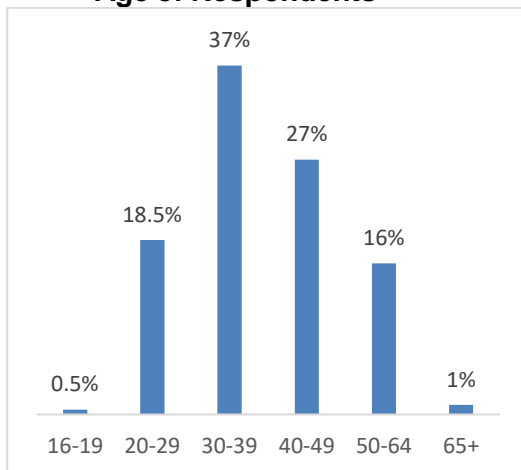
1 Overall Outcomes for CORRA Network Funding

The CORRA Network funding requires a report on outcomes for parents attending relationship counselling, family mediation and Child Contact Centres

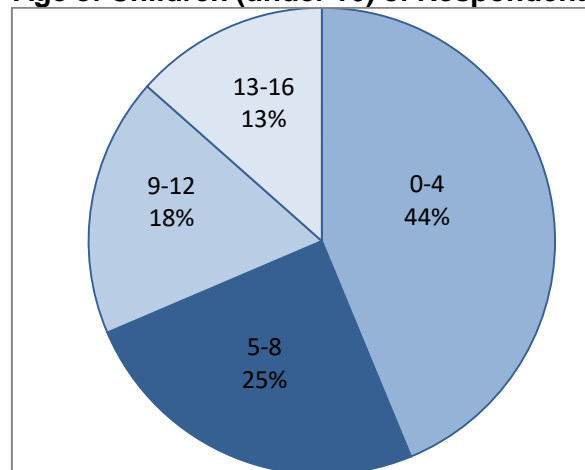
Responses are based on:

- 368 relationship counselling clients
- 123 family mediation clients
- 94 child contact centre (CCC) clients

Age of Respondents



Age of Children (under 16) of Respondents



- 51% of respondents were male, 49% female
- 64% of respondents were aged 30-50
- 713 children, 69% aged 8 or under

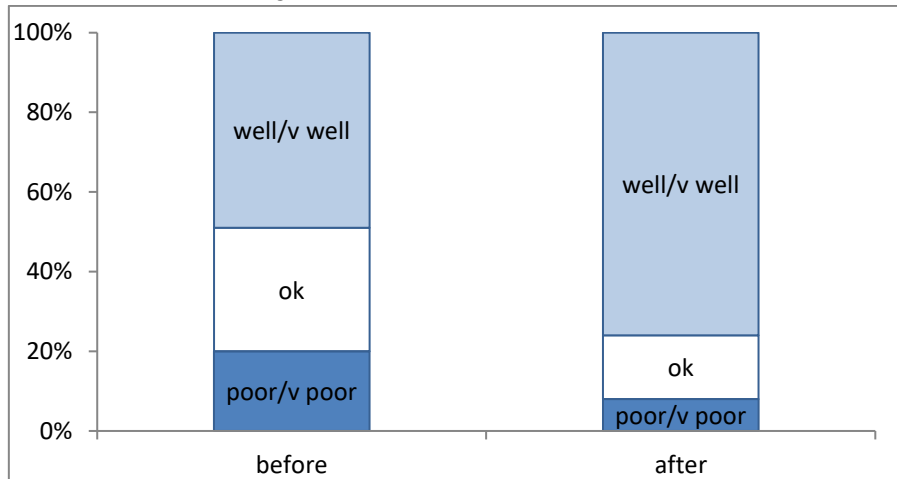
	Indicators	2018-19 outcome
1	60% of (parents report that) children experience an improvement in their ability to cope with their family situation	52%*
2	60% of parents report an improvement in their ability to deal with relationship conflict	73%
3	60% of parents report an improved ability to communicate and negotiate with their partner or ex-partner	72%
4	60% of parents report an improved ability to cope with their current family situation	72%

***58% where children are supported directly**

1 Children’s Ability to Cope with their Family Situation

52% of parents reported an improvement in their children’s ability to cope after counselling / mediation / attending a child contact centre. Improvement was greatest where children were supported directly (58%)

Children’s Ability to Cope

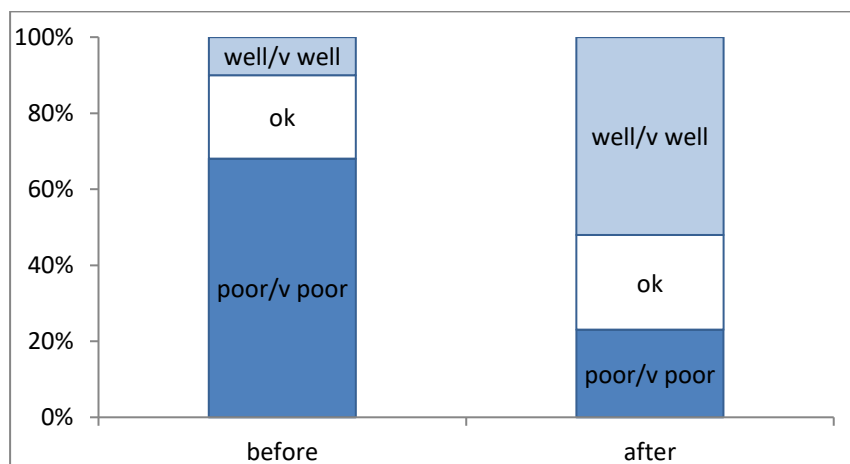


Before counselling/mediation/attending a child contact centre, **49%** of parents said their children were coping well or very well with the family situation, this rose to **76%** after counselling/ mediation/ attending a CCC.

2 Parent’s Ability to Deal with Relationship Conflict

73% of parents reported an improvement in their ability to cope with relationship conflict after counselling / mediation / attending a CCC.

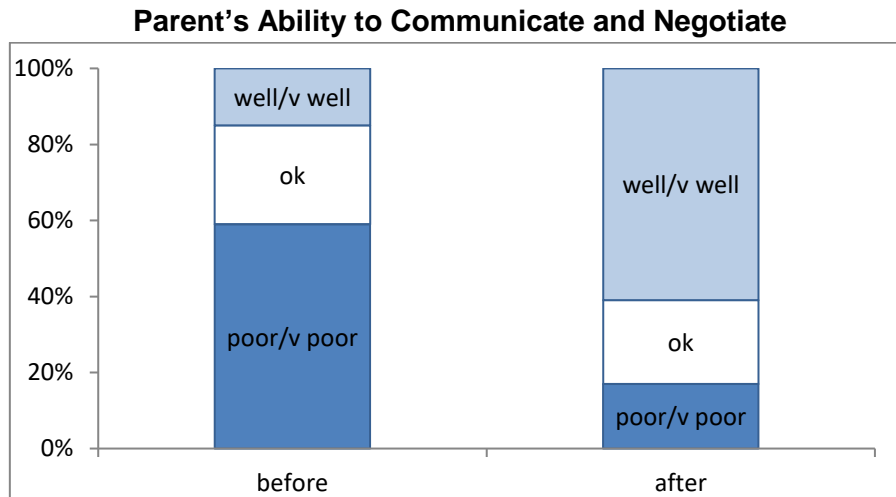
Parent’s Ability to Deal with Conflict



Before counselling/ mediation/ attending a CCC only **10%** of parents said they could deal well or very well with relationship conflict. After counselling /mediation / attending a CCC this figure rose to **52%**.

3. Parent's Ability to Communicate and Negotiate.

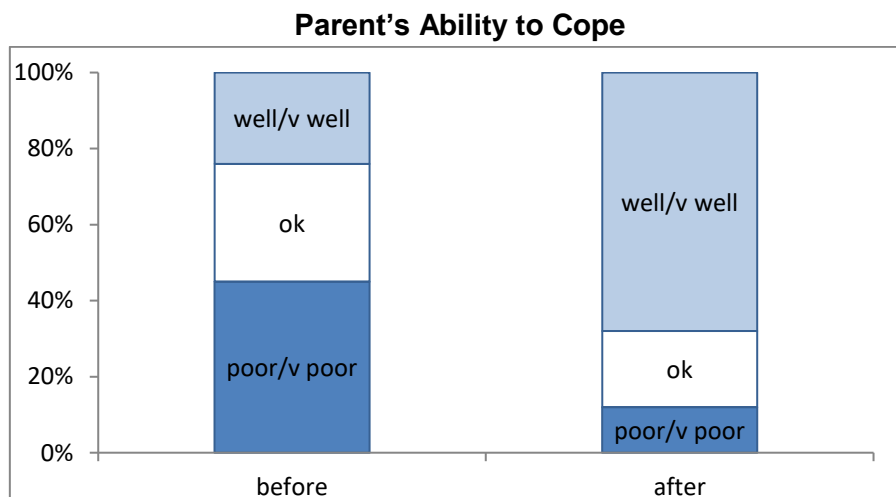
72% of parents reported an improvement in their ability to communicate and negotiate after counselling / mediation / attending a CCC.



Before counselling / mediation / attending a CCC only **15%** of parents said they could communicate and negotiate well or very well compared to **61%** after counselling / mediation / attending a CCC.

4. Parent's Ability to Cope with their Family Situation

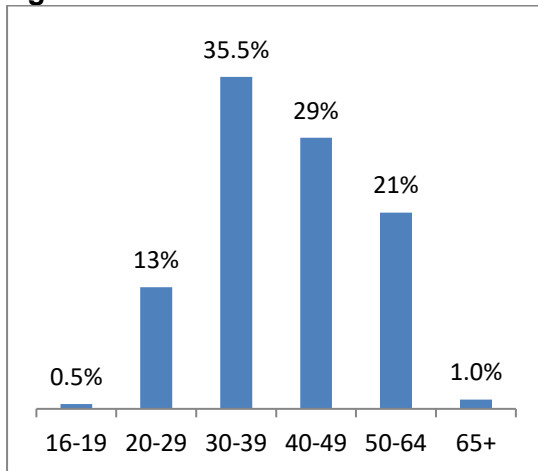
72% of parents reported an increase in their ability to cope with their family/relationship situation after counselling / mediation / attending a CCC.



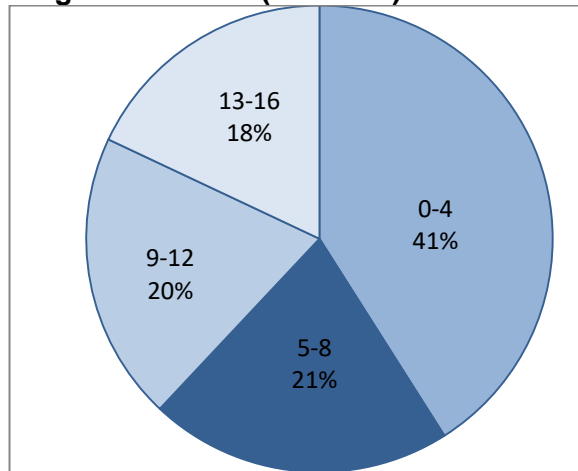
Before mediation / counselling / attending a CCC only **24%** of parents said they could cope well or very well with their family situation, compared to **68%** after counselling / mediation / attending a CCC.

3 Relationship Counselling (couples) Outcomes¹

Age of Clients



Age of Children (under 16) of Clients



- **64.5%** of counselling clients were between 30 and 50
- **62%** of children of clients were aged 8 or under

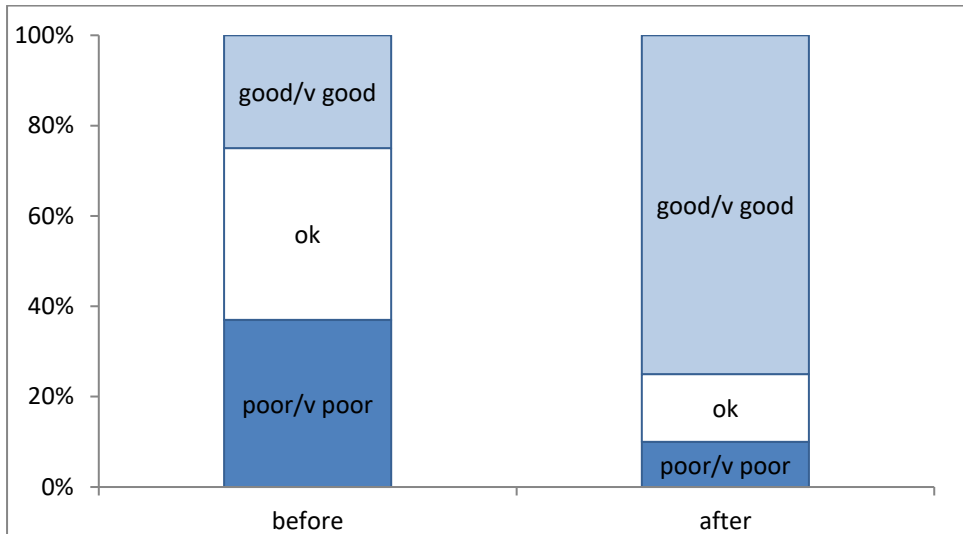
COUNSELLING	% clients showing improvement after counselling
How is your relationship with your partner?	74%
How well do you and your partner communicate?	78%
How well do you and your partner negotiate?	72%
How well do you and your partner deal with conflict?	76%
How well are you coping with your current family situation?	78%

- **53%** of respondents said their children were coping better with their family situation after their parents had been in counselling
- **98%** said that counselling had at this stage helped improve their relationship /family situation

¹ Based on 368 clients

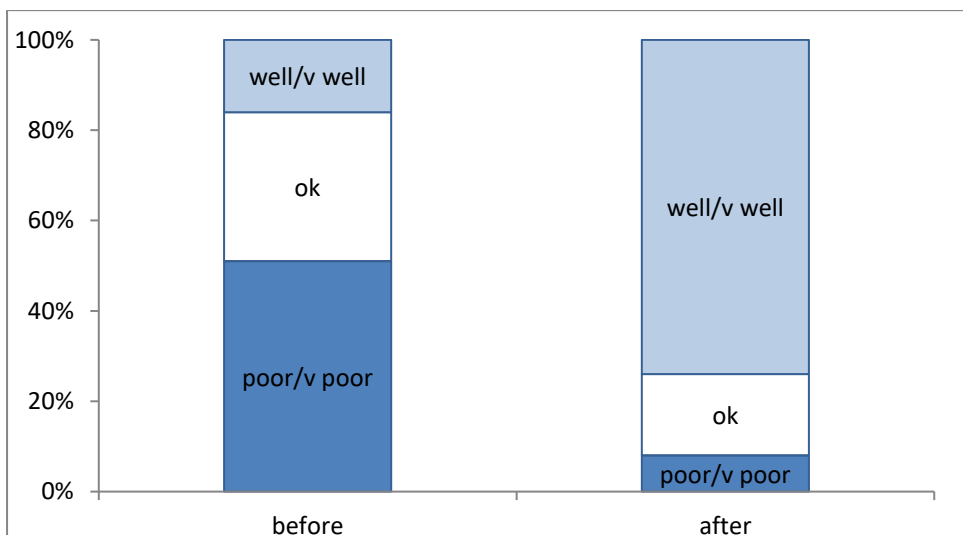
- **99%** said they would recommend our Service to others

How is Your Relationship with your partner?



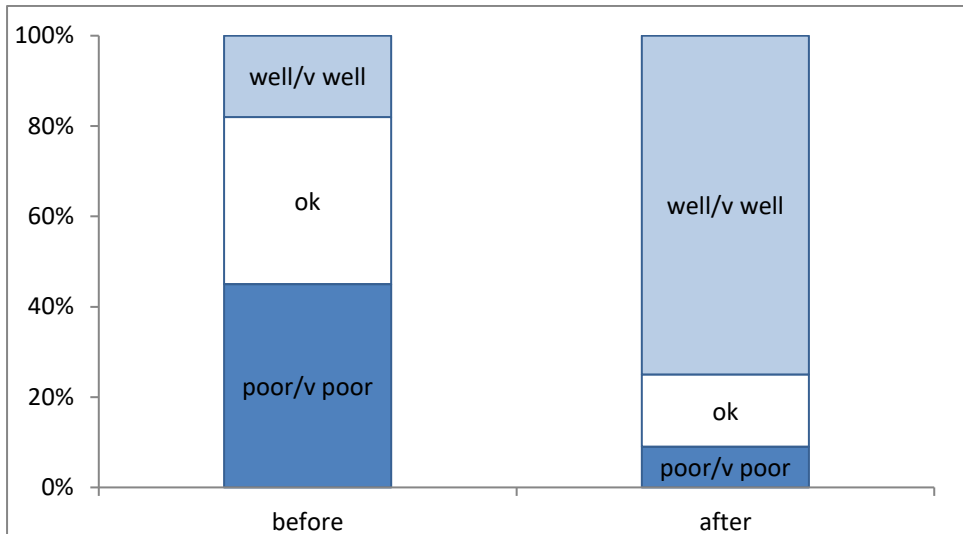
	before	after
good/v good	25%	75%
ok	38%	15%
poor/v poorly	37%	10%

How well do you and your partner communicate?



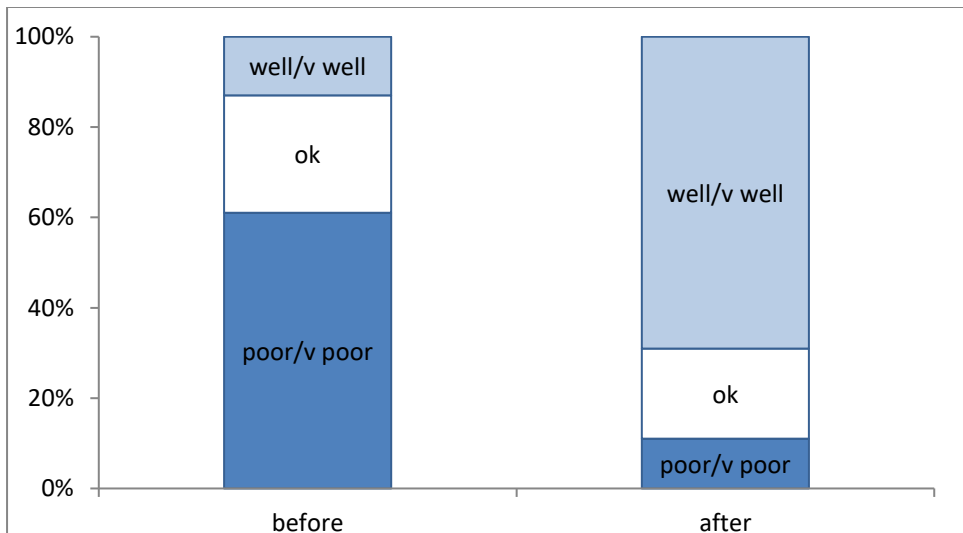
	before	after
well/v well	16%	74%
ok	33%	18%
poor/v poorly	51%	8%

How well do you and your partner negotiate?



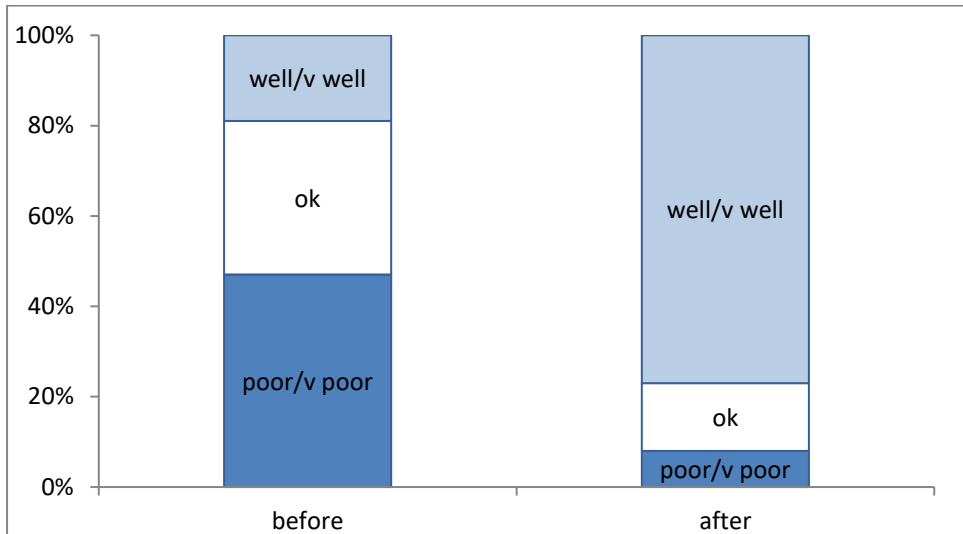
	before	after
well/v well	18%	75%
ok	37%	16%
poor/v poorly	45%	9%

How well do you and your partner deal with conflict?



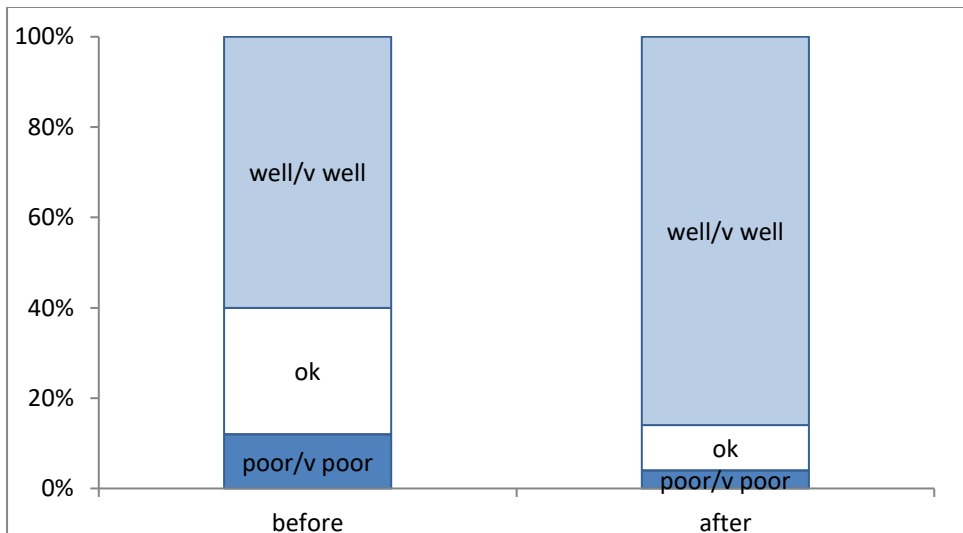
	before	after
well/v well	13%	69%
ok	26%	20%
poor/v poorly	61%	11%

How well are you coping with your current family situation?



	before	after
well/v well	19%	77%
ok	34%	15%
poor/v poorly	47%	8%

How well do you think your children are coping with their current family situation?



	before	after
well/v well	60%	86%
ok	28%	10%
poor/v poorly	12%	4%

Some Comments from Relationship Counselling Clients (couples)

The counselling helped much more than I had even expected. Very glad we were able to get this support. Pretty life changing

Fantastic Service. I have changed so much for the better through counselling

Our counselling has been absolutely great. We have definitely grown through this help and support. This process would have been impossible and possibly would not have made it through without this.

Found the session very useful, helped us through difficult times. The counsellor was brilliant and easy to talk to, like a friend we relied on to get us through difficult times and who we looked forward to seeing each week

Difficult process emotionally but worth it. So much help

It has given me a new outlook on understanding relationship. The need for communication on both sides

It has helped me to cope with family conflicts a lot better and made my relationship with my partner so much better

I was a bit unsure at first but I am so happy that I came as it has really sorted me and my partners relationship

It has made us open our eyes and mind to each other and start to solve the problem before it has gets worse. It has brought us closer and we have more respect for each other. Couldn't have done it ourselves

Being able to speak to someone impartial had made a world of difference to us as a couple and me as an individual. Thankyou

If you want it to work it can be very helpful but you have to put your own effort in and listen to the therapist

The counselling service was a great help to be able to speak openly about the problems and to get everything out in the open, lifting a great weight off my shoulders

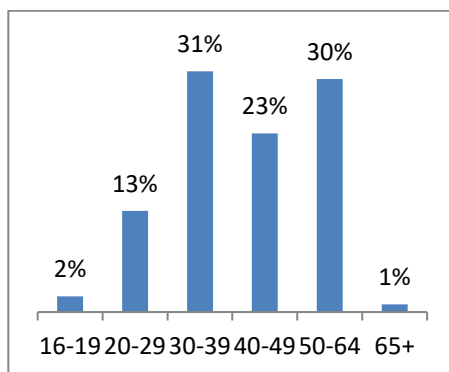
We felt very well supported by our counsellor despite not being in a massive state of crisis. Definitely recommend the service to other couples undergoing big relationship changes even if they are positive ones. Thank you

I would recommend the service strongly. It has proven vital to my relationship with my wife. I feel that the counsellor has been outstanding and I am very grateful for her help

Our sessions with the counsellor have really opened up our ability to communicate with each other and I believe have saved our relationship from breaking down. Thankyou!

3 Relationship Counselling Client (individual) Outcomes²

Age of Clients



- 44% were parents to an under 16
- 65% were female

- Before attending counselling 61% said their relationship issues were difficult or very difficult. After counselling the figure was only 16%.
- 75% said their relationship difficulties had improved after counselling
- 72% felt their children were coping better after their parent had been in counselling
- 100% would recommend the service to others

How do you feel about the following today	Rated poor or very poor before counselling
Ability to deal with stress	58%
Level of intimacy	55%
Ability to move forward	53%
Ability to deal with my difficulties	52%
Understanding of my partner	47%
Coping at work	46%
Feeling of being loved	44%
Understanding of myself	38%
Anger management	28%
Coping with children	12%

After counselling there was significant improvement for clients in many areas.

How do you feel about the following today	Improvement after counselling
Ability to deal with stress	65%
Level of intimacy	68%
Ability to move forward	78%
Ability to deal with my difficulties	76%
Understanding of my partner	68%
Coping at work	64%
Feeling of being loved	59%
Understanding of myself	65%
Anger management	65%
Coping with children	60%

² Based on 127 Individual counselling clients

Some Comments from Relationship Counselling Clients (individuals)

I would highly recommend this service because I've seen a noted improvement in my mood, relationships and coping with work, and this is a direct impact from my counselling appointments

Extremely helpful – fundamentally so - has helped me in ways I can't really put into words. I feel much closer to my partner and also to the old me. Thank you!!

This has been a massive learning curve for me in finding out who I am. I am extremely grateful to now have found my strength and the ability to be myself

Counselling has been helpful and has encouraged me to cope in the future

Very helpful in helping me to understand all the issues leading to my husband's death contributed to the sense of loss. Non-judgemental, not pressurised

Has really helped me understand what I am feeling which has helped me learn to cope with it

I feel that these sessions have helped me greatly and made me open up and understand why I was feeling the way I was, angry & sad. And I realised with the Counsellor's help that my anger was only hurting myself and it was time to move on and let it go

I have attended 6 sessions and found this to be a great help, allowing me to discuss my problems within the work place. I found my counsellor very easy to talk to and she listened while I sometimes found it hard to find words

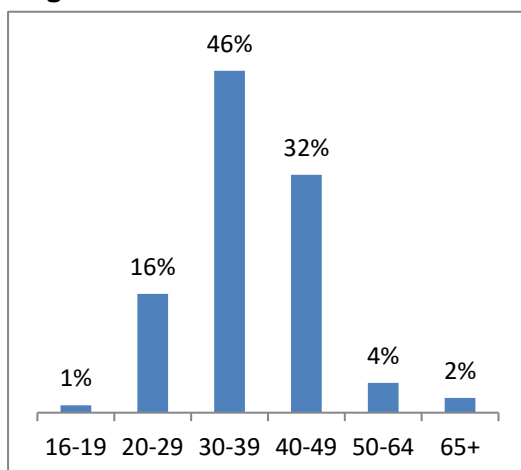
I feel like a completely different person than I did 3 months ago and a lot of that's down to you guys

I can't praise the counselling I've received enough. I feel like I've been given tools that will help me for the rest of my life

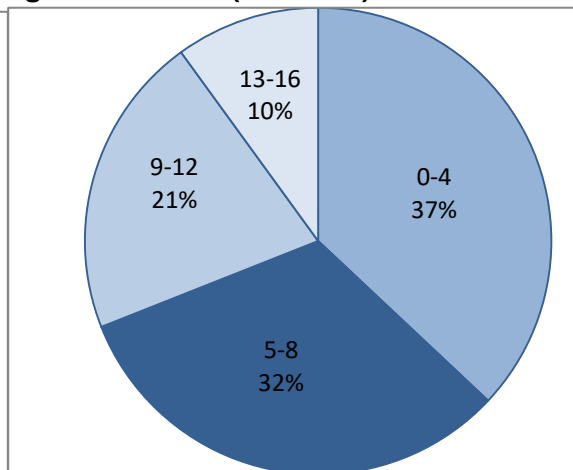
This has been an invaluable experience for me – I was struggling incredibly and on the verge of considering breaking up but through learning to understand that I am important too, listening to my emotions and using mediation I think I can overcome these difficulties

3 Family Mediation Outcomes³

Age of Clients



Age of Children (under 16) of Clients



- **78%** of clients were aged 30-50
- **69%** of children of clients were aged under 8

MEDIATION	% clients showing improvement after mediation
How well do you and your child's other parent communicate?	72%
How well do you and your child's other parent negotiate?	76%
How well do you and your child's other parent deal with conflict?	74%
How well are you coping with your current family situation?	68%

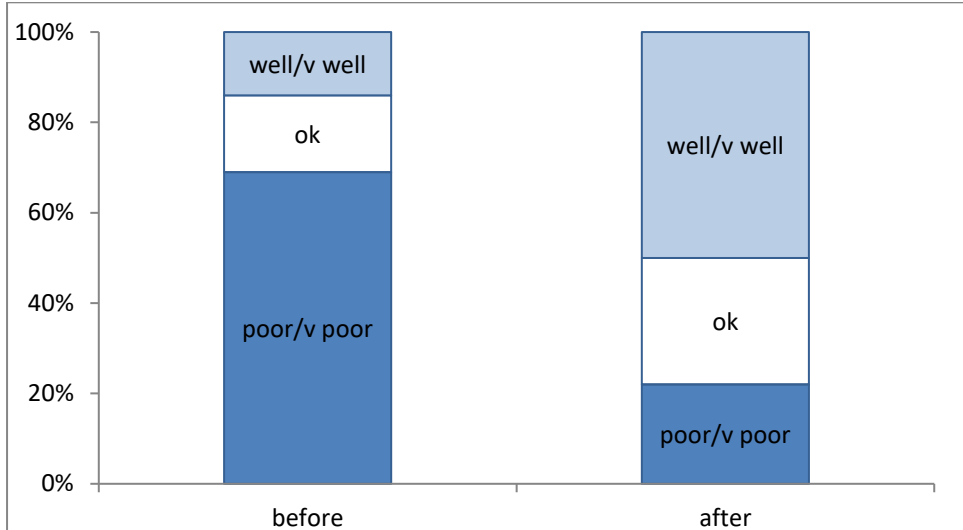
- **48%** said their children were coping better with their family situation after their parents had been in mediation

	Before mediation	After mediation
Mediation clients using a solicitor to discuss arrangements for the children	57%	37%
Mediation clients seeking a court order	26%	14%

- **84%** of clients thought at this stage that mediation had helped improve their family situation
- **98%** of clients would recommend the mediation service to others

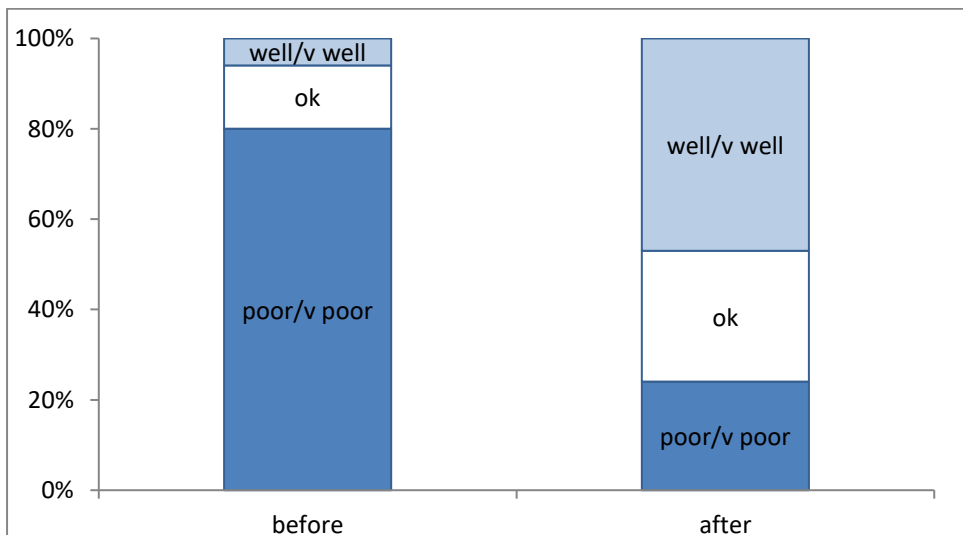
³ Based on 123 family mediation clients

How well do you and your partner communicate?



	before	after
well/v well	14%	50%
ok	17%	28%
poor/v poorly	69%	22%

How well do you and your partner negotiate?



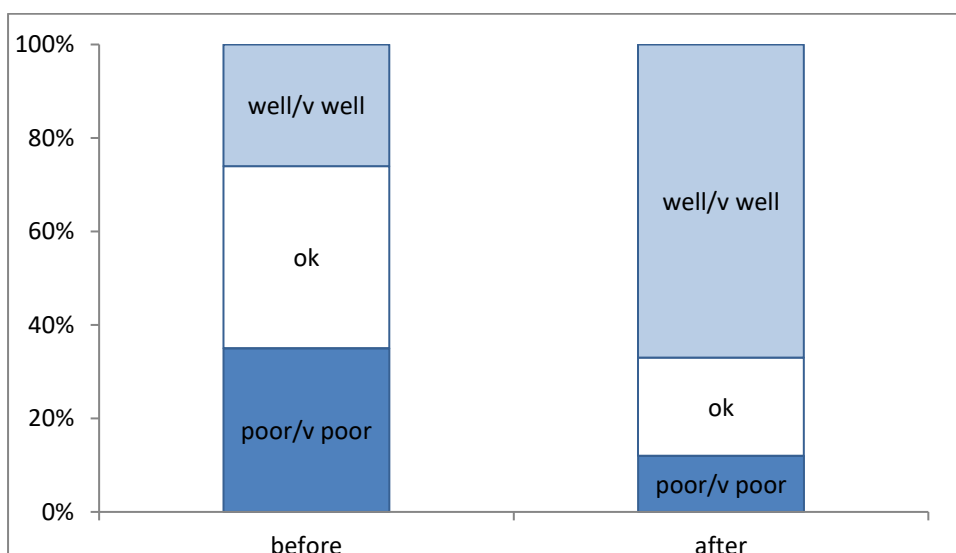
	before	after
well/v well	6%	47%
ok	14%	29%
poor/v poorly	80%	24%

How well do you and your partner deal with conflict?



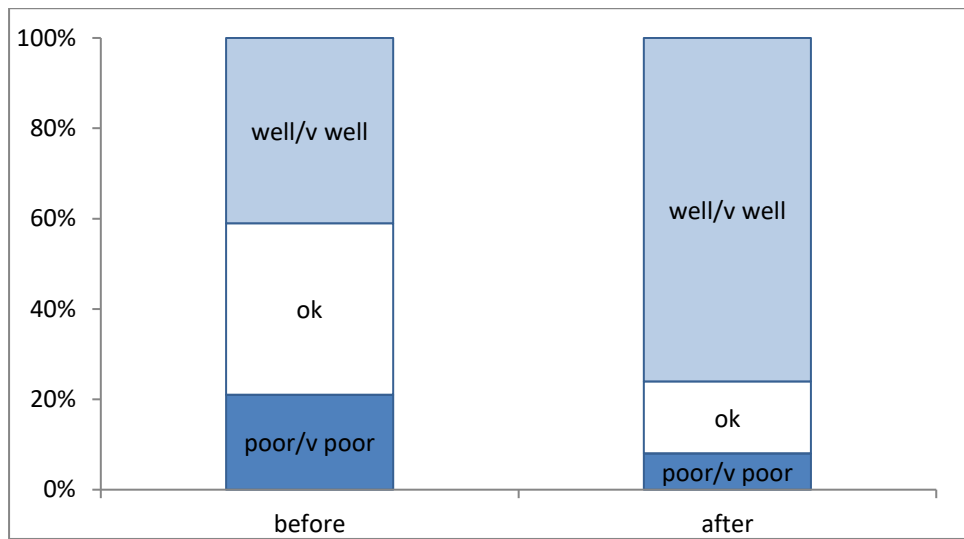
	before	after
well/v well	3%	38%
ok	11%	30%
poor/v poorly	86%	32%

How well are you coping with your current family situation?



	before	after
well/v well	26%	67%
ok	39%	21%
poor/v poorly	35%	12%

How well do you think your children are coping with their current family situation?



	before	after
well/v well	41%	76%
ok	38%	16%
poor/v poorly	21%	8%

Some Comments from Family Mediation Clients

Pretty essential in my situation. Really didn't want to go to court so this was very helpful

The mediation I had with my ex helped turn a disastrous situation into a manageable, adult conversation that focused on the children. It was a game changer and there are no higher stake games than ones that involve your children. Thank you for helping us help them

I have found the service fantastic and am really grateful for all the help I have received. I was reluctant at first thinking that I would be blamed for the past but my fears were alleviated at the first meeting and me and my sons mum have been able to communicate and negotiate with no problems since then. Thank you

Family situation has improved due to the children now being settled and having no pressure to have contact with their father. The children are very happy and all anxiety has gone

Very useful and helpful. It makes a big difference just being able to listen to what each of us has to say which resolves conflict and helps to break down barriers. Most importantly our son is happier. Thank you

A very difficult situation/process - has been made a bit easier with the Mediation Service.

Court Order in place, just needed to learn how to communicate more efficiently with one another regarding child care arrangements which mediation helped us to do

SW involvement, but communication has improved and we can now talk without shouting

This service has helped our children. We were tumbling into self-destruct

This has helped us put our children first again. Thank you

Has helped calm down a growing sticky situation

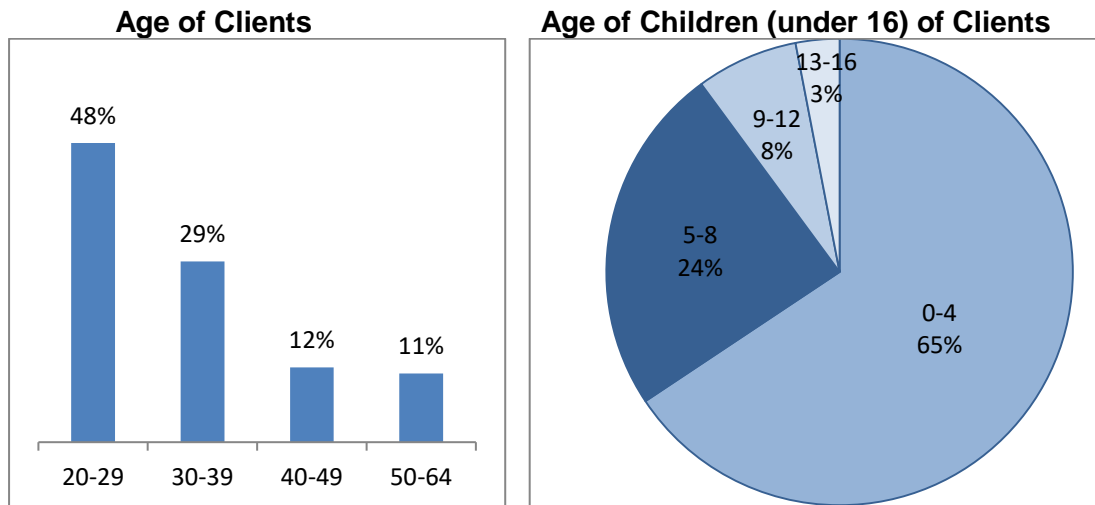
Mediation has been invaluable to my family. Having the opportunity to discuss and resolve issues in a neutral environment with a mediator there to steer any negative comments back on track was exactly what was needed. Thank you so much

Mediation did help to reduce the amount of abusive communication I was receiving and helped to reduce difficult pressures the children were being exposed to

Very useful space to discuss tricky child care issues that have in the past taken ages to resolve. Professional mediators with much experience help focus and allow parents to reach their own mutual agreements. Of great benefit to all involved.

Great service. It really helps to sort my family disputes. I'm so grateful. I hope mediation services will last forever to help more families

Child Contact Centres (CCC) Outcomes⁴



- **48%** of CCC clients were aged under 30
- **89%** of children attending the CCC were aged 8 or under
- **49%** of respondents were resident and **51%** non-resident carers
- 1st reviews usually took place between 3 and 6 months after first using the CCC

Resident and non-resident parents/carers.

- Mums tend to be the resident parent (**89%**)
- Dads tend to be the non-resident parent (**85%**)
- **26%** of referrals to the Child Contact Centres were court ordered

Before using the Child Contact Centre:

- only **15%** of non-resident parents were having any contact at all with their children
- **29%** had no contact with their children for over 12 months previously

By the 1st Review (usually between 3-12 months later)

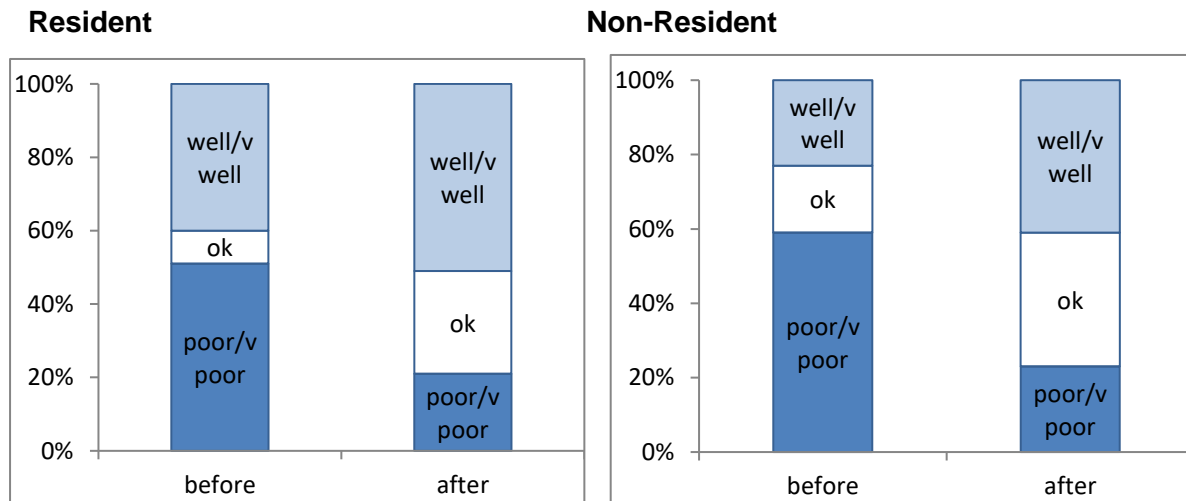
- **42%** of all non-resident parents had established weekly contact with their children
- **52%** had established twice monthly contact

Even in those cases where there had been no contact for 6-12 months before using the CCC, **97%** had established regular contact at least twice a month by the time of the 1st review

⁴ Based on 94 CCC clients

CHILD CONTACT CENTRE	% clients showing improvement at 1 st review
Conflict over contact	60%
Negotiation about issues relating to contact	56%
Ability to cope with the family situation	62%

Parents ability to cope with their family situation



All parents saw a marked increase in their ability to cope with their family situation after using the CCC, this was particularly marked for non-resident parents; their ability to cope well or very well increased from **23%** before using the CCC to **41%** at the review period.

- **58%** said their children were coping better with their family situation after using the contact centre.
-

Mediation can be useful for those attending child contact centres.

- **21%** of clients were in mediation before using the CCC and a similar number were in mediation at the review period.
- **65%** of CCC clients were not considering mediation before using the CCC. By the review period a quarter of these clients were considering it, and **12%** had taken part in mediation.
- **83%** said that attending the CCC had helped improve their family situation
- **99%** would recommend the service to others

Some Comments from Child Contact Centre Clients

A safe environment to see my daughter with helpful staff

Enables me to see my boy and make arrangements which I wouldn't be able to do otherwise

Don't have to see my ex or speak to him which has relieved my anxiety about this

Thanks to the Contact Centre we've made huge leaps forward

Strengthened the bond between myself and my daughter

Kids are starting to develop a bond again with their father which is nice to see

I cannot praise this service and staff highly enough. I would have given up if it wasn't for the confidence, help and counselling.

Excellent place, staff made my son (learning disability) and my daughter very welcome.

They both feel safe and secure attending each week

The Centre is the only safe place contact can take place

This service has helped me see my daughter to which I am very grateful

The staff are first class and very friendly. The Contact Centre provides possibly the only means of contact with my son for which I am extremely grateful

Great resource for getting contact with children

The Contact Centre has warm and friendly staff who take my daughters needs and mine into consideration

Pleased to have moved out of the Centre to handovers and looking forward to doing it all ourselves