



Relationships Scotland Cost Benefit review

March 2017

Contents

1. Executive Summary	1
2. Introduction	1
3. Scope of Work	2
4. Methodology & Process	3
5. Caveats	4
6. Cost Benefit Outcomes	4
7. Next Steps	7

Appendices

1. Logic Model	
2. Relationship Counselling – Cost Benefit	
3. Family Mediation & Child Contact Centres – Cost Benefit	
4. Baseline Data – Distance Travelled	

Cover photograph courtesy of Relationships Scotland

1. Executive Summary

Relationship Counselling, Family Mediation and Child Contact Centres provided by the Relationships Scotland Network deliver significant benefits around the general wellbeing of children, adults, extended family units and society as a whole.

The results of this Cost Benefit Review show, that over time, the services can provide greater savings to the public purse than their delivery costs by avoiding the inherent costs of relationship breakdowns. Additional work to build on this review, through a broadening of the range of cases reviewed, will enable RS to further evidence the costs savings to a number of statutory organisations such as the Courts, Social Services and Health Boards.

The *average* benefits to the public purse of successful relationship counselling, family mediation and child contact centres and interventions is estimated at £11,445 based on certain assumptions made of the relevant benefits. The *average* delivery cost of such interventions is £895.

When compared against the cost of delivery of such services, the average ratio of Benefits to one pound of Costs for relationship counselling is £11.20, family mediation £12.68 and child contact centres £14.94. On average, this means that just under 8% of Benefits need to result in order for delivery costs to be exceeded.

2. Introduction

Relationships Scotland (RS) is a registered charity in Scotland that provides family and relationship support services across the country through a Network of 22 Member Services that operates in all 32 Local Authority areas in Scotland.

The Network helps people cope with relationship problems, separation and divorce. It works with individuals, couples, families and children to help reduce conflict, improve communications and ensure that people are supported to manage in times of crisis and relationship breakdown.

During 2016, the RS Network provided face to face services to over 15,000 people through relationship counselling, family mediation, child contact centres and many other related forms of family support as well as support via its telephone and online services.

The main services provided by the Network are as undernoted:

- Relationship Counselling
- Family Mediation
- Child Contact Centres
- Parenting Apart
- Children & Young People Counselling
- Psychosexual Therapy

The National Office, based in Edinburgh, provides support to the Network as follows:

- Accredited training for practitioners
- Professional certification/CPD

- Outcomes & Impact Reporting
- Quality Assurance
- Promote the work of RS within society as well as with policy makers in National Government, Scottish Courts, Local Authorities, Health Services and Social Work
- Standardised Policies & Procedures
- Research and promotion of discussion around relationship issues affecting people and society

The work of RS supports the Scottish Government's National Parenting Strategy and the Early Years Framework. It works within the principles of Getting it Right for Every Child (GIRFEC) and its Core Outcomes support four of the Scottish Government's National Outcomes which underpin the Single Outcome Agreement between the Scottish Government and all Local Authorities. As part of this project, a Logic Model for RS was established which should be used to help strategic planning by RS National Office and its Network of 22 Member Services, (see Appendix 1 - Logic Model for more details).

For the year ended March 2016, the total income for the RS network was £4.3 million (National Office £0.834 million and Member Services £3.5 million). The RS Network employs 138 (65 FTE) staff, 240 counsellors and mediators, and 387 volunteers (including 172 Board Trustees).

The RS National Office and its 22 Member Services receives Scottish Government grant funding under the *Children, Young People & Families Early Intervention Fund* which commenced in April 2016. The grants provided in 2016/17 and 2017/18 totalled £1.5 million in both years.

3. Scope of Work

In August 2016, the Scottish Government requested Inspiring Scotland to provide support to RS to further develop its impact evaluation framework and reporting. This support was for eight days per month until March 2017 and was provided by Jim Halley, Performance Advisor at Inspiring Scotland.

After initial discussions, it was agreed with the RS CEO that the best use of this support would be to establish Cost Benefit Models for the core services provided by the RS Network - *Relationship Counselling, Family Mediation and Child Contact Centres*. These models provide an estimate of the economic value of impacts across a range of outcome measures.

The outputs from these initial models (and the further development of them by RS in the future) will enable it to provide more evidence of value delivered from its services. It will help RS provide service users, stakeholders, policy makers and funders with evidence on the benefits of its services and the differences its interventions make.

During this work period, a separate piece of Cost Benefit work was completed to support a funding application for the Parenting Apart programme. The results of this work were included in a separate paper dated January 2017 which is not repeated here.

4. Methodology & Process

Due to the nature of the network and its wide geographic footprint, it was decided to roll out the Cost Benefit approach at a Network Services Committee meeting in early October 2016. This was an opportunity to engage with all Member Services and provide guidance on how the work would be undertaken. More importantly, it allowed all Member Services to add their thoughts and ideas around the type and scale of benefits that their work provided.

Subsequent to that meeting, a number of Member Services were identified that would be appropriate to source typical (anonymised) cases from. The intake notes for the cases were reviewed so that an initial presenting status could be identified.

Subsequently, the benefits derived from the family support interventions were mapped and agreed with the relevant Member Service and National Office in light of the changes in the circumstances of the individuals and/or families attributable to the family support sessions. The relevant Cost Benefit information was established from these typical cases in order that it could be extrapolated across the network as a whole.

In order to calculate a Cost Benefit Ratio for each case, it was necessary to estimate an economic value of the costs avoided. In doing so, we considered the extent to which changes over time in a person's wellbeing, and any resultant improvement in children's outcomes if relevant, could be attributed to the support (i.e. benefits occurring and/or costs avoided due to successful support having taken place).

The range of costs avoided were identified as undernoted; not all costs avoided were appropriate for every case but the following list covers all of the assumed avoided costs used in the models:

- Court Sessions
- Solicitors
- GP Appointments
- Health Visits
- Mental Health Care
- CAHMS referrals
- Alcohol in Patient
- Arrest/Police Involvement
- Domestic Violence
- Child Welfare Reports
- Child Protection Core Assessment
- Housing Costs

The economic values of avoided costs were sourced from research carried out by *Personal Social Services Research Unit, New Economy, Scottish Legal Aid Board and Shelter*. Assumptions were made of the number of occurrences that were avoided and the average cost of that activity was factored in to calculate an economic value of the benefit.

The attached Appendices 2 & 3 show the detailed workings for Relationship Counselling, Family Mediation & Child Contact Centres. There are three tables in the Model; Table 1 provides the Avoided Costs Categories; Table 2 provides the average cost to the public purse of the category; Table 3 provides the estimated Delivery Costs incurred by the Member Service in providing the family support service.

In Table 1, the final three columns show the *Benefits Due to Intervention* and *Total Delivery Costs* with the resultant *Benefit to Cost Ratio*. This latter figure is the estimate of the amount

of public purse savings accrued for every one pound of Delivery Cost of support. This, in effect, is the monetisation of the benefits identified through the Benefits Mapping exercise carried out with Member Service organisations. The key figures from these Models are summarised in Section 6 below – Cost Benefit Outcomes.

It should be borne in mind that there are some meaningful benefits to family support that cannot be readily monetised which are referred to in Section 6 below.

5. Caveats

The results from this work has been derived from a review of a small sample of cases at three different Member Services. This is a very small percentage of total cases handled by the RS Network. No service users were interviewed in the process and no control groups were used to assist in identifying causal interpretation limitations.

The assumed benefits have been identified through review of case notes, discussions with various staff within the Network and surveys and feedback from service users collected as part of the RS Outcomes Report April 2015 – March 2016. The attribution of certain benefits due to family support interventions is subjective and should be considered a forecast. To counteract this limitation, the number of occurrences of a benefit were limited where there was a lower reliance level in respect of the potential saving. Additionally, some of the assumed costs are drawn from data that is around three years old so there is an element of conservatism built into the model.

Total Delivery Costs reflect the general cost base of two Member Services' and it is likely that the makeup, rather than the quantum, of costs in other Member Services will differ, e.g. rural based Services with large geographic coverage will have higher travel costs to deliver services than, say, an urban service where property costs may be higher. Overall, the costs of delivery used in the analyses appear to be reasonable given the complexity of cases reviewed and the reasonable allocation of indirect costs.

The outputs from the Models should be considered as best estimates at this time. It is recommended that, going forward, the National Office roll out the use of these models to a broader set of Member Services so that richer and more robust modelling and outputs can be established in the future.

The benefit of using this form of analysis model is that changes can be easily made to any constituent parts, should it be needed, to reflect specific circumstances.

6. Cost Benefit Outcomes

There are significant benefits delivered through the relationship counselling, mediation and child contact services provided by RS. The feedback from service users (included in RS Outcomes Report 2015-16) shows that these family support interventions help to improve the general wellbeing of individuals, the broader family unit and society in general. While a small number of service users may have had some initial reservations around relationship counselling, family mediation or child contact centres, it is evident from the very positive

feedback after 3 months that any concerns were unfounded due to the good work of all RS staff (see Distance Travelled discussion below).

It is worth noting that when carrying out this work, it became evident that the level of mental health issues presenting themselves at the start of the support sessions was surprisingly high. The models cater for capturing avoided costs for mental health in both children and adults and it appears that this is a growing issue – feedback from one Member Service spoke of an increasing trend of self-harming and violence in girls and boys in their early teens.

Another key issue in relationship breakdowns is the potential legal costs relating to court sessions, the legal representation of couples and the courts' involvement in child welfare issues. These are significant costs to the public purse not only through costs of holding the hearing but the related costs borne by the Scottish Legal Aid Board. Any intervention that reduces these costs is a significant saving to the public purse.

RS currently collates an annual Client Outcomes Report that captures the outcomes versus certain indicators and it should be read in conjunction with this paper. Some of the key outcomes recorded in the 2015 -16 Outcomes Report are:

- 62% of parents report that children experience an improvement in their ability to cope with their family situation;
- 74% of parents report an improvement in their ability to deal with relationship conflict;
- 74% of parents report an improved ability to communicate and negotiate with their partner or ex-partner;
- 74% of parents report an improved ability to cope with their current family situation.

Through the work carried out, a measure of the 'distance travelled' by users is now being captured and reported through initial baseline and ongoing self assessment. The outcomes being measured cover *Conflict Management, Parents Coping, Children Coping, Relationship Management, Communication and Negotiation*. The initial information from this work is captured via radar diagrams shown in Appendix 4. There are marked improvements in many of the measured outcomes especially around Conflict Management. Looking forward, the monitoring of these measures will be very useful as it will enable RS to support case study examples with tangible progress in the wellbeing of individuals and families.

A separate Cost Benefit analysis was carried out by Inspiring Scotland for the *Parenting Apart* programme provided by half of the Member Service network (fuller details of this analysis is included in a separate paper). This programme should be viewed as a very helpful intervention for couples; it is interesting to note the following outcomes from the programme show a very positive 'distance travelled' by the participants and resultant savings to the public purse:

- 65% of parents said after the session, that they were more likely to use mediation;
- 29% of parents who were not in mediation before the session, were in mediation 3 months later;
- 35% of parents said after the session, that they were less likely to seek a court order;
- 41% of parents who did not have a child maintenance agreement in place before the session, had one in place 3 months later.

Appendices 2 & 3 to this paper provide the detailed calculations for the Benefit to Cost Ratios for Relationship Counselling, Family Mediation & Child Contact Centres. Based on the methodology and process referred to above, the following table provides a summary of the outcomes for each support service reviewed:

Service Provided	No. of Cases	Benefits due to Intervention		Total Delivery Costs		Benefit to Cost Ratio	
		Range	Average	Range	Average	Range	Average
Relationship Counselling	7	£1,300 - £21,578	£9,417	£330 - £1,265	£841	£1.97 - £21.80	£11.20
Family Mediation	4	£7,025 - £21,371	£14,806	£668 - £1,498	£1,168	£10.07- £14.68	£12.68
Child Contact Centres	2	£9,725 - £10,500	£10,113	£514- £840	£677	£11.58- £20.43	£14.94
<i>Averages</i>			<i>£11,445</i>		<i>£895</i>		<i>£12.94</i>

The cases used were selected by Service Managers to reflect the breadth of typical cases and there was a reasonably wide range of values for Benefits due to Intervention in Relationship Counselling and Family Mediation; both the Child Contact Centres cases had similar values for their benefits. The average Benefit to Cost Ratio for Family Mediation at £12.68 reflects higher value benefits but also higher delivery costs than Relationship Counselling where the comparable figure was £11.20. These figures have been discussed with various RS staff and there is a view that, intuitively, the level of benefits and costs assumed for both Mediation and Relationship Counselling are realistic¹. (Indeed, some feedback from within RS suggested that there may be a case for increasing the Court Session costs in the Child Contact Centre examples, however we have maintained them at initial levels for conservatism).

Based on the outputs from these models, both Relationship Counselling and Mediation & Child Contact Centres provide meaningful value for money to the public purse, notwithstanding the current limitations around attribution.

The Benefit to Cost ratios for both Relationship Counselling and Mediation suggest that even if only 8% of the assumed benefits and costs avoided were to materialise, their value would exceed the delivery costs of service.

¹In 2014, the Department for Education commissioned research (Relationship Support Interventions Evaluation) which estimated that for every pound spent, £11.40 of benefits arose to the taxpayer.

7. Next Steps

Due to the level of resourcing for this project, the approach was to take a small number of cases which were deemed to be typical and apply a Cost Benefit Analysis to them. As noted in section 5, this process has its limitations, however it has enabled RS to gather new information on the outcomes and impact delivered due to its family support work.

RS is now in a position where it can extend the analysis across a much larger set of cases by rolling out the Cost Benefit Model to all of its Member Service network. It is recommended that the RS National Office engage with the network to establish a roll out plan with a realistic timescale. The Model is capable of being amended to suit specific circumstances but the National Office should maintain version control of the model.

The recording of more baseline data and distance travelled information is recommended as this is clear evidence of impact. It is recognised here that there is a challenge around having individuals and couples continue to provide feedback when they have ceased to use the family support services.

However, there is scope to have Member Services gather more meaningful data when service users continue to have support. RS have advised that there are many different measures that can be used to meaningfully gauge the impact of its support; it is recommended that a formal ongoing review by RS National Office and the Network be carried out to identify and implement a range of measures that best capture the impact that its services deliver.

There is a continuing increase in demand for many of the services provided by the Network and even with a cadre of volunteers, the costs of delivery continue to increase. Where possible, any areas of overlap in costs should be identified and actions taken to eliminate these (e.g. can closely situated services share certain administration costs).

It was also evident that the services provided by the Network were highly valued by the users and in some areas the wait time to receive relationship counselling, mediation or child contact support is increasing. Data on wait times are now being collected for 2016/17 and this information will help show where the pressure points are on services; with this information to hand, the reasons for these pressure points and practical steps that can be taken to resolve them, can be addressed.

The work described in this paper is a first step in improving the impact framework and reporting. It is recommended that the RS National Office commission further work to provide a formal evaluation review of its services. This work would build on the Cost Benefit work carried out here and would provide RS with a formal evaluation report that it could share with many stakeholders. Inspiring Scotland has introduced Pro Bono Economics to RS as one possible provider of such review however there are many other organisations that could undertake this work.

APPENDIX 1

RELATIONSHIPS SCOTLAND – LOGIC MODEL

Situation

Strong and stable couple, family and social relationships are the foundations for a thriving society and economic prosperity. Conflict and relationship breakdown between parents can lead to increased anxiety, depression, aggression, anti social behaviour as well as deficits in academic attainment for children in Scotland. The economic cost to the Scottish economy is estimated at £3 billion p.a. due to relationship breakdowns. Improved relationships will result in a safer and stronger Scotland where children and young people can flourish within communities and can help to achieve National Outcomes set out for children and young people in Scotland.

Inputs	Activities	Participation	Indicators	Core Outcomes	Scottish Government National Outcomes
<p>Funding from:</p> <p>Scottish Government Local Authorities Trust & Foundations Local Funders Self-generated income</p> <p>People:</p> <p>138 (65 FTE) Staff 250 Counsellors/Mediators 201 Volunteers 172 Trustees</p> <p>Others:</p> <p><i>In kind support:</i> Property Statutory Organisations Inspiring Scotland support</p>	<p>National Office provides:</p> <ul style="list-style-type: none"> Accredited training for practitioners across all services Professional certification/CPD Outcomes & QA Reporting Child Contact Centre support National infoline and signposting Promote work of RS with policy makers <p>Member Services provide:</p> <p>Locally based face to face support covering:</p> <ul style="list-style-type: none"> Relationship Counselling Family Mediation Child Contact Centres Parenting Apart Children & Young People Counselling Direct Consultation with Children Sex & Relationship Therapy Other relationship support 	<p>40,000 people contact the Network each year</p> <p>15,000 people each year receive Face to Face support via the Network of 22 Member Services</p> <p>140 Relationship Counsellors and 100 Family Mediators receive qualification or CPD each year</p> <p>Partners include Local Authorities, NHS, Courts, Social Services and other Third Sector support organisations</p>	<p>A percentage of parents report:</p> <ul style="list-style-type: none"> Improved ability to communicate and negotiate with their partner or ex-partner (60%) Children experience an improvement in their ability to cope with their family situation (60%) Improved ability to cope with their current family situation (60%) Improvement in their ability to deal with conflict with the child's other parent (60%) Improvement in their ability to deal with relationship conflict/family situation (97%) Better able to negotiate about issues relating to child contact (60%) 	<ul style="list-style-type: none"> Children, young people and families will be better able to cope with their family situations. Children and young people will be better able to cope with the difficulties associated with family relationship problems, separation and divorce. Children have improved relationships with their non-residential parent as a result of being able to meet them in a safe and comfortable environment. Parents/parents living apart with dependent children improve their ability to manage their relationship difficulties with supporting tools and skills. Parents/parents living apart with dependent children will communicate better with each other. Parents affected by relationship problems will be more able to cope with their family situation and more able to work together to safeguard their children's emotional wellbeing and safety. Non-resident parents and their children are able to maintain an ongoing relationship with each other. 	<ul style="list-style-type: none"> Young people are successful learners, confident individuals, effective contributors and responsible citizens. Our children have the best start in life and are ready to succeed. We have improved the life chances of children, young people and families at risk. We have strong resilient and supportive communities where people take responsibility for their own actions and how they affect others. <p><i>Key National Indicators:</i></p> <ul style="list-style-type: none"> Improve mental well being Improve levels of education attainment Improve children's services Reduce children's deprivation

**APPENDIX 2
RELATIONSHIP COUNSELLING**

**COST BENEFIT ANALYSIS
YEAR TO MARCH 2017**

Table 1 - Cost Benefit Analysis

The following table shows the economic value of costs avoided due to the assumed successful Counselling intervention taking account of the average assumed costs shown in the table below.

Avoided Costs Categories	Court Sessions		Solicitors		GP Appts.		Health Visits		Mental Health Care		Alcohol In Patient		Arrest/Police		Domestic Violence		Child Welfare Report		Child Protection Core Assessment		Housing Costs		Benefits Due to Intervention	Total Delivery Costs (1)	Benefit to Cost Ratio
	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost			
Case 1																									
Occurrences per case	2	£4,000	2	£2,000	4	£420		£0	4	£3,132		£0		£0		£0		£0		£0			£9,552	£660	£14.47
Case 2																									
Occurrences per case		£0		£0	8	£840		£0	4	£3,132	10	£2,050		£0		£0	1	£2,700		£0			£8,722	£1,265	£6.89
Case 3																									
Occurrences per case		£0		£0	8	£840		£0	4	£3,132	10	£2,050		£0		£0		£0		£0			£6,022	£770	£7.82
Case 4																									
Occurrences per case		£0		£0		£0	8	£400		£0				£0		£0		£0	1	£900			£1,300	£660	£1.97
Case 5																									
Occurrences per case	1	£2,000	1	£1,000	5	£525		£0		£0				£0		£0		£0		£0			£3,525	£330	£10.68
Case 6																									
Occurrences per case	1	£2,000	1	£1,000	10	£1,050		£0	16	£12,528				£0		£0	1	£2,700		£0	12	£2,300	£21,578	£990	£21.80
Case 7																									
Occurrences per case	1	£2,000	1	£1,000	5	£525		£0	12	£9,396				£0		£0		£0		£0	12	£2,300	£15,221	£1,210	£12.58
Averages																						£9,417	£841	£11.20	

Note: Case numbers relate to anonymised Case Input Notes provided by Bright Light, RS Borders

(1) Actual allocated costs calculated based upon Bright Light figures for the year ended March 2016 as noted in Table 3 below.

Table 2 - Avoided Costs Assumptions

Court Sessions (per session)	£2,000
Solicitors	£1,000
GP Appointments (per visit)	£105
Health Visits (per visit)	£50
Mental Health Care (per week)	£783
Alcohol In Patient (per day)	£205
Arrest (per incident)	£1,930
Domestic Violence (per incident)	£3,608
Child Welfare Report	£2,700
Child Protection Core Assessment	£900
Housing (per week) + homeless application costs of c.£500 per case	£150

Source: Personal Social Services Research Unit; New Economy Unit Cost Database;

Scottish Legal Aid Board; Shelter

Table 3 - Total Delivery Costs

	Intake Appointment		Couple Counselling		Individual Counselling		Total Costs
	Included in per session costs	No.	Cost	No.	Cost		
			£55		£55		
Case 1		12	£660		£0	£660	
Case 2		23	£1,265		£0	£1,265	
Case 3		14	£770		£0	£770	
Case 4		12	£660		£0	£660	
Case 5		6	£330		£0	£330	
Case 6		13	£715	5	£275	£990	
Case 7		22	£1,210		£0	£1,210	

Source: Bright Light

**APPENDIX 3
FAMILY MEDIATION AND CHILD CONTACT CENTRE**

**COST BENEFIT ANALYSIS
MARCH 2017**

Table 1 - Cost Benefit Analysis

The following table shows the economic value of costs avoided due to the assumed successful Mediation intervention taking account of the average assumed costs shown in the table above.

Avoided Costs Categories	Court Sessions		Solicitors		GP Appts.		Health Visits		Mental Health Care		CAMHS team		Alcohol In Patient		Arrest		Domestic Violence		Child Welfare Report		Benefits Due to Intervention	Total Delivery Costs (1)	Benefit to Cost Ratio
	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost			
Case 1																							
Occurrences per case	3	£6,000	3	£3,000	5	£525	0	£0	0	£0	0	£0	0	£0	1	£1,930	2	£7,216	1	£2,700	£21,371	£1,498	£14.27
Case 2																							
Occurrences per case	2	£4,000	2	£2,000	5	£525	0	£0	0	£0	1	£4,549	0	£0	1	£1,930	0	£0	0	£0	£13,004	£1,292	£10.07
Case 3																							
Occurrences per case	2	£4,000	2	£2,000	5	£525	0	£0	6	£4,698	1	£4,549	10	£2,050	0	£0	0	£0	0	£0	£17,822	£1,214	£14.68
Case 4																							
Occurrences per case	2	£4,000	2	£2,000	5	£525	10	£500	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	£7,025	£668	£10.52
Case 5																							
Occurrences per case	2	£4,000	2	£2,000	5	£525	10	£500	0	£0	0	£0	0	£0	0	£0	0	£0	1	£2,700	£9,725	£840	£11.58
Case 6																							
Occurrences per case	2	£4,000	2	£2,000	5	£525	5	£250	0	£0	0	£0	5	£1,025	0	£0	0	£0	1	£2,700	£10,500	£514	£20.43

Note: Case numbers relate to anonymised Case Input Notes provided by FM Lothian. Cases 1-4 are Mediation only and Cases 5 & 6 are CCC only.

(1) Actual allocated costs calculated based upon FM Lothian figures for the year ended March 2016 as noted in Table 3 below.

Cases 1-4 average	£14,806	£1,168	£12.68
Cases 5 & 6 average	£10,113	£677	£14.94

Table 2 - Avoided Costs Assumptions

Court Sessions (per session)	£2,000
Solicitors (per court session)	£1,000
GP Appointments (per visit)	£105
Health Visits	£50
Mental Health Care (per week)	£783
CAMHS team (per case)	£4,549
Alcohol In Patient	£205
Arrest	£1,930
Domestic Violence	£3,608
Child Welfare Report	£2,700

Source: Personal Social Services Research Unit; Scottish Legal Aid Board

Table 3 - Total Delivery Costs

Cost per occurrence or hour	Intake Appointment		Mediation Sessions		DCC		Administration		Contact Centre		Total Costs
	No.	Cost (appt)	No.	Cost (session)	No.	Cost (session)	No.	Cost (hour)	No.	Cost (hour)	
		£75		£156		£156		£25		£11	
Case 1	2	£150	7	£1,092	1	£156	4	£100	0	£0	£1,498
Case 2	2	£150	5	£780	2	£312	2	£50	0	£0	£1,292
Case 3	2	£150	5	£780	1.5	£234	2	£50	0	£0	£1,214
Case 4	2	£150	3	£468	0	£0	2	£50	0	£0	£668
Case 5	4	£300	0	£0	0	£0	4	£100	40	£440	£840
Case 6	2	£150	0	£0	0	£0	4	£100	24	£264	£514

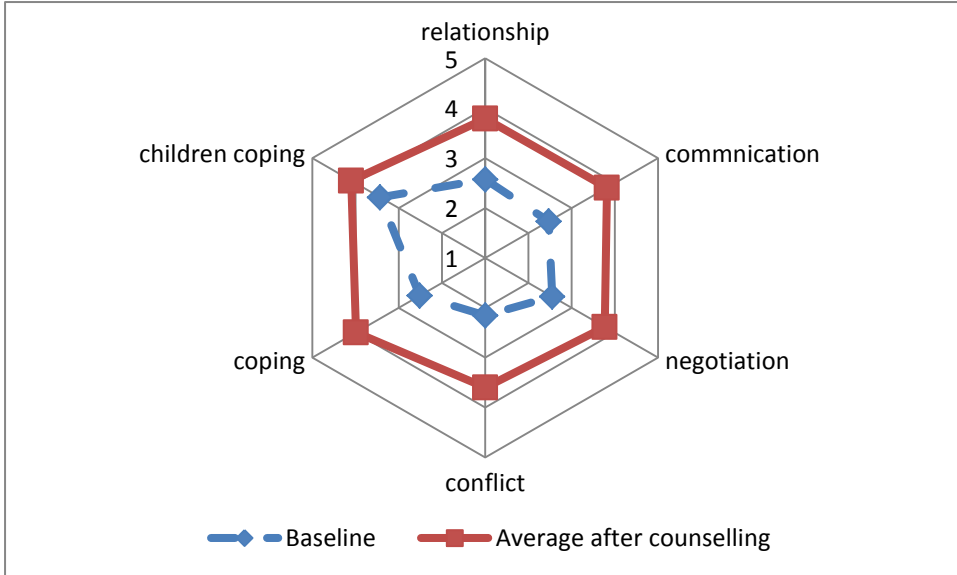
Source: Family Mediation Lothian

DISTANCE TRAVELLED BY CLIENTS

2015-16

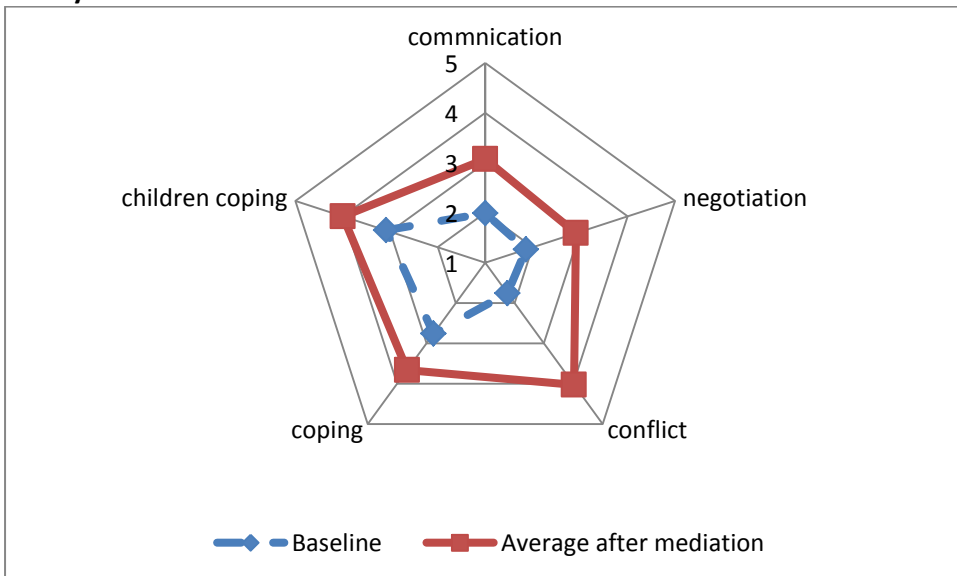
The radar diagrams show the distance travelled by clients from the baseline when they first approach a Relationships Scotland service to the point after using the service. 1 on the diagram is where clients are functioning very poorly, and 5 is where they are functioning very well.

Relationship Counselling



When clients come for relationship counselling they are functioning averagely at around 2.5 in all areas apart from conflict with conflict which is beginning to escalate (2.2). Children are least affected coping reasonably well at this point (3.4). Counselling improved outcomes in all areas for clients and their children.

Family Mediation

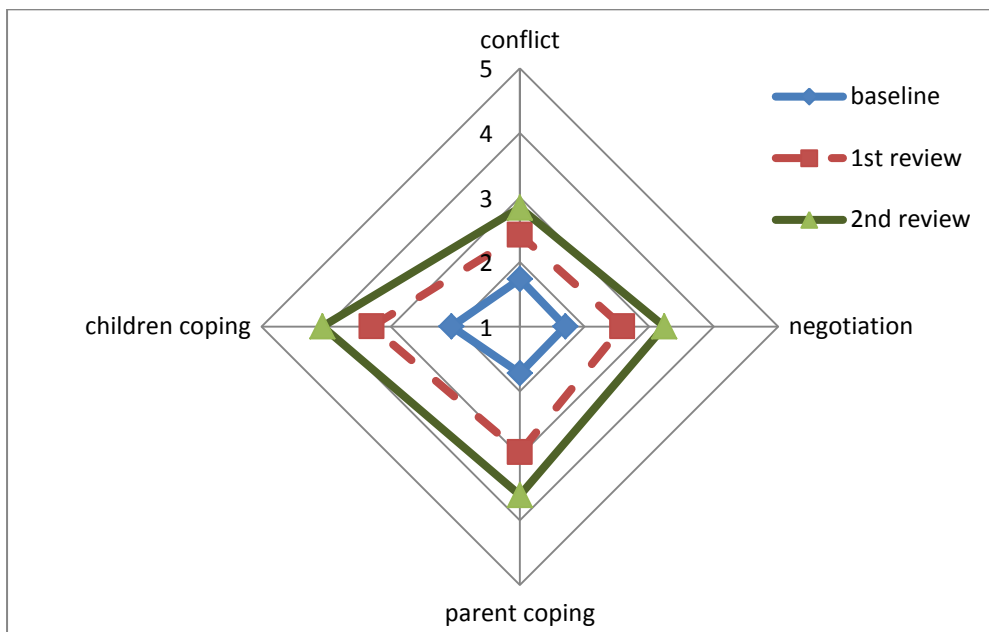


By the time a family unit has broken down and clients come for mediation the ability to communicate (2.0) and negotiation has (1.9) deteriorated and conflict had heightened (1.8). Clients improve in all areas after family mediation, particularly in the reduction of conflict (4.0)

Child Contact Centre

Child contact centre clients come to the Service functioning poorly in all areas.

By the time of the first review* there is improvement in all areas, and this improvement continues over time. By the second review* the children are coping much better (up from 2.1 to 4.1). Conflict between parents is still an issue at the second review (2.8). Families will continue to use the CCC until conflict reduces and the ability to negotiate about arrangements for the children improves further.



1st review on average after 5 months

2nd Review on average 4 months after the 1st review.

INSPIRING SCOTLAND



Level 1 Riverside House
502 Gorgie Road
Edinburgh
EH11 3AF
0131 442 8760

www.inspiringscotland.org.uk



Inspiring Scotland is a Company Limited by Guarantee registered in Scotland No. SC342436 and a registered Scottish Charity, No. SC039605