



COSCA

Counselling & Psychotherapy
in Scotland

Survey of COSCA Recognised Organisations October 2017

SURVEY RESULTS 2017

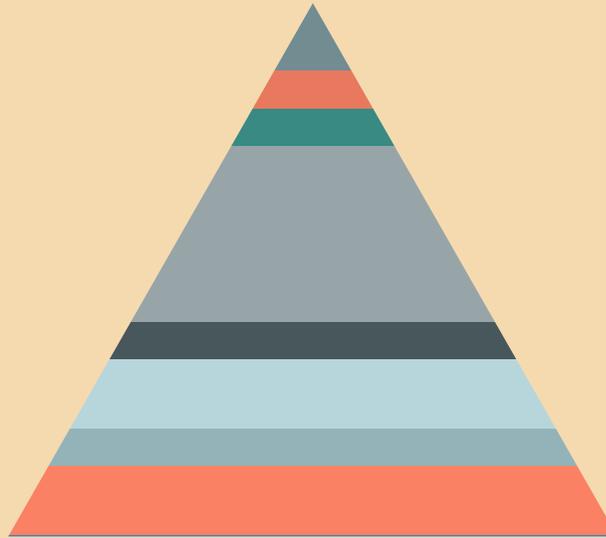
Introduction

There are currently 26 COSCA Organisational Members who have gained the COSCA Recognition Scheme Award. The Award has been developed by COSCA and aims to identify and raise awareness of good quality service provision.

During Summer/Autumn 2017, COSCA Recognised Organisations were asked to respond to our survey. These organisations provide counselling, counselling skills and psychotherapy. The aim of the survey is to collate up to date information on COSCA Recognised organisations and the support that they provide.

15 organisations responded to the survey and their answers are given below.

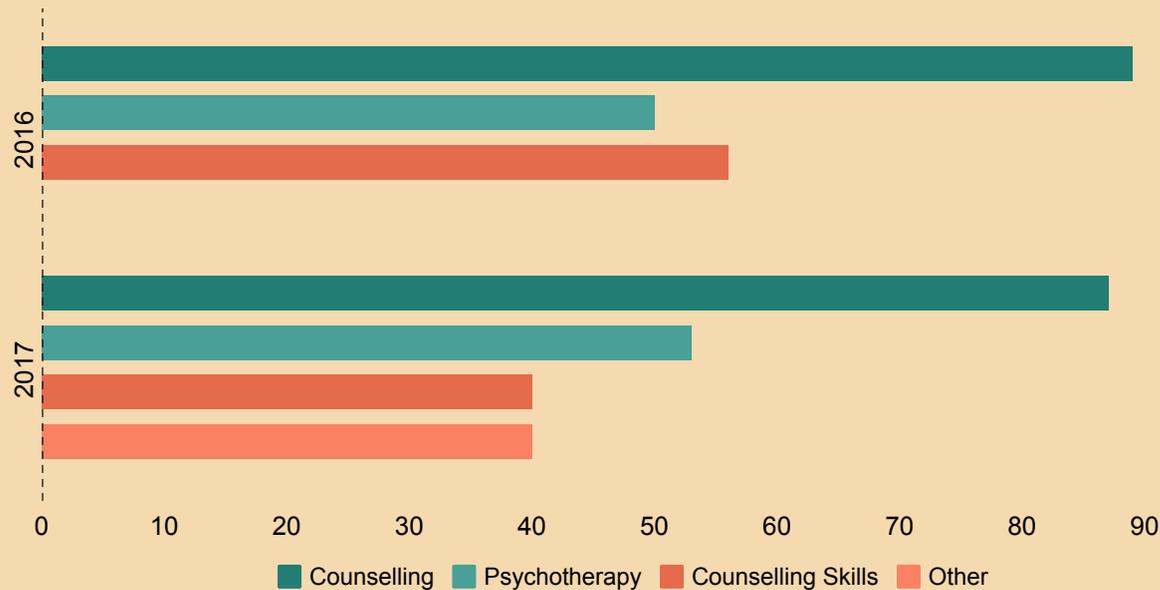
1. In which NHS board region(s) of Scotland does your organisation provide services?



■ Ayrshire and Arran (0%) ■ Borders (0%) ■ Dumfries and Galloway (0%) ■ Fife (13%) ■ Forth Valley (0%)
■ Greater Glasgow and Clyde (7%) ■ Grampian (13%) ■ Highland (7%) ■ Lanarkshire (0%) ■ Lothian (33%) ■ Orkney (7%)
■ Shetland (0%) ■ Tayside (7%) ■ Western Isles (0%) ■ Scotland-wide (13%)

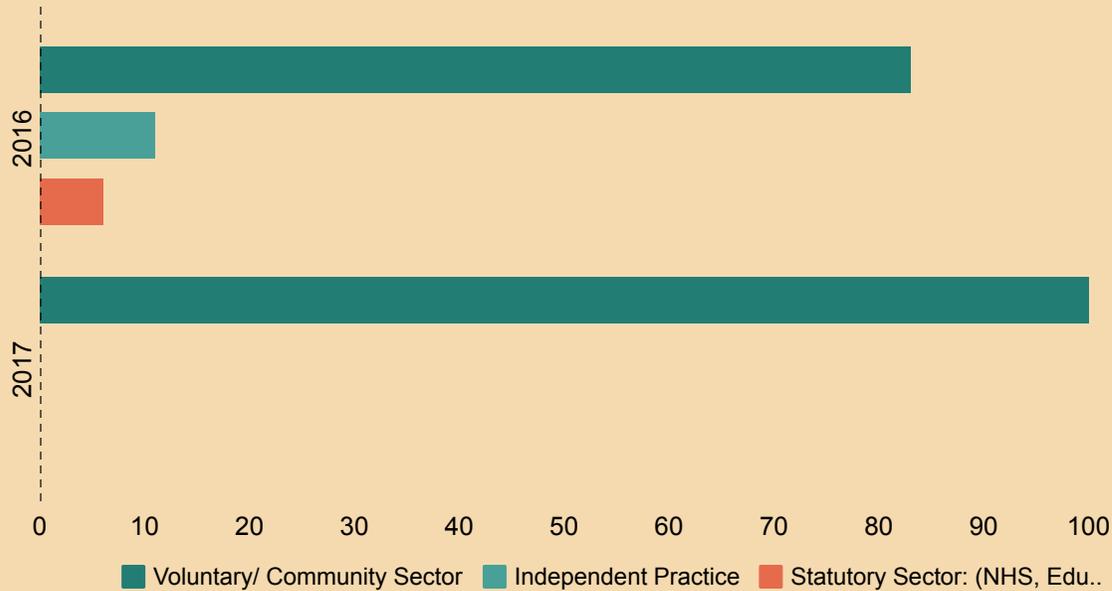
The largest number of organisations, who were able to respond, were based in Lothian health board region(33%). However, it is fair to say that COSCA Recognised Organisations are not concentrated solely in Edinburgh and Glasgow, but are Scotland-wide; with 13% of organisations working throughout Scotland.

2. Does your organisation provide the following services:



Little has changed in the split of services offered to clients and service users, from 2016, except for a slight decrease in the percentage of counselling skills services being offered. More interesting is the "other" category. Recognised Organisations offer ancillary services such as education and training, employability skills and personal development, mentoring and alcohol education. It is unclear if this is a recent development or due to the way the question was asked. Are we seeing a change from counselling and counselling skills-specific organisations to more multi-disciplinary organisations?

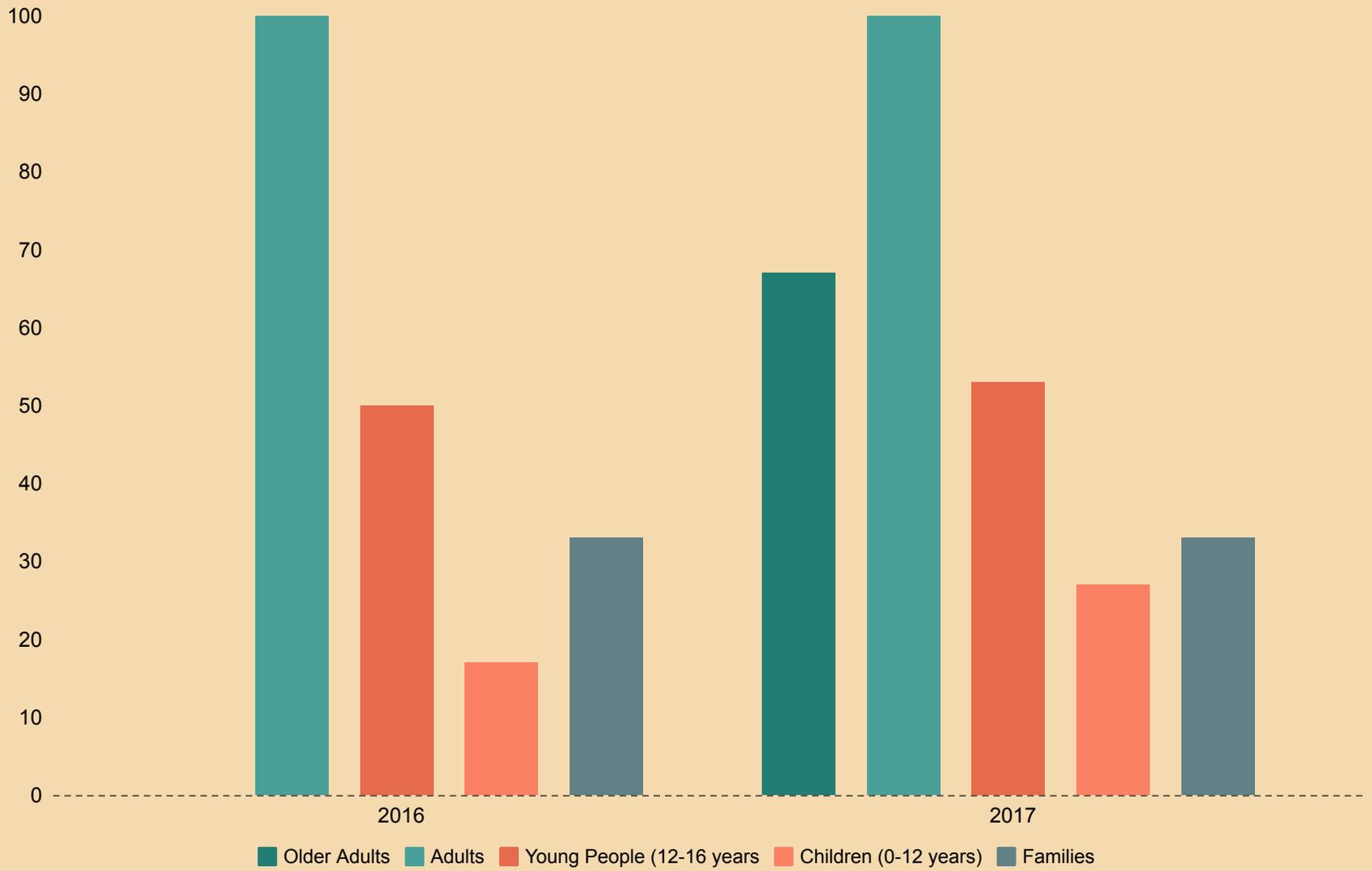
3. In what context does your organisation work?



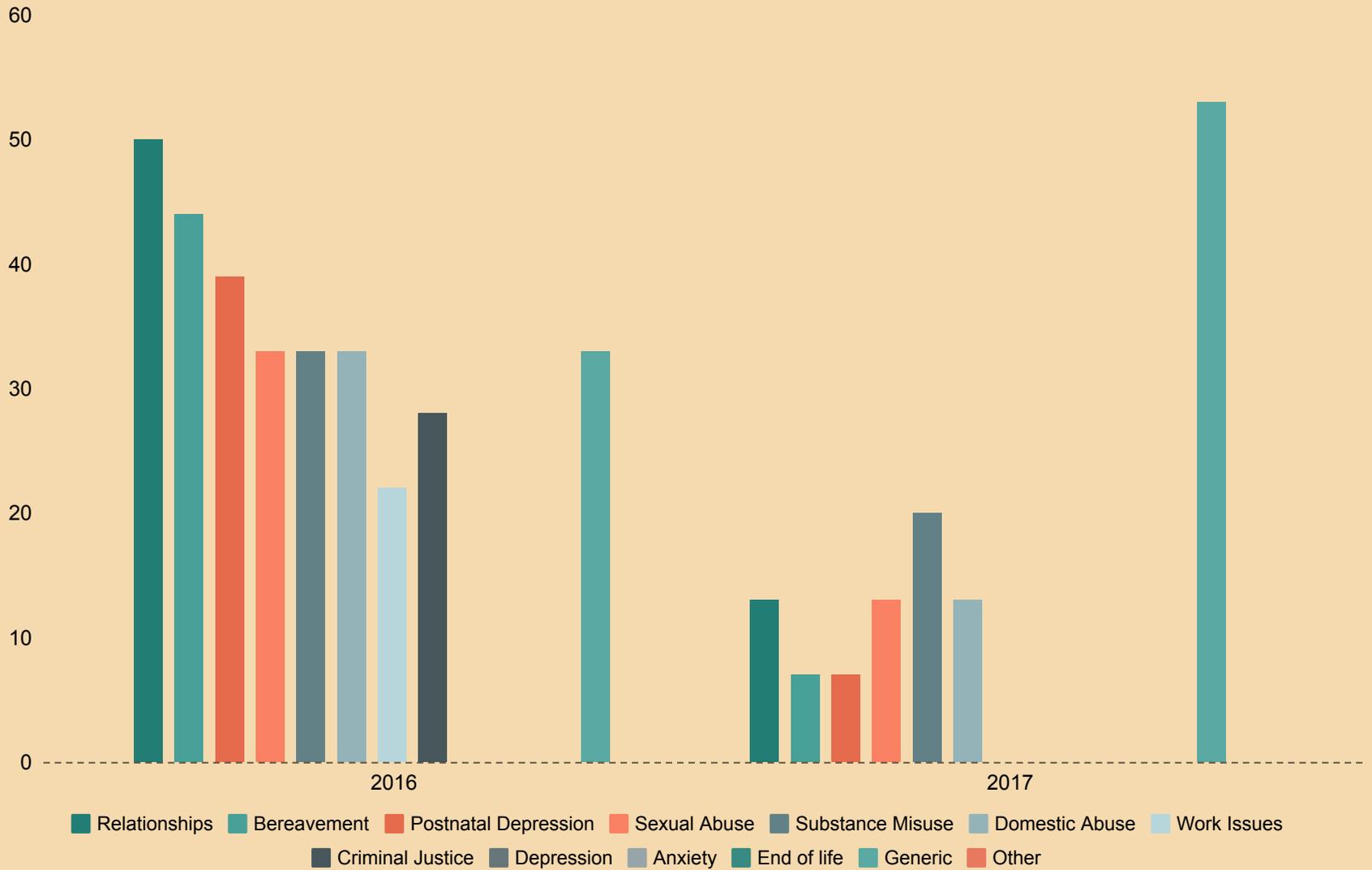
Again, a small change since the 2016 survey. Of the Recognised Organisations that were able to respond to the survey 100% were in the voluntary/community sector, compared to 83% in 2016.

This is too small a difference to infer that there are now less independent practices and statutory sector organisations, but it will be interesting to see if this trend continues.

4. Does your organisation provide Counselling/ Psychotherapy/Counselling Skills for:

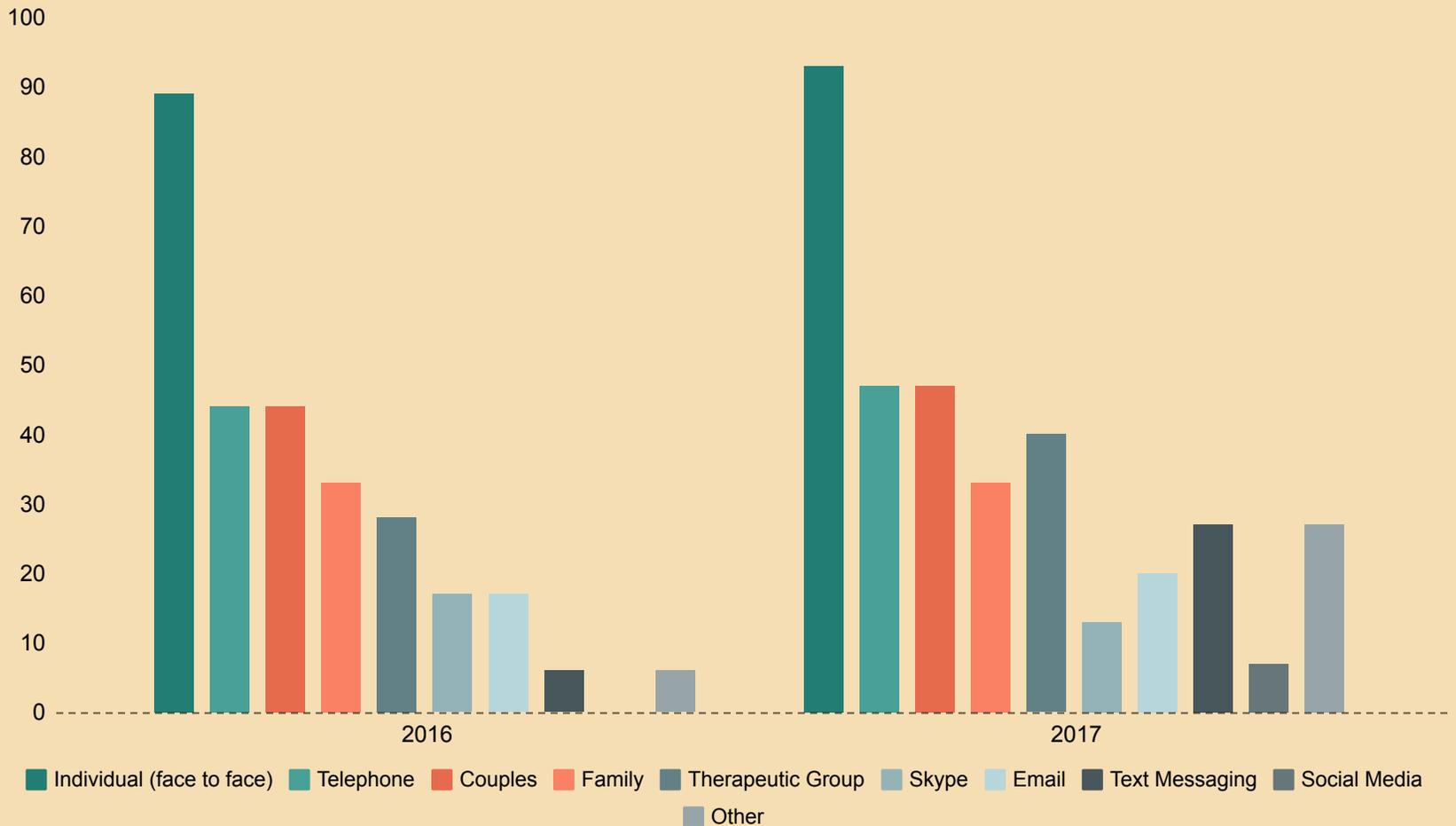


4. Does your organisation provide Counselling/ Psychotherapy/Counselling Skills for:



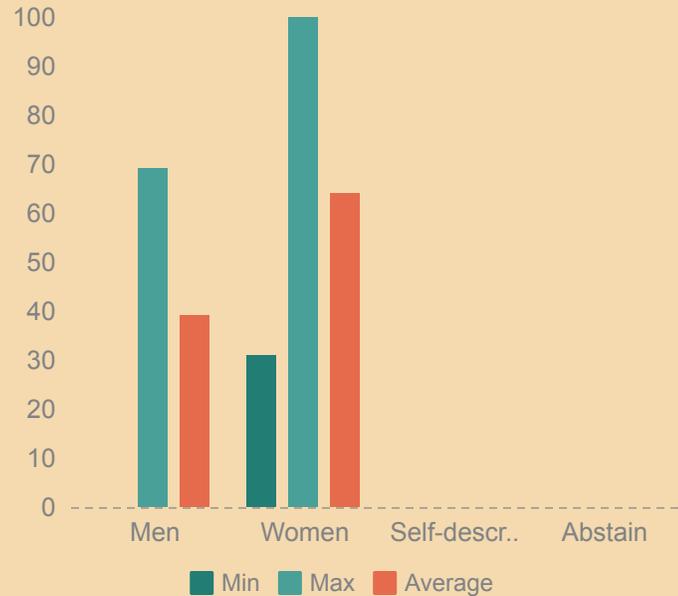
Adults are still the primary uptake of counselling with 100% of organisations offering counselling or counselling skills to adults. Older adult and young people's services are offered by 50% of respondents with the majority of Recognised Organisations (53%) offering a generic service (up from 33% last year).

5. How do your counsellors/ Psychotherapists/ Counselling Skills users work with clients?



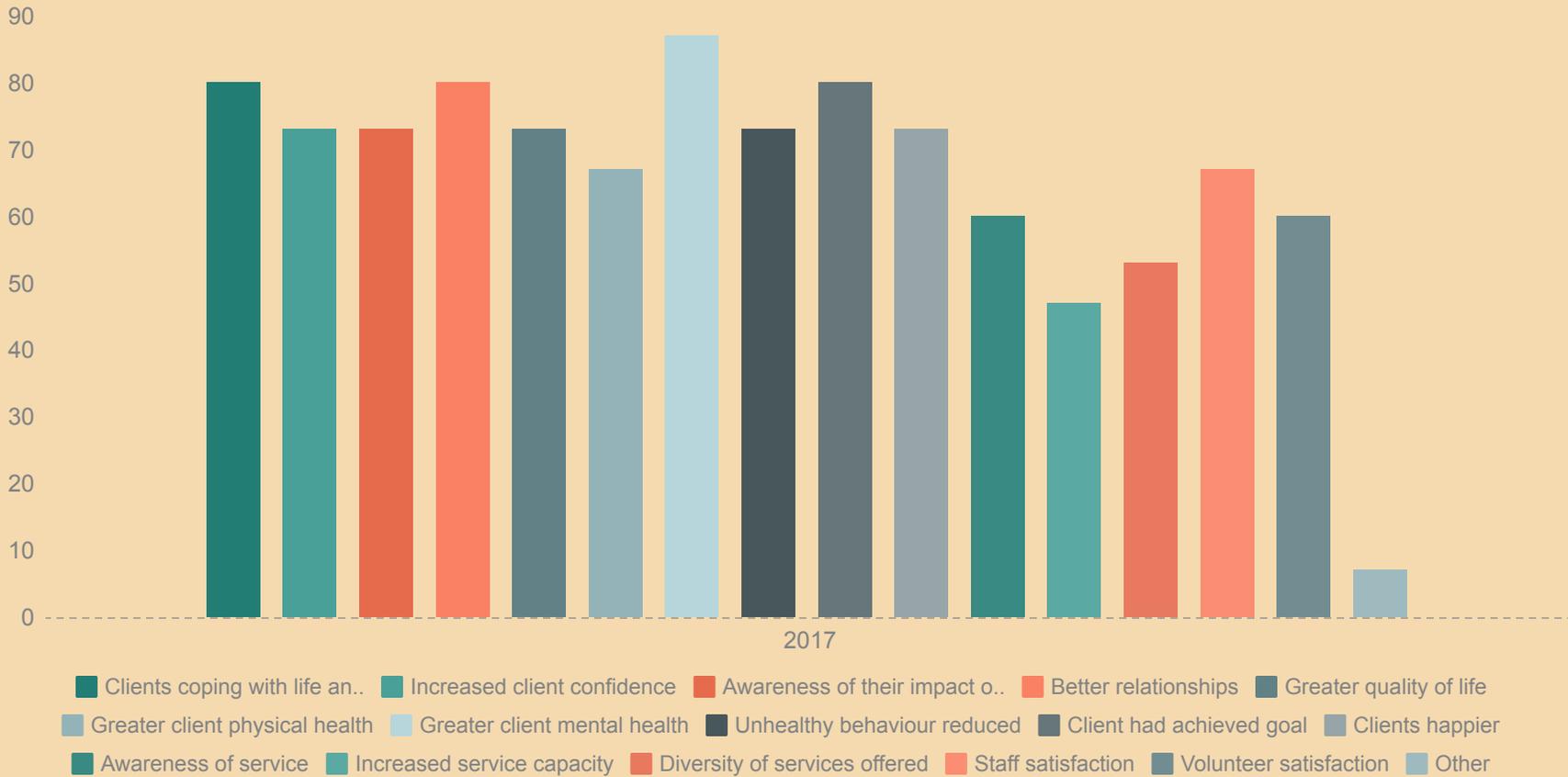
Counselling and counselling skills are mainly offered face to face (93%) and this is to be expected from last year's survey. It is interesting to note, however, the small rise in groupwork and text messaging.

6. How many of your clients state they are: Male, Female, Prefer to self describe, prefer not to say.



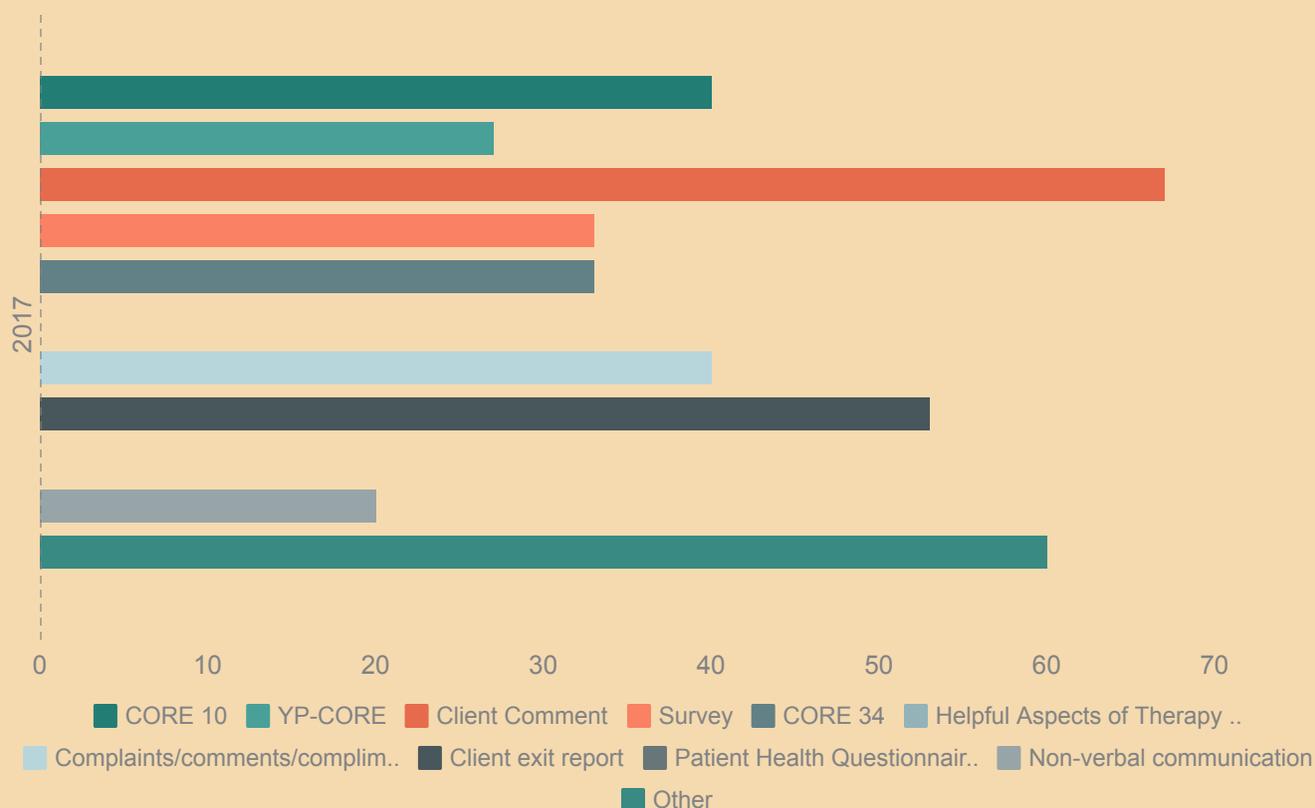
The percentage of male clients ranged from 0% to 69% with an average of 39%. Female clients ranged from 100% to 31% with an average of 64% (only reducing to 61% with the removal of a specialist women's service), so we can see that more women (22%) take up counselling services than men. It is also interesting to note, that of the 15 responders, only 2 mentioned clients that prefer to self describe or prefer not to say. It may be that Recognised Organisations are just not collecting this data, but we must also consider: Are we missing these people and is there anything we can do to make counselling and counselling skills services more approachable?

7. What are the outcomes of your service in the last year?



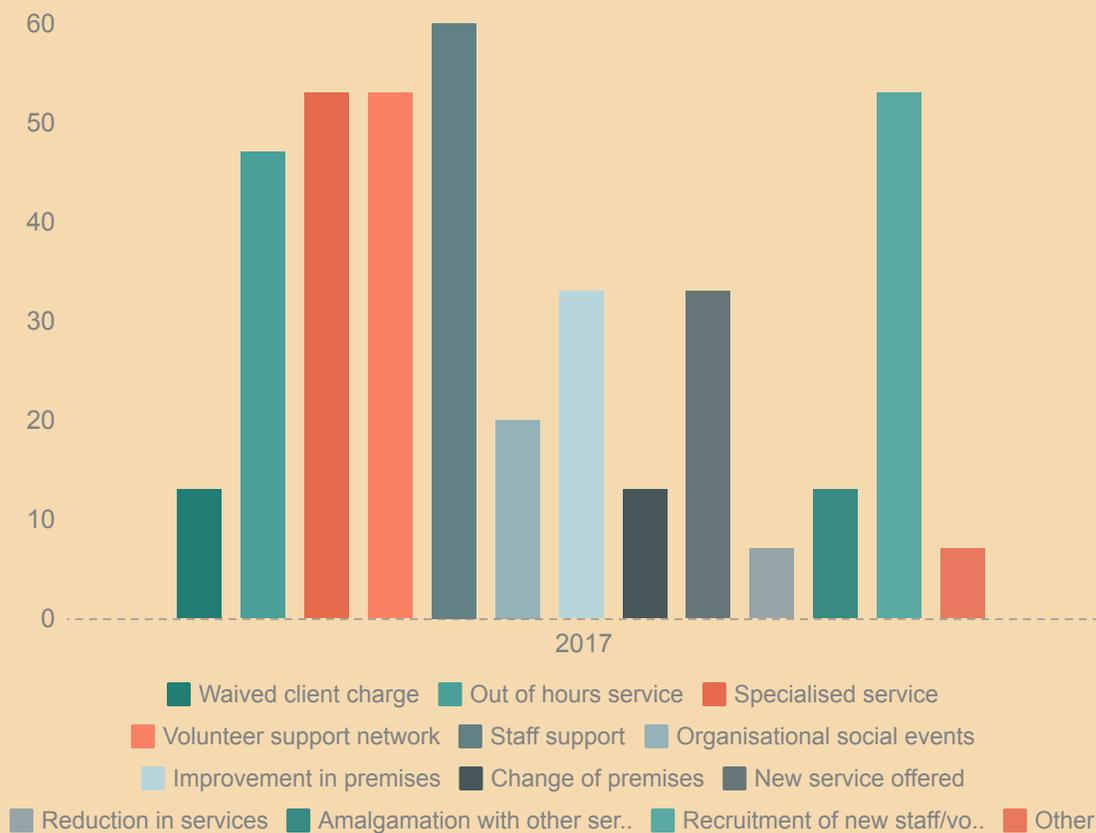
This graph shows how much and in what diverse areas our Recognised Organisations improve the wellbeing of their clients; everything from greater client mental health (87%) to greater physical health (67%).

8. How did you measure these outcomes?



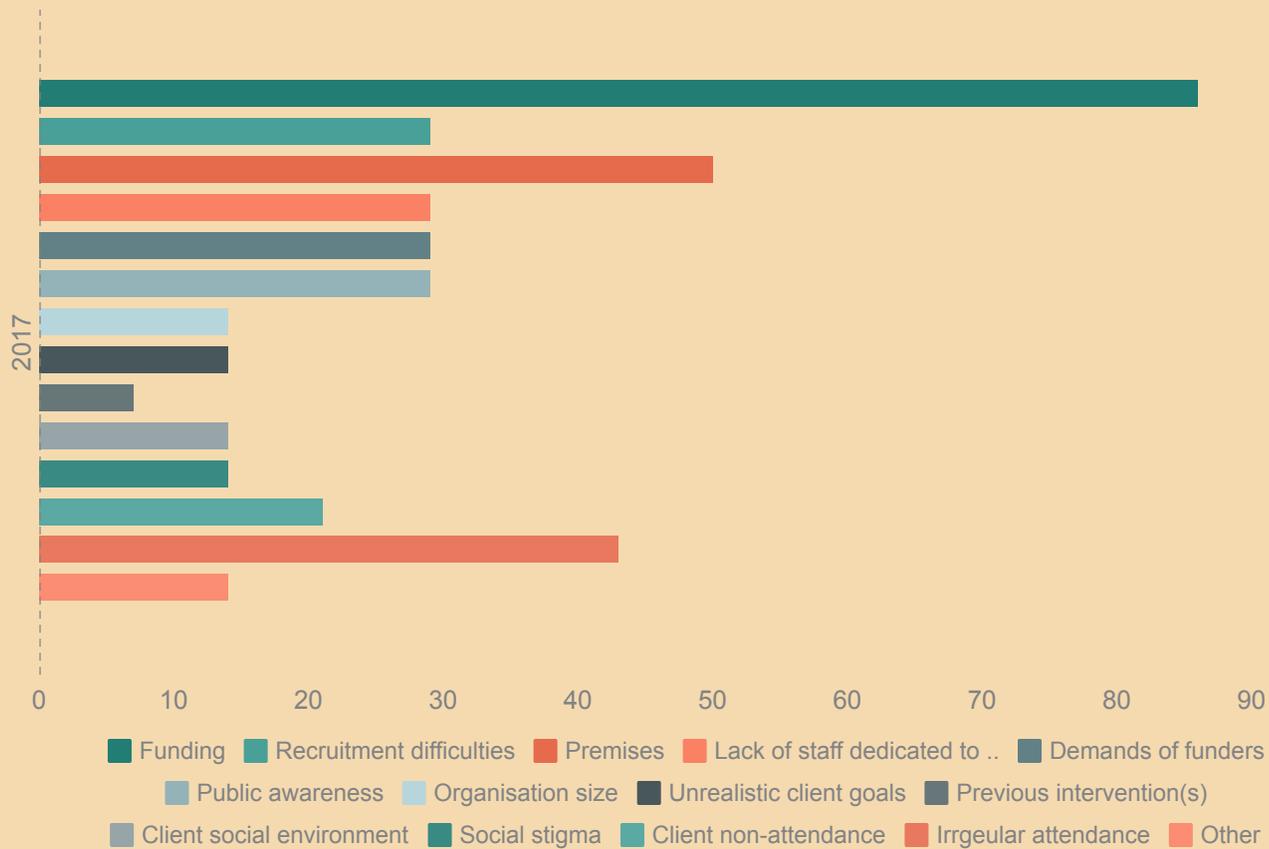
It is important that the results of counselling are not just a general feeling or hopes of the service, our Recognised Organisations are conducting surveys, questionnaires CORE tests, and other measures such as SCORE 15, Outcome Star and their own outcome measures. A surprising 60% of respondents used outcome measures not listed in the survey; showing huge diversity in data collection methods.

9. What activities produced the outcomes above?



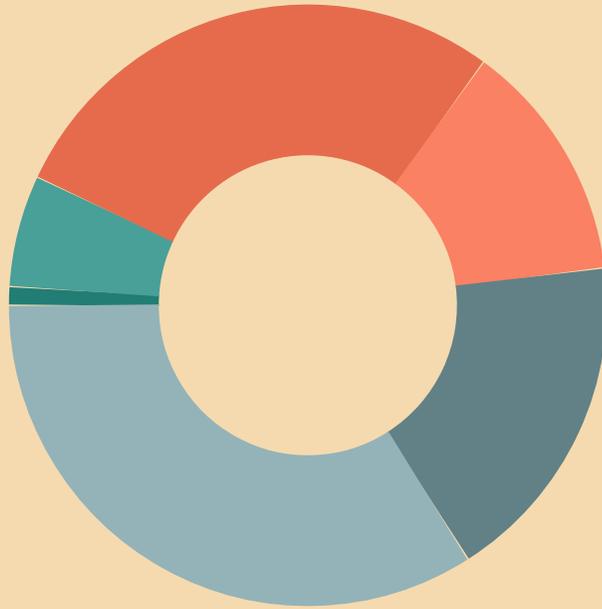
The activities producing these positive outcomes were mostly staff based with staff support (60%), volunteer support network (53%), and recruitment of staff (53%) coming out highest. Interestingly specialised service also rated highly (53%), although it is unclear whether this is a specialised counselling service or specialised service provided within a more generalised environment. This will be examined in more detail in next year's survey.

10. What were the challenges for your service in achieving the above impacts/ outcomes?



Unsurprisingly, 100% of all responding Recognised Organisations reported that funding issues as being a challenge for their service, with 50% stating that premises were also a factor. Interestingly 43% of organisations also reported that irregular attendance was an issue. Is this due to the nature of those services or is there something we can do to help clients attend more regularly?

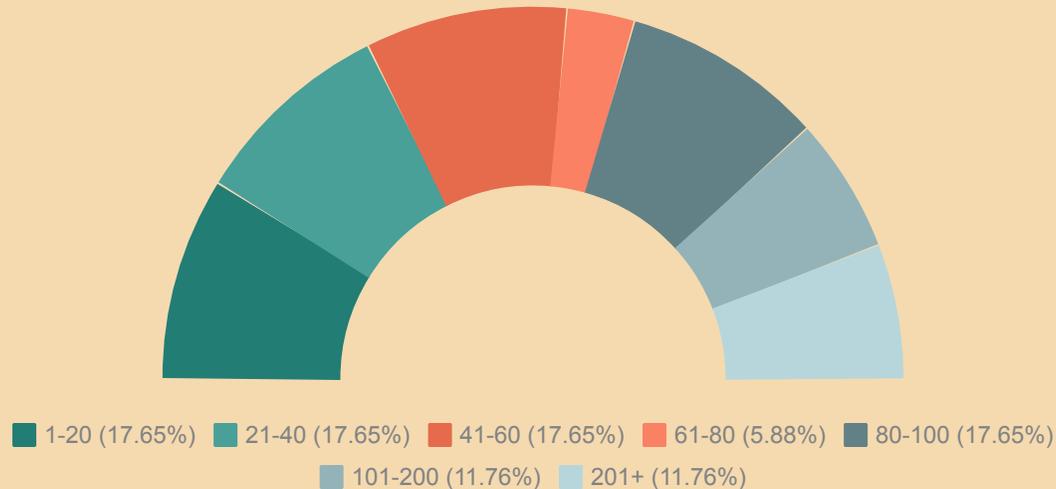
11. How many practitioners within your organisation are:



■ Paid counsellors in training (1%) ■ Paid counselling skills users (6%) ■ Paid counsellors/ psych.. (28%) ■ Volunteer counsellors i.. (13%)
■ Volunteer counselling s.. (18%) ■ Volunteer counsellors/ .. (34%)

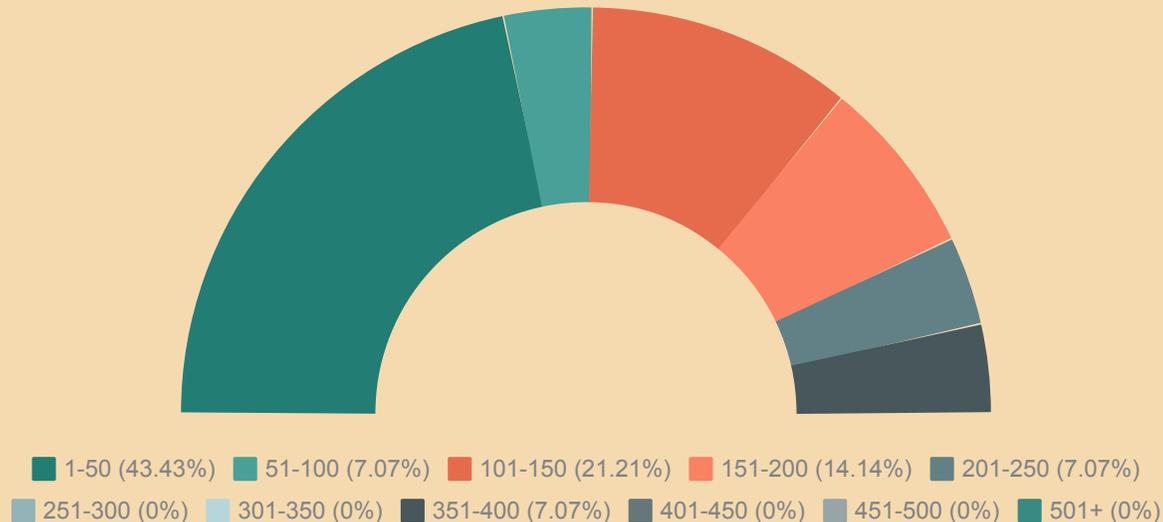
Although a lot of our Recognised Organisations use paid counsellors, psychotherapists and counselling skills users (35%) we rely heavily upon volunteers (65%). This shows how important it is for organisations to attract the most suitable volunteers and to make them feel valued and appreciated.

12. On average how many hours of counselling per week are provided by your organisation 2016?



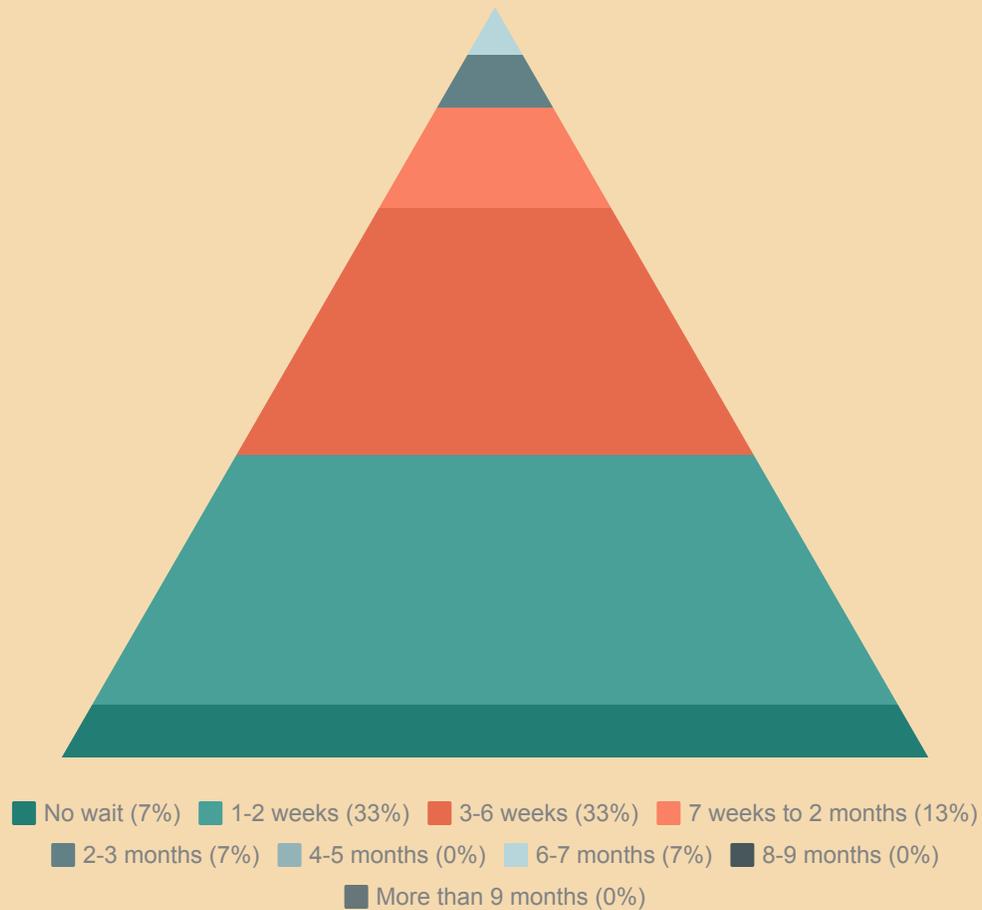
The data was collected slightly differently in 2016 and 2017, but we can still see that the majority of Recognised Organisations (approximately 44%) provide up to 50 hours of counselling per week.

12. On average, how many hours of counselling per week are provided by your organisation 2017?



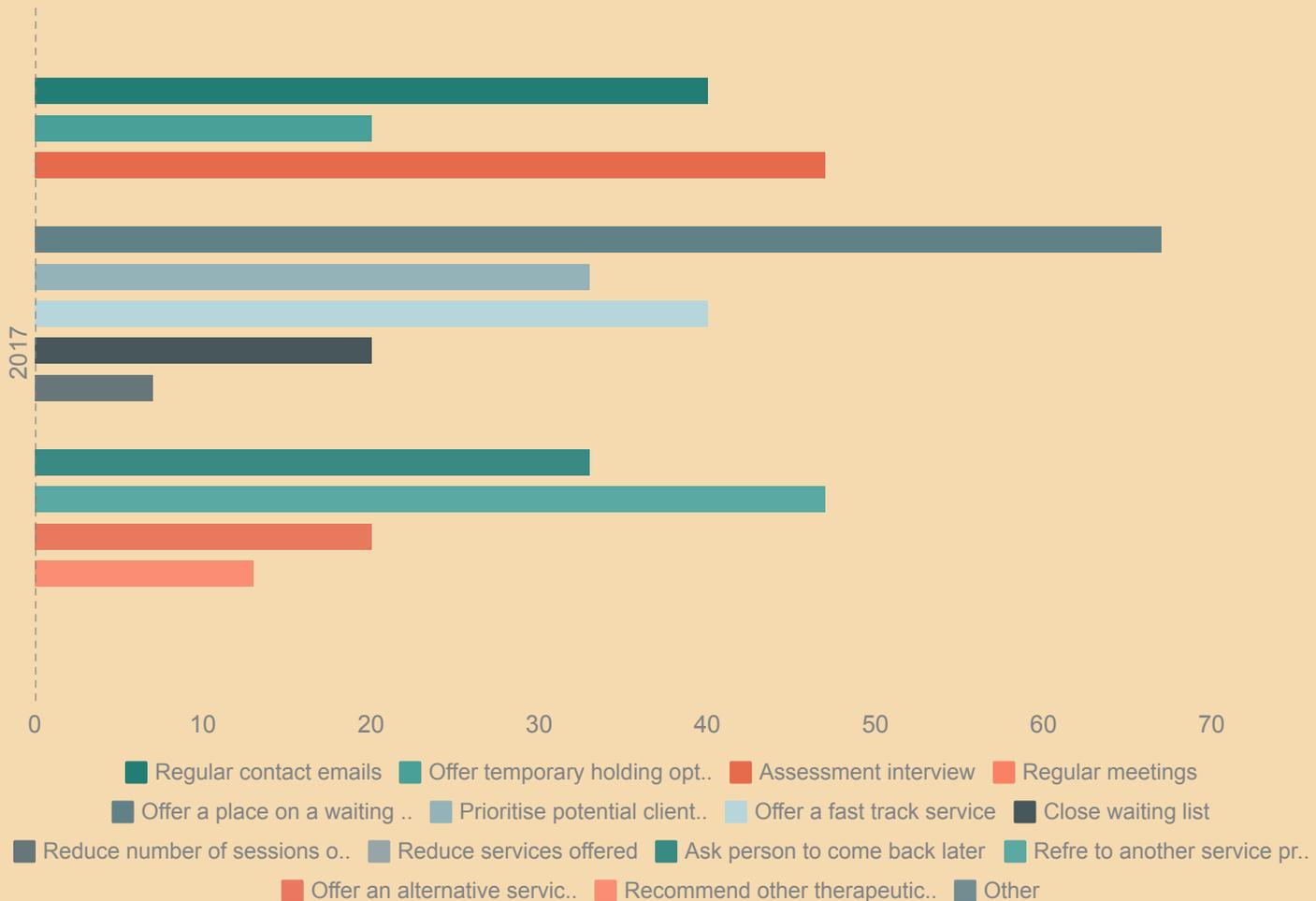
We can also see that although a large percentage offer up to 50 sessions per week, that between 100 and 250 sessions is not uncommon and 7% of organisations provide up to 400 sessions. This shows the broad range of organisations that are Recognised by COSCA.

13. How long can a client expect to wait before an initial session?



1-2 weeks wait is the most likely waiting time for a client (33%), but waiting times can be significantly longer (up to 7 months according to one of our organisations). As we can see from the next question, these waiting times could (and probably would) be significantly higher if not for the careful management by our Recognised Organisations.

14. What are you doing to manage these waiting times?

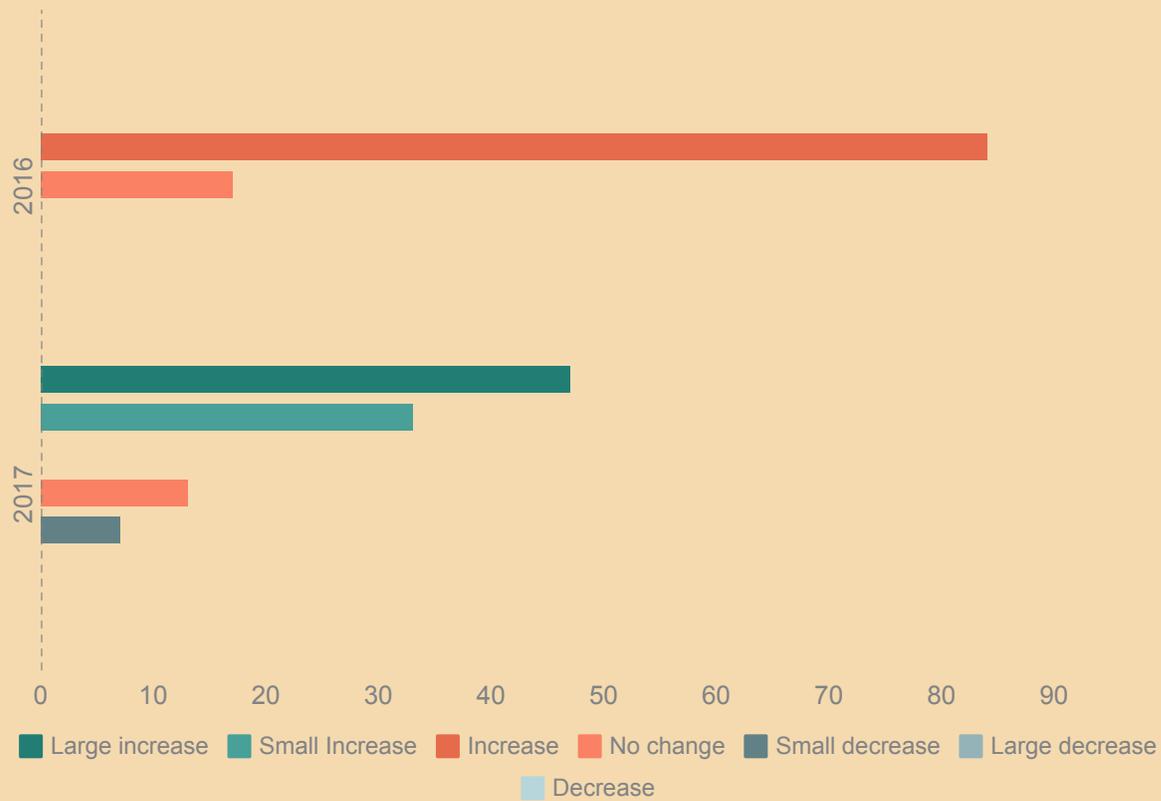


The most utilised way of managing waiting times is by offering a place on a waiting list (67%), closely followed by assessment interview and referral to another service provider (both 47%). This shows both how much demand there is for our Recognised Organisation's services, but also how important it is to have links and knowledge of nearby services.

15. How many sessions do your clients attend on average?

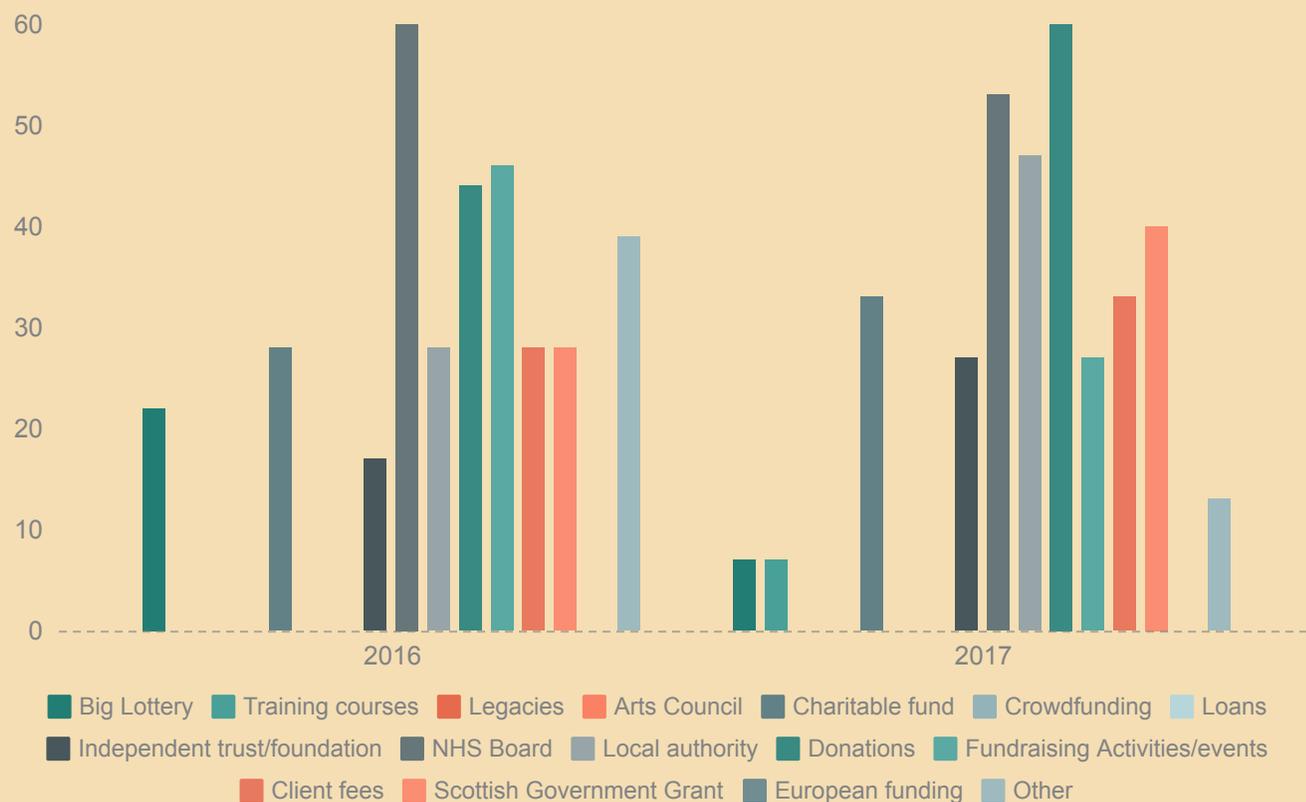
Clients attended, on average, between 5 and 20 sessions, with an overall average of 11 sessions. This is from Recognised Organisations that offer both open-ended and a set number of sessions, so it is interesting to note, that even when a larger number of sessions is offered, they are not always taken up. This could be useful to bear in mind when considering reduction in the number of sessions to reduce waiting lists.

16. Has your organisation experienced an increase or decrease in demand for support over the last 12 months?



84% of our Recognised Organisations saw an increase in demand for their services in 2016 with 47% seeing a high increase in 2017 and 33% seeing a small increase. only 7% saw a small decrease in demand. This shows the importance of what our Recognised Organisations are doing, but also emphasises the need to make our services as streamlined as possible without compromising on service and also working closely with other organisations when demand is simply too great to manage.

17. In what way(s) is your organisation funded?



With funding issues being cited by 100% of our Recognised Organisations it is important to have a variety of different funding options. The most common forms of funding are donations (60%, rising from 44% in 2016), local authority (47%, rising from 28% in 2016) and NHS Board (53%, slightly down on 2016 60%) with a rise in Scottish Government Grants to 40% (from 28% in 2016).

COSCA will continue to urge the appropriate Scottish funders to increase the funding periods from one year to three years to enable organisations to gain more stability.

18. Is there anything of which you are particularly proud to have achieved this year?

There are many things of which our Recognised Organisations are very and justifiably proud (especially with decreased availability of funding and increased demand on services).

These include:

Extending working hours, office hours and adding services; a few Recognised Organisations have opened additional services on a Saturday. They have offered intern schemes, new group work and training courses. Some have extended their assessments and implemented multiple support pathways (including ancillary services) and moved to new premises.

Working in other environments such as hospitals; a few Recognised Organisations are working in partnership with other services to increase the number of different types of support they can offer.

Developing specialist services and broadening the inclusion and accessibility of existing services; many Recognised Organisations have also been developing young people's services in addition to the adult services already offered.

Rising to the challenge of maintaining service levels despite decreased funding.

19. Have you found anything particularly helpful or inspiring in the last year?

Inspiration has come from a variety of sources for our Recognised Organisations.

These include:

A service user charity event where the organisation was able to see the impact of what they do, the success of specialist, support and ancillary services offered and the feedback received about them.

Offering further services, CPD and accessibility; developments in training and new contracts; and the learning of new modalities such as Emotion Focused Therapy.

The support of the local community; the loyalty and dedication of staff and volunteers.

COSCA would also add the dedication and hard work of all of our Recognised Organisations is a constant inspiration to us.

20. What are your hopes for next year?

Our Recognised Organisations have many hopes for next year, the most commonly voiced was a hope for further funding to enable them to continue to offer the services they currently provide.

Other aspirations for the year to come included:

Further development of partnerships with other organisations and joint working between the NHS and the voluntary sector.

To stabilise waiting lists, continue to recruit and develop excellent counsellors, to further improve the physical environment and to continue to develop a good reputation.

To improve and develop new specialist services; to introduce or develop group work, to develop their team and new and existing services; to offer further training within the organisation

Conclusions

There is a lot to be learned from the responses to this years COSCA Annual Survey of Recognised Organisations. Some things we knew already and others were more surprising. COSCA Recognised Organisations are all over Scotland and range from small, often multidisciplinary teams to large specialist counselling organisations (increasingly often with ancillary support). Most of these organisations are in the voluntary sector and all rely on funding to continue to offer the high standard of services they currently deliver. Counselling and counselling skills are mostly taken up by adults, but there are increasing numbers of young people's services being delivered with more to be developed in the coming year. Most counselling or counselling skills support is offered face to face with a small rise in group work and text messaging. It is also no surprise that more females seek out counselling than males, but we need to ask ourselves if our services are missing transgender clients in either the way we record our statistics or in the availability of our services.

Our Recognised Organisations make a huge contribution to both client's mental and physical health and this is captured by a raft of different measures, most commonly client survey and client exit report. These improvements are achieved mainly by the recruitment and staff and volunteer support, but also by the provision of specialist services. We rely heavily on volunteers, but also offer paid positions. Our organisations mostly offer up to 20 sessions, but there are those that offer up to 250.

All of those who responded to the survey said that funding was an issue and half that premises also offered challenges. With high, and mostly increasing, demand our organisations keep waiting times down with careful management, most commonly waiting lists and referral to other services before they can provide between 5 and 20 sessions.

Our organisations are funded by donations, local government and NHS funding and have been offering a greater range, number and accessibility of services and have been inspired by their staff, volunteers service users and local communities to be able to continue. Their hopes for next year are to continue to develop their services to provide more help and support to those who need it.

Thank you to all the Recognised Organisations who were able to contribute to our survey this year and to all our Recognised Organisations for providing high quality support for their clients across Scotland.

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