

Template for baseline information collection: Organisations who provide a service to those who have been affected by abuse

- Please provide a short answer to each question e.g. use bullet points rather than extended narrative.
- Text boxes will increase as text is entered, therefore forms should be completed electronically.

Name of Organisation:	Relationships Scotland – Couple Counselling Central Scotland		
Total Cost of Core Service:	Funding from Falkirk Council 2012/2013:	Funding from other Local Authorities 2012/2013	
£86795	£9353	Support in kind (premises) Stirling £5760 Clacks £3960	
Key Objectives of Organisation:	To improve the lives of people in our community by providing high quality, professional one to one counselling or couple counselling no matter age, sexual orientation, social standing, married, separated, divorced, choice of religion, ethnic or cultural backgrounds as a right not a privilege.		
Core service currently provided:	<ul style="list-style-type: none"> • Relationship Counselling for individuals or couples experiencing difficulties whether in a relationship or not. • Psychosexual Therapy for couples or individuals who have sexual problems and taking care of sexual health • Support for Vulnerable Women • Support for couples and individuals for those experiencing Domestic Abuse • Supporting couples with young families who are in crisis to assist in stabilising the home giving children the best start in life. • Support for perpetrators of domestic abuse who wish to change their behaviour • Generic individual counselling • Specialist counselling support for over 50's • Specialist risk assessed domestic and sexual abuse - we work in partnership with statutory agencies to give time to people who cannot cope with their day to day lives including those that are experiencing flashbacks of childhood abuse. Domestic abuse is a spectrum and we see people out with the criminal justice system for early identification, de-escalation and prevention work towards change and stabilisation. Verbal, psychological, emotional, mental, stalking, controlling and jealous behaviour, and financial abuse are also prevalent as well as violence. • Specialist risk assessment for mental health issues and suicide • Specialist service for over 50's. • We deal with many different areas including domestic/sexual abuse, mental health, sexual health, financial problems, infidelity, stress and anxiety, ill health, life stages, grief and not coping generally. 		
Who are the beneficiaries of the core service?	<ul style="list-style-type: none"> • Couples, individuals, families, children and young people. The work we do and the difficulties/problems that are in our community are many. • Individuals not in a relationship with issues such as mental health, self esteem and confidence, financial worries, general ill health (sometimes when the aetiology is not known), feeling down and not coping • Families - we help to stabilise the home in which children are vulnerable. We support parents to be better parents. Young parents in crisis are given priority. 		

		<ul style="list-style-type: none">Older people life stages - we support people who are going through life stages that are difficult for example ill health that affects the relationship to help partners to cope.Vulnerable young adults sexual health support - we help to educate sexual health issues therapeutically including safe sexual practiceAdult sexual relationship therapy for those of all ages. This is a highly specialised therapeutic area of work that includes a medical model dealing with effects of illness, aging, medication and psychological factors impacting on intimacy Also encompassing sexual and internet addiction				
How many people accessed the core service 2013 520 (233 Falkirk)	Total Active Client numbers at	Active clients re-referred at	No. of people on waiting list for service at 17/3/2014	Average length of time before service commences	Do you provide triage service identify emergencies?	Percentage of waiting list who receive a service
involving 320 children (150 Falkirk) (some of whom were affected behaviourally, at school or emotionally)	55	Clients referred to statutory services/other organisation 3 but still being seen within our service	113	Intake 4 weeks Priorities 3/4 weeks Non-priorities 8/10 weeks	We identify domestic abuse, crisis intervention and child protection	100% receive a service
Please list sources of referral to the core service (including self-referral)					By % of total clients	
Statutory Services				172	33%	
Self Referrals				198	38%	
Other Agencies				19	4%	
Publicity/Website				103	19%	
Friend				19	4%	
Other				9	2%	
Additional services/projects currently provided:		Re-shaping care for older people (ends March 2013) Crisis intervention for any clients who present with abuse issues we provide emergency risk assessment Volunteer Co-ordinator (ends July 2014)				
Who are the beneficiaries of the projects/additional services?		Re-shaping care – anyone over 50 who is experiencing the challenges as they move through life stages including many grandparents. Ill health of self or partner, redundancy, family issues, bereavement etc.				

		Domestic abuse - Crisis intervention - women who are experiencing all aspects of domestic abuse Men who are non-violent who wish to change their behaviour Couples many of whom have young children who are not coping and are moving toward being in a violent situation. Vol Co-or to encourage volunteering, through recruitment organising and delivering training and going out into the community to deliver talks and presentations and supporting current and all new volunteers				
How many people access the project/additional service per annum?		***** Re-shaping care – 60 DA Crisis intervention – 77 Volunteer Co-or – new volunteers 10 – talks etc 50 – in house intake training 4 – organising training 20				
How many people accessed additional service	Total Active Client numbers at 17 th March, 2014	Active clients re-referred at 17 th March, 2014	No. of people on waiting list for service at 17 th March, 2014	Average length of time before service commences	Do you provide triage service identify emergencies?	Percentage of waiting list who receive a service
*****See above	12	Clients referred to statutory/other organisations 6	Re-shaping care 14 D/A crisis Intervention 10	4 weeks (earlier for crisis intervention)	Crisis intervention risk assessment Identify escalation of abuse and violence and also child protection issues Aid recovery work	100%
Please list sources of referral to additional services (including self-referral)					By % of total clients	
Re-shaping care Self referrals 22 Other agencies 22 Statutory services 16 D/A crisis intervention Self referrals 37 Statutory services 40					36% 36% 28% 48% 52%	
How are additional services resourced? i.e. via Lottery, Trust and if yes, what?		Scottish government Re-shaping care £ 32064 (April 2013 – March 2014) D/A crisis intervention £ 898.14 (Sept, 2013 fundraising event) £ 1780 (Foundation Scotland)				

	(one funding application outstanding) Volunteer co-ordinator £10000 (awards for all)
Key achievements during 2013	<ul style="list-style-type: none"> • Introduction of robust Risk Assessment system and training for all Intake Workers and Counsellors - ongoing • Scottish Government Strategic partner in recognition of our work in supporting families and young children • Completed all local and National policies and procedures (child protection etc) and distributed to all staff via CD - ongoing • Key contributor to developing a national evaluation tool for client outcomes – ongoing • Key contributor in shaping national policy of Scotland wide Relationships Scotland through political engagement • Key contributor of developing sexual and online addiction services • Working in partnership with Stirling University to undertake evaluation work, research and marketing • Continue to take counselling placements from Strathclyde and Edinburgh University with a mentoring programme • Key contributor in meeting with Ministers in Government to raise awareness of the importance of Relationship and Family support • Delivered 55 workshops/meetings/presentations in the community • Formed 26 new relationships • Supported 6 multi agency partnerships • Networked, accessed or attended 4 cross party groups at Parliament relevant to our work • Key driver in instigating a focus group for domestic abuse with Criminal Justice to form more partnership working in order to capture people under the Criminal Justice “Radar”. • All Volunteer counsellors awarded or working towards diploma status • All Volunteer Counsellors on the registers of Relationships Scotland, COSCA, BACP, COSRT and UKCP • Key contributor to take forward Governmental Registration of Counsellors • Manager continues to meet with many other organisations in order to be pro-active in encouraging partnership working • Secured the national contract with the Armed Services and Relate to deliver counselling to Armed Services personnel and also to Veterans • Secured funding from re-shaping care for older people to deliver a bespoke counselling service for over 50's • Secured funding to employ a volunteer co-ordinator to support existing volunteers and source new volunteers
Key issues during 2013	<ul style="list-style-type: none"> • Difficulty in obtaining funding to train new counsellors at a cost of 5500 pounds per student • Funding for counselling in general is difficult as there is low recognition for the preventative work that is done via our work • Clients contributions have reduced due to the economic climate and as we have little core funding this will have a major impact on our service. We still provide support to clients who have financial worries through redundancy, failed businesses and other job losses. • Volunteer support is limited due to financial constraints e.g. to meet professional standards and registration requirements counsellors have to personally meet the costs for annual CPD and top up training.

	<ul style="list-style-type: none"> • Supervision costs are required to be provided for all counsellors to comply with the Professional Code of Ethics for Counsellors and this costs us 35 pounds per hour for every 12 sessions given. This is a major drain on our resources. • Two staff (one f/t and one p/t) have to cope with running and managing the service for the whole of Forth Valley. It is increasingly difficult to cope with funding, development and attending meetings with so few staff. We could do so much more in the community to support families with more resources. • Key staff salaries unfunded with no increases awarded for the last three years
How do you handle any service request that you cannot provide?	As we risk assess everyone immediately who approaches our service this ensures that anyone whose needs we cannot meet are signposted/given information about what is appropriate and available to them.
Have you identified any areas of your service that you would like to improve or develop in 2013 If yes, what?	<ul style="list-style-type: none"> • Develop training to work with perpetrators of domestic abuse who are not eligible to enter the Caledonian programme. National training identified and to be delivered this year • Develop a young peoples' service for those affected by family issues such as family breakup, abuse etc. National training identified and will be delivered this year • Develop a family counselling service for those families who are struggling with issues around damaging family dynamics and also historic factors in current behaviours. National training identified and will be delivered this year • Develop a sexual and online/porn addiction service (Non-offending behaviour). National training identified and will be delivered this year. • National prison project (Roots out of prison) to help reduce the instance of re-offending and to help prisoners cope and rebuild their relationship prior to release. Relationship breakdown is a major contributor to re-offending. A high proportion of offenders have experienced abuse of some kind in their childhood. Hoping to roll out in this area soon. • Support the development of support in schools to compliment the SHARE programme to promote positive relationships and educate young people in this aspect of their lives. Also to support those who have a negative view of relationships through their own personal experience of an abusive relationship or where they have experienced sexual/domestic abuse at home. This is an investment in our young peoples' future. • Develop a service for those who are struggling with a break-up or are bereaved if their partner dies. • Provide more support for sexual health. • Source more support for relationships support in the older community (re-shaping care year 2 been turned down) • Support the development for appropriate referrals from Criminal Justice and also to recognise that we can support more families struggling to cope with DA who are out with the CJ system • Develop a service for Armed forces personnel suffering from trauma/ relationships breakdown. • Develop a services for Veterans trying to adjust back into their communities particularly those within the criminal justice system.
How do you know that this improvement/s or development/s is needed?	<p>We know this as in the course of work we have identified where the gaps lie e.g working with male perpetrators of domestic abuse is a service we cannot provide at this time.</p> <p>We can work with men who are motivated to change their behaviour.</p> <p>Our client evaluations are clear about the health benefits that high quality, professional counselling can deliver.</p>

What other organisations do you work with and/or refer on to?	We refer/give information about all organisations/statutory services that provide services in the community that we do not. Even if signposting takes place we quite often retain the client as extra support in their relationship but only if they are fully able to engage in the process
Does your organisation provide any external training? If yes, what?	<p>We have no resources to do this locally but our national office have a programme of training for CPD, certificate and diploma Training available for external candidates and our own volunteers</p> <p>Diploma in Relationship Counselling is fully validated by COSCA and credit rated by Napier University Masters Level 9 Relate Diploma in Psychosexual Therapy is credit rated by Doncaster University Masters Level 9 and fully accredited by College of Sexual and Relationship Therapy Certificate in Couple Counselling is a post graduate course for counsellors who already hold an accredited Diploma qualification and is fully validated by COSCA as a specialist course Diploma in casework supervision fully validated by COSCA</p>
Please delete any of the themes of the Council's Corporate Plan that you don't feel are relevant to your organisation:	<ul style="list-style-type: none"> • Continuing to improve the health, safety and well being of our citizens and communities • Increasing our efforts to tackle disadvantage and discrimination

Thank you for taking the time to complete this form. Please return it to your Monitoring Officer.