

Counselling Review Survey results

Four counselling providers have been identified as receiving funding from Portsmouth City Council. These are:

1. Portsmouth Area Rape Crisis Service (PARCS),
2. Portsmouth Counselling Service (PCS),
3. Portsmouth and District Relate
4. Off the Record (South East Hampshire)(OTR),

The providers were informed that members requested a review of PCC funded counselling services and have been involved in the review throughout the process. Each provider completed a survey on their respective service provision.

The following information is collated from these responses, as completed by:-

1. Kim Hosier, Centre Director for PARCS,
2. David Miles, Chief Executive Officer for PCS,
3. Rachel Warsop, Centre Manager for Relate
4. Theresa Wade, Chief Executive Officer for Off the Record.

2 – Funding Received

	Service Area	Funding Source	Contact	Amount	% of income	Type	Service Specification	Due to expire	Additional funding for service?	How is PCC income spent?
PARCS	Rape / sexual abuse	Resources Portfolio Voluntary Sector Team	Mandy Lindley	£89,065	64%	Contract	Yes	June 2012	see ¹ below £88,105	Salaries for qualified(centre director/psychotherapist admin, counsellors and volunteer coordinator) & to support core costs (utilities, insurance, recruiting/supporting volunteers)
		Community Safety	Sally Jackson	£2,600						
		Social Care Integrated Commissioning Team	Simon Nightingale	£57,890		Contract	Yes	June 2012		Salaries of Senior qualified counsellor, Young person's qualified counsellor and YP's outreach worker.
PCS	General Counselling	Resources Portfolio Voluntary Sector Team	Mandy Lindley	£33,148	51%	Contract	Yes	June 2012	£35,000* (client fees)	Contributes to infrastructure – assessment, training, clinical supervision and rent, admin etc Assists in charging means tested fees
		Transition fund		£4,000 One off payment		Grant	Yes	N/A		
	Drug & Alcohol / Group work	Social Care Integrated Commissioning Unit	Barry Dickinson	£75,600		Contract	Yes	June 2012	see ² below £71,790	Counselling and assessment fees for service delivery, contribution to infrastructure
				£5,200						

¹ PARCS has grants from Children in Need, The Hampshire Police Authority, Hampshire County Council and funding from Ministry of Justice (all funding supports services for Portsmouth and South East Hants. Hampshire funding due to end 2012, Children in Need due to end 2012)

² PCS note that other sources of income e.g. lottery make a contribution towards the provision of infrastructure on the principle of cost recovery but the majority of other income relates directly to expenditure on the funded service eg BAME client counselling. Lottery funding finishes in 2012

	Service Area	Funding Source	Contact	Amount	% of income	Type	Service Specification	Due to expire	Additional funding for service?	How is PCC income spent?
Relate	Core Service	Resources Portfolio	Mandy Lindley	£44,659	15.2%	Contract	Yes	June 2012	£212,128 ³ Total additional income – used to fund all activities including outside the city	Bursaries for people living in PO1-PO6: sliding scale
		Transition fund		£10,000	3.3%	Grant	Yes	N/A		Implement new technology re booking system/telephones. Pilot remote delivery methods.
		Housing Management	Owen Buckwell	£4,000 (being phased out)	1.3%	Lease	Sub-lease	June 2012		Gift in Kind: Rent of premises (full rental cost is £12,000)
				£5,000 (being phased out)	1.7%	Contract	Yes	June 2012		Gift in Kind : utilities (building service charge, gas & electricity) for 2011/12
	Carers Centre	Social Care	Marina Martin	£9,479	3.2%	Contract	Yes	June 2012	£0	Delivering Service: Counsellor salaries, supervision, training, travel, multiagency meetings, monitoring & marketing.
	Children's Centre	Children's Services	Catherine Kirkham	£2,100	0.7%	SLA	Yes	Sept 2011	£0	Delivering Service: Counsellor salaries, supervision, training, travel, multiagency meetings, monitoring & marketing.
Off the Record	Young people	Resources Portfolio	Mandy Lindley	£3,000 + free rent (approx £4000 P/A)	2%	Grant & Lease	No	June 2012	£72,000 ⁴	Small contribution to overall running costs of £75,000 for the Fratton Road Service.

³ Income from centre activities, including client contributions, agreements with referring organisations, donations, fees from training and Gift Aid. Also includes funding from charitable trusts, to provide project based activities, delivered wider than Portsmouth city, such as work in schools (Havant, Fareham and Gosport) and from other local authority areas, to enable operation of outpost counselling services in their boroughs and for clients to access services at the Portsmouth centre. It is imperative to note that this funding supports other local authority residents to access a bursary, subject to the LA area in which they live and if these income sources ceased to be provided, Relate's ability to support clients to access professional services would be diminished. Without PCC funding, Relate state they would be unable to provide bursaries to Portsmouth residents enable clients who cannot afford to pay full fees to access the service.

⁴ Off the Record note that Hampshire and Havant Councils contribute just over £40,000 towards their Havant Service, compared to Portsmouth's £3,000.

Total	£349,741
-------	----------

Additional Funding Streams

	Additional income raised via fundraising activities	Related expenditure
PARCS	Funding arm - 'Purple Ribbon' aims to raise the profile of PARCS in local community, promote the charity and its aims and to raise funds. Over past 2 years raised £5,000 through series of events. The charity has been supported by Waitrose and received donations from Oxford University and local group Southsea Land Girls.	The funding will be used to re-design and update our website to make it more accessible, 'user – friendly', with a separate young persons' area and interactive area where service users and other interested parties can share their experiences of the service. The money is also being used develop and provide Skype counselling and support the cost of telephone counselling.
PCS	As of this date we have not secured donations from any other sources than client fees. We make applications for grant funding where possible but have not been successful recently.	None
Relate	Gift Aid, Donations, Training delivery. Occasional additional delivery of other projects free at the point of access, funded from grants received from charitable foundations and other sources.	Staff salaries (Centre manager, counsellors, administrative team), Volunteers travel expenses, Continual professional development, Relate Federation charge, Insurance, Marketing, Monitoring and evaluation, Clinical supervision, Operating overheads, telephone, printing, postage, IT, Independent financial review, rental of Chaucer House, Utility costs
Off the Record	Grant funding from Charitable Trusts and Foundations, donations and help in kind from local businesses, sponsored activities and fund-raising events, donations from 'friends' gift-aid scheme. The Board feel it is inappropriate to allocate Hampshire monies to its Portsmouth service. This means a much higher proportion of fundraising activities have been focussed on the service within the city.	The running costs of Off the Record's service in Portsmouth only – including staff salaries (less than 2 FTE), volunteer training and clinical supervision, building maintenance, general running costs.

3 – Purpose of service

PARCS aims to relieve the suffering and distress of men, women and children (aged 13+) who have suffered rape and/or sexual abuse (historic and recent). They also aim to promote the education and research into the subject of sexual abuse and train women and men as counsellors in order that they can provide counselling and support to survivors, to publish educational material and to provide training for the public/professionals.

PARCS provide telephone help line support to victims and their supporters, specialist face to face counselling and psychotherapy, group therapy, information and signposting to other organisations. PARCS delivers an awareness, education and prevention programme into Portsmouth schools, colleges and the University, and attends various forums including the Domestic Violence forum and White Ribbon, SARC management meetings and Serious Sexual Offences Group (co-ordinated by the police).

PCS aims to provide affordable and professional counselling to all communities and individuals in Portsmouth, especially vulnerable groups, those suffering poverty and exclusion and whose lives are marginalised. They focus on people unable to access full cost counselling due to financial pressures or outside the scope of other funded providers e.g. IAPT, people unable to access counselling without the use of an Interpreter and drug and alcohol users.

PCS deliver counselling services to these groups, at a reduced or free of charge rate.

Relate aims to promote health, respect and justice in couple and family relationships and to provide holistic cradle to grave emotional support via counselling. Relate also provide counselling services to carers and families with children under 5 based at the Children's centres.

Relate delivers counselling covering five core areas: couple counselling, family counselling, children and young people's counselling, sex therapy and life-skills training. They also provide counselling support for carers of all ages adversely affected by their role (based in Portsmouth Carer's Centre) and family counselling for parents with children under 5 years, based in Portsmouth's Children's Centres.

Off the Record provides a free, confidential and friendly service, offering information; support and counselling for young people aged 11-25 – who may be experiencing low self confidence, and a range of mental health difficulties focusing on low self esteem, relationship difficulties and loss. All the front line delivery and support of young people is provided entirely by trained and supervised local volunteers

Off the Record is the only registered charity in SE Hampshire offering FREE and confidential counselling; support and information focusing on vulnerable young people aged 11 – 25. It offers a unique combination of early intervention, prevention and crisis support. Off The Record offers open access to any young person in difficulty and their fast track team of experienced diploma qualified volunteer counsellors can offer longer term support to any young person from any of the targeted groups identified by the City (eg NEET, young carers, care leavers). Group programmes target young people at risk of self-harming or developing eating disorders, and up to 6 sessions of FREE 1:1 support are available for parents of young people in this age group. Outreach services are provided to schools and colleges by request and invitation.

4 – Service Delivery

i) Referrals to the services come from a variety of sources, including self-referrals, GPs and Health services, other agencies including social services, children’s centres and the carers centre.

ii) Charges for service

Provider	Service area	Cost to client	Commercial cost
PARCS	Rape/sexual abuse	£0	£45
PCS	General Counselling	£6 - £35 means tested	£45+
	Drug & Alcohol	£0	£55+
Relate	Relationships	Up to £45 means tested	£60
	Children’s Centre Relationships	£0	£60
	Carer’s Centre Relationships	£0	£60
Off the Record	Young people & Parents/Carers	£0	£45

iii) Length of counselling provided

Provider	Service area	Length of Provision
PARCS	Rape/sexual abuse	Both short and long term as appropriate. Average length 1 year.
PCS	General Counselling	Both short and long term as per client needs up to 2 years
	Drug & Alcohol	Time limited by PCC contract to 12 sessions
Relate	Relationships (incl children/carer centre)	Both time limited and open ended as per client’s need
Off the Record	Young People Parents and Carers	Both time limited and open ended – monitored through supervision to ensure it is appropriate and on track. Up to 6 sessions to support issues relating to the young person

iv) Counselling Models Applied

Provider	Models
PARCS	Specialist trauma focussed support, counselling & psychotherapy. Including Eye Movement Desensitisation and Reprocessing. Also developing group stabilisation model for processing symptoms of PTSD.
PCS	A core counselling model, appropriate interventions to client’s need. Include CBT and specific specialist interventions such as relapse prevention; trauma; bereavement etc.
Relate	Integrative approach, mostly applying psychodynamic and systemic counselling models. Also draw on other models such as cognitive-behavioural and humanistic where appropriate.
Off the Record	Counsellors follow the Egan 3 stage model of counselling within a Person centred approach. The more experienced counsellors will also be familiar with other psychotherapy models such as gestalt, transactional analysis, CBT and Adlerian therapy. Critical intervention is provided by Diploma-accredited counsellors using integrative, person-centred or psychodynamic models appropriate to the client.

v) Provision of additional services

Provider	Additional Services
PARCS	<p>50 hours training provided to external organisations/agencies. 130 hours providing consultation/sign posting to other organisations. PARCS aims to run groups for survivors of sexual abuse beginning in January 2012 in order to reduce the waiting times.</p> <p>As part of our education and training programme PARCS held a conference in May 2011 entitled 'Rape Reduction: An Outreach Perspective'. The conference aimed to share good practice with professionals working in the field. The conference made recommendations for improving and reducing the incidence and impact of sexualised trauma.</p> <p>Purple Ribbon raises additional funds for the service, promotes awareness of rape and sexual abuse and 'signposts' to the service.</p> <p>Outreach worker – funded by PCC (integrated funding) contract for 18.5 hours – delivers an education, awareness and preventative programme into a variety of settings targeted at young people aged 13-24 years. This includes raising awareness of sexual bullying through an innovative drama project and delivering the CEOP Ambassador training to professionals throughout the city. The Outreach worker provides specialist targeted workshops to 'hard to reach' groups (young people not in education, looked after children and young people at risk of offending behaviour). She recently delivered a programme aimed at challenging sexual bullying through the use of drama.</p>
PCS	<p>Under a Lottery contract we provide counselling for BAME clients in the area, a Level Three Basic counselling Skills Course and Interpreter Training Courses three times per annum. We provide two group Therapy courses per annum for PCC PDAT - Until this year we provided counselling for victims of Domestic Violence and for Birth Parents of adoptees under separate PCC contracts. We have just ended a 30 year contract with Solent NHS for the provision of Clinical supervision for a team of NHS counsellors. This has been temporarily extended for three months.</p>
Relate	<p>As part of Relate Federation we provide training and education as part of our service offer. Our trainers are qualified counsellors who have additionally undertaken group skills facilitation training (train the trainer). Through membership to Relate Federation we are equipped to deliver Open College Network accredited training courses, including counselling skills for non-counsellors – a Level 2 or 3 qualification. OCN courses aimed at professionals working with children and families and build upon individual skills capacity that be cascaded within workplace settings. We offer short workshops for children in schools, professionals and communities on all aspects of relationship issues, such as First Relationships, Sexuality, Self Esteem and Communication. These training services are NOT funded by PCC.</p>
Off the Record	<p>Two Off The Record volunteers have been selected within the CAMHS strategy for Portsmouth to receive one year Post Graduate CBT training and receive practice training as part of the CAMHS team. Group work programme offers preventative sessions in local schools and youth settings. Support for young carers (as part of Hampshire Young Carers) in Havant. This is limited by available funding in Portsmouth, but the aim is to support targeted groups of young people, e.g. care leavers, NEET, teen mums. Support is available for family and carers of young people. Outreach services are routinely provided to schools and colleges in Havant but only intermittently in Portsmouth; e.g. by invitation from a school against an agreed fee. Fast track services receive written referrals from professional colleagues in external agencies, notably CAMHS, IYSS, GPs and schools. Open College Network accredited training for new volunteers offers many less confident residents their first experience of training since leaving school and often a first step to accessing further education courses. On-going personal development provided through monthly training programme.</p>

vi) Activity and performance information recording

Provider	Recording Methods
PARCS	Quarterly statistics provided to PCC and regular monitoring meetings. Also annual report. Quantative data concerning various symptoms (e.g. intrusive recall, self injury, depression and anxiety) is collated at yearly intervals and at the end of therapy via a 'well being questionnaire/CORE. PARCS also as an assessment measure which it administers after 6 weeks and at end of therapy to monitor service users' qualitative experience of accessing the service. We are working towards Survivor Trust accreditation.
PCS	This is as per the two separate requirements of PCC. Monthly quantitative internal and external reporting processes are being delivered and our qualitative outcome monitoring process continues to identify the impact of counselling on our client's psychological health, quality of life and their motivation to effect healthy change.
Relate	We maintain full records of activity, and provide the data required under each of our contracts and grants. The data collected includes client personal and demographic data, along with financial record etc. We operate the PQASSO quality management system, which required that we monitor performance, and use the output to continually improve service delivery. We are currently undertaking a transformation project, funded in part by the PCC Transition Fund Grant. This will update our current system and allow additional data analysis to be performed.
Off the Record	Qualitative and quantitative systems in place; reports produced monthly via a bespoke Access database. Formal Self-assessments (based on SDQ*) by the client in consultation with their counsellor, is undertaken at the start and end of counselling and at 6 weekly intervals for those receiving longer term support. (*Strengths and Weaknesses Questionnaire - nationally recognised model appropriate for youth counselling; reference "Youth In Mind"). Data is referenced to national and local criteria according to issue (e.g. mental health). Internally, OTR operates the PQASSO Quality management system, an element of which is monitoring of service performance and improvement of delivery.

vii) Feedback from clients

Provider	Feedback method
PARCS	PARCS sends out evaluation forms at the end of therapy. We also have a service user 'feedback' book. Service users are also invited to contribute to annual report. Monitoring and evaluation of outreach service into schools through pre and post workshop questionnaires, including staff. Plan to update website with area for service users to provide comments regarding the service.
PCS	All clients are asked to complete counselling feedback forms.
Relate	Counsellors provide each client with the opportunity to provide feedback and use <i>Measuring Outcomes</i> to capture client before and after service data. During 2010 92 completed after service responses were received. <u>Portsmouth Carer's Centre</u> - Clients are asked to complete an outcome star, pre and post counselling. This is a unique tool for supporting and measuring change when working with vulnerable people. <u>Portsmouth Children's Centres</u> - Ask children and parents to provide feedback. Children's feedback is captured in an age appropriate way, for example via drawings.
Off the Record	Self-assessments are completed by the client in consultation with their counsellor; they are undertaken at the start and end of counselling and at 6 weekly intervals for those receiving longer term support. Informal feedback via 'tell us what you think' questionnaires also sought. Off The Record is "You're Welcome" approved - this system involves young people from the 'check it out team' in awarding the You're Welcome quality mark. You're Welcome is review is a locally managed and nationally recognised process through the Department of Health.

viii) Evaluating effectiveness of counselling

Provider	Evaluation methods
PARCS	PARCS has used indicators of 'well-being' to evaluate therapeutic effectiveness since 2003 & CORE - Clinical Outcomes for Routine Evaluation since 2010. Quantative data concerning various symptoms (e.g. intrusive recall, self injury, depression and anxiety) is collated at yearly intervals and at the end of therapy via a 'well being questionnaire/CORE.
PCS	Client feedback forms capture client's evaluation of their counselling experience. We also measure clients' counselling outcomes in 3 areas: Psychological Health; Quality of Life; Motivation for change.
Relate	As a member of Relate Federation our services are delivered and evaluated by using "Measuring Outcomes", an evidence based evaluation using a series of questionnaire before and after using services. For Psychosexual Sexual Therapy we adopt the systems of COSRT (College of Sexual and Relationship Therapists).
Off the Record	Off the Record evaluate the effectiveness of counselling through the use of target led self assessment, based on national outcome models (SDQ). In house data systems are used to analyse non-identifiable data sets to produce outcome results against recognised categories (eg ECM) or for those with specific vulnerabilities (eg NEET, addiction, young carers).

ix) Evaluation Outcomes

All four services feed back evaluation outcomes to PCC, as detailed in their individual contracts/SLAs on a quarterly basis and are recorded on the InTend database.

5 (i) - Activity Information: Equality Monitoring Information

Provider	Service	Age	Gender	Sexual Orientation	Ethnicity	Disability
PARCS	Rape & Sexual abuse	13-17 (18) 18-25 (41) 26-35 (27) 36-45 (33) 56-65 (32) 66+ (1) Unknown (4)	Female (131) Male (29) Plus 847 calls to the helpline and 3,000 Young people – outreach	Straight (115) Gay (17) Bisexual (7) Unknown (21)	White European (142) Black (2) Asian (1) Mixed Race (3) Other (3) Unknown (8)	None (70) Physical (3) Mental Health (81) Learning (5) Unknown (1)
PCS	General Counselling	18-20 (17) 20-29 (64) 30-39 (99) 40-49 (71) 50-59 (39) 60-69 (19) 70 + (6) Unknown (1)	Female (187) Male (108)	Not recorded	White British (227) Other (11) Unknown (57)	With disability (24)
	Alcohol & Drugs (data not required until Oct 2010 – not complete)	19-24 (7) 25-34 (37) 53-44 (49) 45-54 (36) 55-65 (11) 65+ (3)	Female (63) Male (89) Not known (263)	Not recorded	White British (124) Other (5) Unknown (285)	With disability (46)
Relate	Relationships	Under 20 (1) 21-25 (21) 26-35 (103) 36-45 (77) 46-55 (20) 56-65 (13) Over 66 (2)	Female (119) Male (27) Couple M/F (193)	Not recorded	White British (305) White Irish (6) White other white (14) Mixed White/Black Caribbean (4) Mixed White/Black African (1) Black /Black British Caribbean (1) Black/Black British African (3) Chinese (4)	Not recorded
	Carer’s Centre	Not available – data comprised of well being information only, as requested by funding commissioner				
	Children’s Centre	Not available – data held by referring body, not Relate				
Off the Record	Young People	11-12 (48) 13-15 (261) 16-19 (896) 20-25 (848)	Female (72%) Male (28%)	Not recorded	92% White European	Not recorded

5 - Activity Information (from last complete year)

Provider	Service	People supported	Sessions provided	Sessions offered to each client	Average of counselling sessions	Clients on waiting list	Prioritising case loads	Geographic Area	Opening Times
PARCS	Rape / sexual abuse	120 adults, 40 young people 847 calls to helpline 3000+ YP in schools	3531	Up to 3 years support	20	125	Reviewing process given increase in demand	Portsmouth & SE Hampshire (data split accordingly)	Mon – Thur 09.00 – 19.00 Fri 09.00-16.00 Helpline Mon 1-3pm. Wed & Fri 7-10pm
PCS	General counselling	295 (14 outside Portsmouth)	3642	Up to 104 (x 50 mins)	50	10	Protocols and monitoring in place	Offer service to clients outside PO1-6, but they pay full fees	Mon – Fri 09.00 – 21.00
	Drugs & Alcohol	414	2485	Up to 12 (x 50 mins)	12	contract at full capacity			
Relate	Relationships	204 clients, 309 individuals	1480	Dependent on clinical need, assessed on individual basis	7	7	Services are offered universally, no priorities made	Residents of Portsmouth Local Authority & South East Hampshire area. Data provided in survey for PO1 – PO6 unless stated otherwise.	Mon – Thur 09.30-21.00* Fri 09.30- 19.30 Sat 09.00 – 15.30*
	Carers Centre	53	300 (228 attended)		7	4			Thursday 09.00 – 15.00
	Children's Centre	19 families: (29 adults, 20 children)	58		7	All sessions allocated – continue to receive referrals but cannot offer appointments			Wednesday or Thursday 09.30 – 15.30
	Non PCC funded schemes	76 families: 77 adults, 108 children	313		-	-			-
Off the Record	Young People	900 new clients + 1,472 on-going client contacts	3,003	Up to 12 initially, then longer term support	7	23	Introductory appointments and referral to fast track available	Residents of Portsmouth PO1-PO6 (data for Havant not included)	Mon – Wed 3pm-9pm Thur – Fri 1pm – 3pm

6 - Staffing

Provider	Professional Membership	Paid Staff	Unpaid Volunteers	Roles of volunteers	Estimated value of volunteers	Support and Training for volunteers	CRB checks	Confidentiality and complaints procedure
PARCS	Organisation member of British Association for Counsellors and Psychotherapists (BACP), Centre Director and Senior Counsellor UKCP registered psychotherapists, organisational member of Helpline Association and the Survivors Trust.	5.5 FTE	50	Staff helpline, provide counselling/psychotherapy administrative support, undertake research and evaluation, provide bookkeeping support, fundraise act as trustees, and co-facilitate help line training.	£87,000 per year (helpline 10k, counselling 62k and admin 15k)	Volunteer counsellors are all qualified and working towards BACP or UKCP accreditation. Have fortnightly individual supervision. Regular training provided and meetings/links with other providers. Helpline volunteers have training fortnightly group supervision, and individual management supervision. Buddying system in place.	Completed for staff & volunteers every 3 years	Yes - Confidentiality policy and In house complaints procedure. Also access to BACP & Helpline Association complaints processes.
PCS	Organisation member of BACP. Some counsellors are members of UK Council for Psychotherapy	3 FTE 26 self employed sessional workers	44	All general counselling provided by volunteers. (Small no. of paid counsellors being phased out.) Volunteers provide admin. support.	£80,000 (cost of delivery of service if counsellors were to be paid)	Counsellors have access to clinic support and monthly CPD workshops. They also receive fortnightly clinical supervision. PCS supports financially and technically those seeking Accreditation.	Completed for staff & volunteers	Yes - Comprehensive and in place, in accordance with professional standards and protocols.
Relate	Organisation member of BACP & PQASSO quality standard. All counsellors qualified to Relate standards, registered with Relate Federation and work within BACP ethical framework.	6.5 FTE	5 people	3 fully qualified volunteer counsellors, 1 trainee & 1 student. 9 volunteers are Trustees	£8,094 per year – enable support of 122 clients.	Access to clinical supervision, mandatory Relate training, CPD, travel expenses and career progression. Trustees receive support from the national relate federation, training, CPD opportunities and expenses.	Completed for staff & volunteers	Yes - In accordance with BACP framework for good practice. Dedicated complaints & appeals procedure.
Off the Record	Organisation member of BACP; PQASSO quality standard, Telephone Helplines Association & Youth Access (national membership organisation for young people's information, advice, counselling & support services). Local membership of Youth Access Hampshire	Under 3FTE	100	Provide all front line support including counselling and informal support/signposting & governance /line management. Also group work, supervision & all IT support and website	£156,000 (based on payment of £12 per hour)	Induction training, monthly training and clinical supervision for counsellors. Also monthly training and support for front line support volunteers. Other volunteers, training appropriate to role – via team leader, voluntary sector provision etc	Completed on all members including Board and members of sub-committees	Yes – both in place, and reviewed annually involving independent Child Protection Consultant

	& Victory Consortium. Many Individuals also members of BACP.			development.				Appendix 2
--	--	--	--	--------------	--	--	--	------------

7 – Funding analysis

- i) All 4 services expect to fulfil their funding targets and obligations, as evidenced by their monitoring of statistics. PARCS & PCS anticipate exceeding the quantitative requirements of their contracts. Off the Record anticipate delivery of services “far in excess” of what the limited grant provides.
- ii) Economic value of services delivered

Provider	Economic value of services delivered (Social Return of Investment) including associated social cost savings inherent with delivery of the service.
PARCS	<p>PARCS has 30 years experience of providing services to a highly vulnerable group of clients who are also victims of crime. PARCS meets important local need alongside local and national strategic objectives. The government has prioritised violence against women and girls – including sexual abuse – as part of its ‘Call to End Violence against Women and Girls Agenda (2010).</p> <p>Recent reduction in funding has instigated re-organisation of the service to improve efficiency. Any further loss of funding would t certainly affect the viability of the service. It would also mean the loss of a dedicated and skilled team of paid staff and volunteers. The latter have been central to the delivery of services since the beginning. There are no other obvious local providers for what is a very specialist service.</p> <p>The service provides help and support to victims of current, recent or historic sexual abuse and promotes greater understanding of sexual assault/abuse and its effects through training, outreach and networking. It is important to note that without the operation of PARCS, clients would have no therapeutic support from any other agency in this highly sensitive and specialist area of work.</p> <p>The long term consequences of sexual violence and child sexual abuse include ptsd, anxiety and panic attacks, depression, social phobia, substance misuse, eating disorders, self harm and, in some cases offending behaviour. It also has an impact on educational attainment and school attendance. The risk of rape, sexual harassment and domestic violence is approximately double for victims of sexual abuse. PARCS supports people to come forward in a safe manner and therefore contributes to the prevention of long-term mental health issues.</p> <p>Accessing timely specialist support and therapy can help address some of these issues and interrupt repeat cycles of victimisation and repeat referral to specialist services including health. PARCS also signposts on to other sources of support including the Sexual Abuse Referral Centre (SARC) and Early Intervention Project (EIP). PARCS will also help people to report to the police and therefore contributes to city safety and safeguarding priorities. This is important because reporting, detection and conviction of these crimes is low nationally. As the consequences of these crimes, both for the individual and the community, are significant and long term even low numbers referring to the police can have an impact.</p> <p>The Dept of Health Response to Sexual Violence (2011) states that; “All areas of England have substantial numbers of individuals who have been victims of sexual violence or abuse.....As such, service commissioners and providers can have a considerable impact on the lives of victims of sexual violence and (where established local partnerships are in place) they can improve the outcomes for victims of violence.</p> <p>The work of PARCS meets Portsmouth City’s Violence Against Women and Children Strategy through its educational programme and awareness raising (prevention), by providing support, signposting and specialist therapy (provide), working in partnership with other agencies (police, education, health, EIP and the SARC) and reducing risk through education and addressing repeat victimisation through the provision of specialist support and therapy.</p>

PCS	<p>General Counselling Service - If the counselling was purchased at commercial rates the cost would be over £155,000 either to PCC or the clients [The PCC contracted price is £37, 148].</p> <p>By providing counselling to people in the identified area who suffer emotional distress, abuse and trauma and responding to people in need within a short period of time, prompt assessment and ongoing counselling within a month we enable them to improve their community and family relationships, to improve their interpersonal skills and reduce their isolation.</p> <p>The service improves the mental health and well being of the clients enabling them to lead healthier and more active lives.</p> <p>Counselling assists people in dealing with grief, trauma, worklessness and redundancy and with issues that may result in job loss if not addressed.</p> <p>We deal with a varied client group including both employed and unemployed people with alcohol, drug and substance use issues, referrals from the criminal justice system and domestic violence victims.</p>												
Relate	<p>Our interventions help families stay together – or to separate in a better-managed way. We therefore drive a significant level of Cost Avoidance for PCC through our success.</p> <p>To illustrate this based on the potential cost of re-housing broken families: Using the feedback data gathered from post counselling questionnaires, 70 of 92 (76%) respondents reported that counselling with relate had 'saved their marriage'. If this is used as a measure, at least 35 couples remained together in 2010 as a result of our counselling.</p> <p>Most recent 2009 data notes that the fertility rate in the UK is 1.94 children per woman (Office for National Statistics). Therefore we can assume that each of those 35 couples will have on average two children. IF these marriages had broken down, it is most likely that the children would remain in the family home with their mothers, and the fathers would move out, each requiring a one-bedroom property.</p> <p>On average, 47% of our Portsmouth clients require bursaries to access our counselling service. It is therefore reasonable to assume that the same proportion of fathers (i.e. 16 of the 35) would require assistance from PCC in the form of re-housing.</p> <p>The table below illustrates the potential saving in one year to the council of investing in Relate counselling bursaries:</p> <table border="1" data-bbox="284 1503 1465 1742"> <thead> <tr> <th>Potential Costs</th> <th></th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Maximum cost of Relate Counselling (full bursaries for all couples)</td> <td>35 couples @ average £21 for 6 funded sessions</td> <td>£4,410</td> </tr> <tr> <td>Cost of one bedroom accommodation at LHA rate</td> <td>16 fathers @ 5,939.96</td> <td>£95,039</td> </tr> <tr> <td>Saving as a result of successful Relate Counselling</td> <td>Total Housing Cost minus Counselling Cost</td> <td>£90,629</td> </tr> </tbody> </table> <p>For each £1 investing in counselling there is a potential direct saving of £20.</p>	Potential Costs		Total	Maximum cost of Relate Counselling (full bursaries for all couples)	35 couples @ average £21 for 6 funded sessions	£4,410	Cost of one bedroom accommodation at LHA rate	16 fathers @ 5,939.96	£95,039	Saving as a result of successful Relate Counselling	Total Housing Cost minus Counselling Cost	£90,629
Potential Costs		Total											
Maximum cost of Relate Counselling (full bursaries for all couples)	35 couples @ average £21 for 6 funded sessions	£4,410											
Cost of one bedroom accommodation at LHA rate	16 fathers @ 5,939.96	£95,039											
Saving as a result of successful Relate Counselling	Total Housing Cost minus Counselling Cost	£90,629											
Off the Record	<p><u>Counselling</u> Confidential, safe, free counselling for young people provides preventative, interventionist and accessible support at a critical time in most peoples lives. It is recognised that counselling has significant cost-efficiencies in terms of statutory service provision, both current and later in life. In addition, counselling can assist in better life-choices leading to economic and health benefits for affected individual and their families.</p>												

Off the Record (continued)	<p>Cost savings (based on national data – contained in Off the Record’s <i>References for cost data included in Cost and Analysis document – August 2007</i> confirms) –</p> <ul style="list-style-type: none"> ▪ £39,000 a year for each young person not entering the youth justice system ▪ £97,000 over their lifetime for each 16-18 year old who is NEET ▪ £26,000 over 3 years for each teenage pregnancy ▪ £8,600 a year economic and social cost for every person with mental illness ▪ £70 for each prescription issues <p>The value of the talking therapies is well documented, but emotional support for young people is never given funding priority.</p> <p><u>Volunteers</u></p> <p>Support of young people and all the front line delivery of Off The Record’s services is provided entirely by local volunteers. Off The Record’s 4 day <i>accredited volunteer induction programme</i> means people with no previous counselling experience and with a genuine interest in supporting young people in their community can come forward to volunteer. For some volunteers (eg the long term unemployed and women returners) Off The Record offers a first experience of adult education and training after school, enabling them to gain the skills to go on to further education or return to work. Others gain practical experience to help start a career, or counselling hours to complete Diploma or degree courses. At any one time, Off The Record supports 120 approximately volunteers. Volunteers enable young people to achieve positive differences to their lives; this in turn reduces dependency on other services.</p>
----------------------------	---

iii) All 4 services link into wider council, community and health networks; see below.

Provider	Links to wider council, community & health networks
PARCS	<p>PARCS works in partnership with health, the police, social care and other voluntary agencies. We regularly receive referrals from health (GPs), We often work with clients whose needs are not met under the low intensity provision which is available as part of IAPT (Increasing Access to Psychological Therapies). There is evidence that the short-term benefits of CBT are not maintained in the long term and that people with a history of childhood trauma appear to respond more favourably to therapy than medication (Daniel McQueen 2008). PARCS regularly provides training and consultation to other agencies in the city. The agency has worked closely with PCC over the past 30 years and is well regarded nationally, attracting interest and consultation from various Police forces and the Home Office.</p>
PCS	<p>Our general counselling service meets needs which are not met by other funded provision such as IAPT, NHS or other voluntary sector providers. We have established links with these providers and received referrals from them as appropriate.</p> <p>Drugs & Alcohol service: We are part of the Portsmouth Drug and alcohol networks and treatment pathways. We regularly meet with other agencies, service managers and users</p> <p>For both services we link with the wider service providers such as IAPT, Commissioners and will apply for membership of the Victory Consortium. We regularly meet with the other similar agencies and services. We link into the community via networks such as Community First and by attending appropriate events.</p> <p>Our lottery funded project includes the provision of an Outreach worker targeting Portsmouth BAME communities. Staff, volunteers and Trustees are active participants in wider aspects of Portsmouth life as residents, employees, parents, carers and volunteers.</p>

Relate	<p>Our statement of common purpose is to promote health, respect and justice in couple and family relationships. Our vision is a future in which healthy relationship form the heart of a thriving community throughout the City of Portsmouth. Our mission is to operate as an integral element of the City's infrastructure by helping people develop and maintain healthy family relationships that make the city a great place to live, work and visit.</p> <p>Our services link to many strategic aims of PCC and Portsmouth PCT, including the LSP plan;</p> <p>Our core service supports the purpose of the Health and Well Being Partnership Board whose overarching vision is to reduce health inequalities, improve the overall health and social well-being of the residents of the city; improving the mental well-being of the people of Portsmouth.</p> <p>Our family and young people services aims match those of Portsmouth's Children's Trust focus and outcomes; "The Partnership is focussed on securing the five Every Child Matters outcomes for all children and young people age 0 – 19 (and beyond for those leaving care or with disabilities). These outcomes are; health, safety, enjoying and achieving, making a positive contribution and securing economic well-being."</p> <p>Our training and education services underpin the main areas of work of the Economic and Wellbeing Partnership Board.</p> <p>We are also a member of the working party for the Victory Consortium, the new consortium for the VCS in Portsmouth, and have applied for full membership.</p>
Off the Record	<p>Off The Record is an integral part of the range of welfare support available to young people in the city. OTR is a strategic and integral part of the CAMHS tier 2 support for young people in the City. OTR is a full member of the Victory Consortium; the Children & Young People's Alliance; Community First for Portsmouth, and attends and participates in a wide range of networks, forums and briefings both statutory and voluntary sector led, including Volunteer Manager's Forum; Portsmouth Networking Lunches, and commissioning events. OTR supports and in many cases meets, strategic and delivery objectives of both City Council corporately and in partnership with other agencies. It also addresses the six City Improvement priorities 2011-14:</p> <ol style="list-style-type: none"> 1. Support all schools to be good or outstanding <ul style="list-style-type: none"> ▪ Member of 14-19 Partnership Board (Children's Trust) ▪ Address key priorities amongst young people demonstrating emotional, behavioural or social difficulties and mental health issues ▪ Provide outreach to schools (where funding available) 2. Tackling Worklessness through increasing opportunities for employment <ul style="list-style-type: none"> ▪ Support objectives of Economic Wellbeing Partnership Board through training and development of over 150 volunteers (counsellors and support workers) in programme of personal and skills development and accredited learning 3. Tackle detrimental effects of alcohol on people's health and wellbeing <ul style="list-style-type: none"> ▪ Directly meet objectives through counselling and support. ▪ Will refer to further specialist practitioners as appropriate ▪ 300 referrals identified alcohol as a problem in 2010-11 4. Enable vulnerable people to maintain appropriate levels of independence <ul style="list-style-type: none"> ▪ Addresses all objectives of Health and Social Wellbeing Partnership Board and specifically through counselling services to young vulnerable adults (18-25); and improving mental health. 5. Identity and support families from pregnancy to school age <ul style="list-style-type: none"> ▪ Support objectives of Pre-Birth to 5 Partnership Board through counselling for: <ul style="list-style-type: none"> ▪ Young mums and mums-to-be; families as appropriate ▪ Young people affected by younger children in their family including as carers with and relationship difficulties. 6. Co-ordinated multi-agency intervention for families with multiple needs <ul style="list-style-type: none"> ▪ Meet objectives of 6-13 Partnership Board (Children's Trust) through: <ul style="list-style-type: none"> ▪ 11-13 age group support, family support and outreach, which are user-led. ▪ Support for young people as carers and/or with family relationship difficulties <p>We are well respected by our peers in the community, voluntary & statutory health care sectors. Young people know about us, and are happy to self refer or recommend us to their friends.</p>

8 – Other comments

The four counselling providers were given the opportunity to comment in relation to their services and the review of PCC commissioned counselling provisions. This included any comments or views in relation to the future role and value of counselling services.

These comments are recorded below:

PARCS:

PARCS provides specialist services to survivors of sexual abuse/exploitation aged 13+. This includes adult face to face counselling, emotional support and signposting via the helplines and inter-agency work. However these services do not operate in isolation from the other activities which include counselling for young people and their non-abusive parents/carers, the preventative and educational outreach programme, group therapy (planned to begin in January 2012 and the provision of training and consultation. The service also has a fundraising arm 'Purple Ribbon' which raises additional funds and highlights the issues faced by survivors of sexual abuse and their families.

The agency has secured grants from Children in Need, The Hampshire Police Authority, and a small Community Grant (£170) from Zurich, and funding from the Ministry of Justice. An application has been made to Comic Relief for an Young Persons' Outreach Post (Hampshire).

PARCS is also exploring additional ways to raise funds in order to sustain and develop the service – including charging for clinical supervision provided to external agencies/organisations. (see also comments – 7).

PARCS has qualitative and quantitative feedback regarding the services it provides. The majority of clients value the provision of a specialist service which works in partnership with other local agencies to support survivors of sexual abuse who are also victims of crime.

There are limited services available outside of PARCS and these services are short term, which isn't appropriate for many of the clients we see.

Many clients appreciate the provision of services that are independent of mental health provision and provided by volunteers and staff who have many years of specialist experience.

PCS:

The restriction of our funding to clients residing in PO1 to PO6 excludes a large number of PCC tenants who are not able to access comparable services.

We have restricted our activities to adult and singles provision recognising that Off the Record and Relate provide such services for young people families and couples.

We have built up a body of expertise and skill delivering services to vulnerable people in Portsmouth and are well known and recognised within Portsmouth communities for our counselling work.

We have particular experience in offering cross cultural counselling with, or without, an interpreter and this is complemented by an BAME Outreach Worker.

We have developed a team of highly skilled drug and alcohol counsellors.

Every week vulnerable people are prevented from accessing our services due to their financial position and their not qualifying for either of our free counselling services.

The review of PCC commissioned counselling services should include all those funded by PCC and in particular those open only to specific groups e.g PCC employees who may or not be Portsmouth residents.

An area which needs extra consideration across all services is the extent to which the services cannot be delivered from the same premises or by a single service, for example single sex provision is required for some services.

Relate:

Relate Portsmouth and District is grateful for the support it has received from Portsmouth city Council over the years, and will be delighted to work with the council on this topic in the coming months.

We believe counselling is a vital service – and we are keen to continue to offer these services to all residents, regardless of their ability to pay – and we will not be able to do this without PCC's continuing help.

Here are 7 key reasons why PCC should continue to work with Relate Portsmouth and District:

- 1. We achieve high levels of client satisfaction and make a difference in people's lives – as evidenced by the feedback we receive.*
- 2. We are the only counselling service that employs only fully qualified counsellors and fully qualified counselling volunteers, who can therefore guarantee standards will be met.*
- 3. We are the only counselling service that can offer holistic 'cradle to grave' support, with offerings for all age groups.*
- 4. We are part of a Federated charity and benefit from its wider initiatives such as Relate for Parents. www.relateforparents.org.uk*
- 5. We are well connected in the City, with well-established links into schools, carer's centres and children's centres, and good relationships throughout the VCS. We are a founder member of the Victory Consortium.*
- 6. We can demonstrate that our interventions save relationships – and that investment in timely intervention is considerably cheaper than re-housing a broken family – for each £1 invested in counselling there is a potential direct saving of £20 in re-housing costs – see section 7 for more details.*
- 7. We recognise the need to transform our business to adapt to the changing economic climate, and are investing in technology and processes to reduce operating cost and better serve our clients.*

Off the Record:

In 1977 when Off The Record was set up, the Government recognised that young people needed independent confidential services to support them through the often difficult transition years of early adulthood. In today's society, with the economic climate adversely affecting so many families and young people in our local area, the need for free and independent open access support is more important than ever.

Off The Record is one of a number of similar services in the country, most receiving substantial grant funding from their local authorities even at a time of economic constraint. Up until 8 years ago, Off The Record received just over £30,000 from Portsmouth City Council in grant aid (equivalent value today of more than £50,000). The main threat to the future delivery of Off The Records' services is securing adequate funding to enable the core counselling services to continue. Budget restrictions mean less money for grant funding and greater competition to secure money from trusts and grant making organisations.

Off The Record offers a proven, well established and highly respected service which we believe it will be difficult and costly to replicate. The service is highly valued by young people. It is well documented that without Off The Record there will be a wide gap in youth provision in the local area.

Key facts:

- *Off The Record's services are provided in a manner which suits the circumstances of most young people in terms of time, access, location, totally free and confidential.*
- *97% of clients record that Off The Record had made a positive difference in their lives (2010-11)*
- *Off The Record's services evaluated against Every Child Matters outcomes are as follows:*
 - *Enjoy and Achieve 89%*
 - *Be Healthy 88%*
 - *Stay Safe 86%*
 - *Make a Positive Contribution 82%*
 - *Achieve Economic Wellbeing 63%*
- *Volunteers contribute of 13,000 hours of support each year*

The token grant of £3,000 p.a. from Portsmouth City Council directly impacts on the level of services we can currently offer. The grant funding received by the other counselling services operating in the City does not compare, and is an order of magnitude higher, yet the focus of their services is adults, many of whom are also charged for the support they receive. In comparison, the focus of OTR's service is on children/young people from as young as 11 years old.

The number of young people accessing Off The Record's services underlines the lack of alternative, similar provision in the area, and we operate in an environment where:

- *The value of the talking therapies is well-documented, yet each year 40,000 young people are prescribed antidepressants and only 50% receive counselling, with long waiting times for statutory services (where still available).*
- *National data confirms that rates of mental ill health increase as children reach adolescence affecting 12.8% of boys aged 11-15, and 9.65% of girls aged 11-15.*
- *Locally, there is a gap between children's and adult statutory services. Local councils have cut services leaving gaps in provision for vulnerable young people including young carers, care leavers and those who are NEET*
- *The professional health services (where they exist) have long waiting lists and only offer short term support, yet over the last 25 years, anxiety and depression rates amongst young people have increased by 70%.*
- *Young people need services to suit their circumstance and lifestyle; not always available through statutory services. We offer immediate access as far as possible while 448 new "introductory appointments" offered by support workers (not counsellors) have dramatically reduced the number of no-shows for counselling appointments – a feature of youth counselling.*
- *The quality and dedication of Off The Record's volunteers has been recognised by the Queens Award for Voluntary Service (to be presented in September 2011).*
- *Off The Record is one of the first local organisations to be awarded the Department of Health 'You're Welcome' quality mark for providing services appropriate to young people.*

9 (i) – Table of average cost calculations and savings

Provider	Service Area	Funding Source	Amount	Sessions provided per year	Cost to PCC per session	Average cost to client per session	Commercial cost of session	
PARCS	Rape/sexual abuse	Resources Portfolio	£89,065	3531 (+847 calls to helpline)	£34.16	£0	£45	
		Community Safety	£2,600					
		Social Care Integrated Commissioning	£57,890					
	Total funding		£149,555					
	Commercial Cost		£197,010					
	Saving to PCC		£47,455					
PCS	General Counselling	Resources Portfolio	£33,148	3642	£10.20	£10	£45+	
		Transition Fund	£4,000					
	Drug & Alcohol Group work	Social Care Integrated Commissioning	£75,600	2485	£32.52	£0	£55+	
			£5,200					
	Total funding		£117,948					
	Commercial Cost		£300,565					
Saving to PCC		£182,617						
Relate	Relationship core service	Resources Portfolio	£44,659	1480	£43.01	£24	£60	
		Transition fund	£10,000					
		Housing Management	£9,000					
	Carers' Centre	Social Care	£9,479	300	£31.60	£0	£60	
	Children's Centre	Children's Services	£2,100	58	£36.21	£0	£60	
	Total funding		£75,238					
Commercial Cost		£110,280						
Saving to PCC		£35,042						
Off the Record	Young People	Resources Portfolio	£3,000 = free rent (£4,000 PA)	3003	£2.33	£0	£45	
		Total funding						£7,000
		Commercial Cost						£66,240
		Saving to PCC						£59,240
					Average £27.15	Average £4.86	Average £52.86	
Total of PCC Funding			£ 349,741					
Total Commercial Cost			£ 674,095					
Total Saving			£ 324,354					