

**Analysis of Equal Opportunities Questionnaires**  
**1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020.**

During 2019-2020 the Service received a total of **693** individual clients.

These are the statistics for the **165** Equal Opportunities Questionnaires which were completed and returned to LIFE-FORCE between **1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020.**

The figures from the returned Equal Opportunities Questionnaires are shown in 'black' below. However, the figures for age / gender / reason for referral have been taken directly from the LIFE-FORCE and TDC Referral Appointment Registers, and these are shown in 'red' after the figures from the returned Equal Opportunities Forms. These figures therefore represent 100% of all the clients who contacted LIFE-FORCE between **1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020** rather than the smaller percentage of clients who filled in and returned the Equal Opportunities Forms.

From the Appointment Registers, ALL clients have been included separately, so couples are counted as 2 and families/groups are counted as 3/4/5 individuals. This means that EVERY person who has been to LIFE-FORCE for counselling has been included in these figures.

**Ages From Equal Opportunities Questionnaires:**

- \*Under 5 ~ 1
- \*6 - 16 ~ 15
- 17 – 19 ~ 8
- 20 – 29 ~ 54
- 30 – 39 ~ 31
- 40 – 49 ~ 26
- 50 – 59 ~ 15
- 60 or above ~ 10
- Not stated / could not read ~ 5

**AGES FROM REGISTERS 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020 (LF & student & TDC REGISTERS)**

- \*5 and under ~ 0**
- \*6 - 16 ~ 80**
- 17 – 19 ~ 32**
- 20 – 29 ~ 193**
- 30 – 39 ~ 175**
- 40 – 49 ~ 114**
- 50 – 59 ~ 63**
- 60 or above ~ 29**
- Not known ~ 7**

\*Where the client is under 16, the parent/guardian has often filled out the form on the child's behalf. For the questions regarding marital status etc, it is the adult's details that have been submitted.

**Gender:**

Male ~ 53  
Female ~ 102  
Transgender ~ 1  
Not stated ~ 10

**GENDER FIGURES FROM REGISTERS – 1<sup>st</sup> April 2019– 31<sup>st</sup> March 2020 (LF & student & TDC REGISTERS)**

**Male ~ 268**  
**Female ~ 425**

**Previously seen for therapy at LIFE-FORCE?**

Yes ~ 26  
No ~ 130  
Not stated ~ 9

**Previously seen for therapy elsewhere?**

Yes ~ 87  
No ~ 72  
Not stated ~ 6

**How did you hear about the service? (Some clients had ticked more than one box).**

Family Member, Friend or Acquaintance ~ 70  
GP Surgery ~ 13  
Other NHS Service (*ie: HIM*) ~ 4  
Social Services ~ 1  
Voluntary Org (*ie: MIND, OPEN ROAD, Beacon House*) ~ 2 (Colchester Samaritans)  
Education based service (*ie: student counselling*) ~ 3 (Tutor, School)  
Legal Profession (*ie: probation service or solicitor*) ~  
Independent Counsellor / Psychotherapist ~ 4  
Self ~  
Employer ~ 6  
Walked Past ~ 8  
Google ~  
Website ~ 38  
Other ~ 18 (Been before, HR Manager, Herrick House)  
Question not answered ~ 3

**Employment Status (Some clients ticked more than one box, ie: employed & part-time student):**

Full time paid employment (>30 hours per week) ~ 63  
Part time paid employment (<30 hours per week) ~ 25  
Receiving sickness/incapacity/invalidity benefit ~ 3  
Unemployed ~ 12  
Full / Part time student ~ 23  
Retired ~ 11  
House-person ~ 6  
Self-employed ~ 16  
Other not specified above ~ 8 (Artist, Maternity Leave, Waiting to start new job)

**Ethnic Origin:**

Asian (Bangladeshi) ~  
Asian (Indian) ~ 1  
Asian (Pakistan) ~  
Asian (E. African) ~  
Asian (Chinese) ~  
Other Asian Background ~  
Black (African) ~ 1  
Black (Caribbean) ~ 1  
White British ~ 154  
White Irish ~ 1  
Other White Background ~ 3  
Other Mixed background ~ 1  
White & Asian ~ 2  
White & Black African ~ 1  
White & Black Caribbean ~ 2  
Question not answered / Unknown ~

**Religion: (Some clients ticked more than one box, ie: Taoist & Buddhist).**

Agnostic ~ 31  
Atheist ~ 56  
Buddhist ~ 1  
Christian / C of E / Catholic ~ 53  
Hindu ~  
Jewish ~ 1  
Muslim ~  
Spiritualist ~ 2  
Other ~ 10 (Dudist, N/A, No religious belief,  
None ~  
Question not answered ~ 12

**Marital Status/Sexual Orientation (Some clients only ticked marital status and not orientation, and vice versa, others ticked married and separated):**

Married ~ 47  
Civil Partnership ~ 9  
In relationship / engaged ~  
Single ~ 73  
Separated ~ 2  
Divorced ~ 7  
Widowed ~

Heterosexual ~ 32  
Gay ~  
Lesbian ~  
Bisexual ~ 5  
Other ~ 14 (In a relationship, Living with Partner, Long-term Relationship, Queer.)  
Question not answered ~ 7

**Relationship Support (Some clients ticked more than one box, ie: living with partner & caring for children):**

Living alone (*not including dependents*) ~ 25  
Living with partner ~ 84  
Living with parents/guardian ~ 44  
Caring for children under 5 years ~ 15  
Caring for children over 5 years ~ 14  
Living with other relatives/friends ~  
Full time carer (*of disabled, elderly, etc*) ~  
Living in shared accommodation (*ie: lodgings*) ~ 4  
Living in temporary accommodation (*ie: hostel*) ~ 1  
Living in institution/hospital ~  
Living in a community ~ 1  
Homeless / Living in night shelter ~  
Other ~ 3 (Adult daughter at home, Living with a friend)  
Question not answered ~ 2

**Reason for attending (Some clients had ticked more than one box):**

Addictions / Alcohol & Drugs ~ 7  
Adoption ~ 1  
Anger issues ~ 20  
Anxiety/stress/panic ~ 98  
Bereavement/loss ~ 25  
Childhood issues ~ 22  
Cognitive/learning ~ 14 (ADHD, Short Term Memory Loss)  
Crisis situation / Suicidal ~ 9  
Depression ~ 65  
Domestic violence ~ 3  
Eating disorder ~ 5  
General / everything ~ 31

Interpersonal/relationship ~ 34 (Affair, Partner cheated, Marital Problems)  
Living/welfare/special needs ~  
Personality problems / Mental health ~ 18  
Physical problems ~ 2 (Cancer)  
Self-esteem ~ 49  
Self-harm/Injury ~ 8  
Social problems ~ 17  
Trauma/abuse ~ 9  
Work/academic/training requirement ~ 3  
Other ~ 4 (Identity/Sexuality, Too Slow In Comprehending)  
Question not answered ~

**REASONS FOR REFERRAL FROM APPOINTMENT REGISTERS (LF & student & TDC) from 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020**

**A/A (Addictions/Alcohol & Drugs) - 16**  
**AD (Adoption) – 3**  
**A/I (Anger Issues) – 27**  
**A/S (Anxiety/Stress/Panic) – 118**  
**AUT (Autism) - 11**  
**B/L (Bereavement / Loss) – 45**  
**C/I (Childhood Issues) – 53**  
**C/L (Cognitive / Learning) - 7**  
**C/S (Crisis Situation) - 5**  
**DE (Depression) – 66**  
**D/V (Domestic Violence) - 1**  
**E/D (Eating Disorder) - 14**  
**G/E (General / Everything) – 111**  
**I/R (Interpersonal / Relationship) – 158**  
**L/W (Living / Welfare / Special Needs) –**  
**O/C (Obsessions/Compulsions) – 5**  
**O/T (Other) – 2**  
**PHY (Physical Problems) - 8**  
**P/P (Personality Problems / Mental Health) - 2**  
**S/E (Self Esteem) – 11**  
**S/H (Self-Harm) - 6**  
**S/P (Social Problems) – 3**  
**T/A (Trauma / Abuse) - 20**  
**W/A (Work / Academic / Training Requirement) – 11**  
**Not Known -**

**Which service information have you read? (Some clients had ticked more than one box).**

Counselling Service Leaflet ~ 61  
Client Information Leaflet ~ 45  
Client Information Folder ~ 12  
Website ~ 63  
Other ~ 8 (Phone Call)  
None ~ 3  
Question not answered ~ 361

**Special Needs (Some clients ticked more than one box, ie: walking stick & blue badge holder):**

Asperger's / Autistic ~ 4  
Deaf ~ 1  
Blind ~  
Epileptic ~  
Partially sighted ~ 1  
Wheelchair user ~  
Walking stick ~  
Blue Badge Holder ~  
Learning Disability ~ 4  
Physical Injury ~ 1  
M.E/C.F.S ~  
Other ~

**Analysis of Equal Opportunity Feedback Forms:**

**This year the Service received a total of 693 individual client referrals, compared with last year in which we saw a total of 613 clients. This is a significant increase of 13%.**

*It would seem from the feedback forms that only a small percentage of LIFE FORCE clients were under the age of 20, however in reality we do see a larger number of children than figures from the forms show. We do not receive as many feedback forms from child clients as they would need to be completed on the child's behalf. The true figures come from the two referral registers (LIFE-FORCE and Tendring District Council), which state we had 112 clients aged 19 or below. The highest percentage of clients, according to the referral registers, is in the 20-29 age bracket, although, as we have seen in previous years, this is closely followed by the 30-39 age group. We receive a significant number in the 40-49 age group also. We received 1 client under the age of 5.*

*This year we saw more female clients (61%) than male clients (39%), which follows the trend of previous years, save for 2016-2017 in which we interestingly saw more male clients.*

*The vast majority had not visited LIFE-FORCE previously and were therefore new clients. Just over half of our clients had previously been for therapy elsewhere and it is encouraging that people choose to seek counselling out again and further, feel drawn to explore counselling at our Centre rather than return to a previous therapist.*

*The most common method of referral was via friend, family member or acquaintance, followed by finding us through the LIFE-FORCE website and then a recommendation from a GP. This is the third year we've seen recommendation by someone known to the client at the top of the list. It reflects well on LIFE-FORCE that clients who come through our service recommend us to their friends and family members. Analysis of the Client Evaluation Forms tell us that a very high percentage of clients said that they would be happy to recommend LIFE-FORCE and we can see that this is most certainly happening. It is also encouraging to see that the number of clients that said that they contacted us after visiting our website is still increasing year to year, with a 46% rise this year alone.*

*Of those who filled in an Equal Opportunities Form, 54% of LIFE FORCE's clients said they were in full time or part time paid employment and nearly 14% declared that they were full or part time students. Smaller percentages indicated that others were unemployed, retired, housepersons or in receipt of sickness benefits.*

*An overwhelming majority of clients stated they were White British (92%) which we have also found to be the case in the past. This is what we would expect in Colchester as the ethnicity of the area is predominantly White British. This year, 33% of clients stated they were Atheist, 19% said they were agnostic and 32% stated they were Christian (including C. of E & Catholic.) A small number of clients stated they practiced other religious such as Judaism and Spiritualism.*

*Regarding marital status, the largest group declared themselves as Single followed by those declaring themselves as Married. In recent years we have noted the gap between these groups increasing and compared to last year the gap between them has grown by 63%. Many clients do not answer the sexual orientation question, but those who did mostly stated that they were heterosexual.*

*Just over half of LIFE FORCE clients said that they were living with a partner, over a quarter stated that they were living with parents or guardians and 15% said they were living alone. 18% of clients stated that they are caring for children, which is like last year (17%).*

*Based on the referral figures (in red), the main reason clients sought counselling was relationship issues, closely followed by anxiety and general everything. A significant number of clients also contacted us regarding depression, childhood issues, bereavement and loss, anger issues, followed by a smaller number indicating they required help with trauma/abuse, addictions, self-esteem, autism and work/academic/training requirements. A few people contacted us regarding adoption, cognitive/learning issues, a suicidal/crisis-situation, domestic violence, eating disorder, OCD, physical problems, personality problems/mental health, self-injury and social problems, Nobody was listed with having living/welfare problems as their main reason for seeking counselling.*

*Based on the Equal Opportunities Questionnaires over half of clients said that their reason for attending was anxiety, followed by depression, self-esteem. A significant number stated they were seeking counselling regarding interpersonal relationships, general everything, followed by bereavement and loss, childhood issues and anger issues. A smaller number of clients indicated that they sought counselling for personality problems/mental health, social problems and cognitive and learning issues. self-injury. A few clients contacted us regarding addictions, adoption, suicidal/crisis-situation, domestic violence, eating disorder, physical problems, self-harm/injury, trauma and abuse, and work/academic/training requirements. The difference in order of the above lists are due to how the figures are collected. Figures in red are collected during first contact over the phone and are based on what a client says is the **main** reason they are seeking counselling, whereas the Questionnaire allows clients to tick more than one option and many clients pick several.*

*Just under 37% of clients said they had read the Counselling Service Leaflet and 30% had read the Client Information Leaflet. A very small number said they had read the Client Information Folder. A significant number of people (38%) said they had visited the website for information, which is an increase of last year and is supported by previously mentioned figures also. Taking these figures into account the Service decided to discontinue the Client Information Folder*

*from April 2020 and transfer any information to the website that was in the folder and not already on the website, and development is currently ongoing.*

*Very few LIFE-FORCE clients said they had special needs, which is similar compared to last year. We had 4 clients state that they were autistic, 1 state they were deaf, 4 indicate they had a learning disability, 1 state they were partially sighted client, and 1 client mentioned they had a physical injury. We currently only have one therapy room with wheelchair/disabled access (the Sapphire Room), which is on the ground floor and this is predominantly used for disabled clients who are unable to use the stairs. We have also made it possible to use the waiting room as a therapy room for disabled clients during busier periods.*

*Last year, 23% of clients completed the Equal Opportunities Form and this year the completion rate was also 23%. We have noted previously that one of the reasons for the lack of returned Equal Opportunities Feedback forms is likely because it is not compulsory for clients to complete these forms. We will continue to prompt the counselling team to remind clients to complete both the equal opportunity form and client evaluation form. However we currently have enough returned data returned to us for analysis to provide helpful information about our service, as seen above*

*From April 2020 we are going to develop the way in which we collect client data. This will involve combining the Equal Opportunities Form and Client Evaluation Form into one new form called a Client Feedback Form which will then be available on our website as an online form. This development is currently ongoing and should be up and running very soon. In the mean time, and due to the country-wide lock down, the Centre and Service is closed and only providing telephone/online counselling and therefore we are not receiving any returned forms and client data.*

29th April 2020