

Analysis of Client Referral Information & Client Feedback 2022-2023

LIFE-FORCE Counselling Service monitors the level of service it is providing and service users through two systems:

A. The Appointment Register

B. Client Feedback Forms

Below is our report from 1st April 2022 to 31st March 2023 for each of these two systems.

A. Analysis of Appointment Register

The Appointment Register gives a full picture of client referrals to the counselling service throughout the year and details the number of clients seen, their age, gender, and how they heard about LIFE-FORCE. These details are taken during the client referral process for all clients and then entered into the Appointment Register database.

1. Total Number of Clients

- 520 Clients
- Last year we wondered if the cost of living crisis would impact upon the number of clients we saw, and potentially it has with a drop of 25 clients from last year's total of 545 clients which we felt was already lower due to covid.
- Overall the number of clients is also still lower than pre-covid numbers which saw 600 to 700 clients. Historic records show us though the numbers of 2021-2022 & 2022-2023 that are similar to those of 2016-2017 where we saw 560 clients. A history of total number of clients can be seen at point 2 below.
- January and June continue to be very popular months to seek counselling, with the holiday months of August and December continuing to see the lowest number of clients coming for counselling.

Allocations Month by Month April 2022-March 2023	
April	36
May	45
June	53
July	43
August	29
September	47
October	48
November	52
December	16
January	56
February	51
March	43

Allocations by volume per month	
January	56
June	53
November	52
February	51
October	48
September	47
May	45
March	44
July	43
April	36
August	29
December	16

2. Gender

In 2022-2023 the current trend for the client base to be slightly more female centric than male has continued, with 60% of clients being female and approx. 39% of clients being male. The number of those wishing to be identified as other has increased.

2022-2023	Number of Clients	Percentage
Female	315	60.58%
Male	202	38.85%
Other	3	0.58%
Total	520	100

History - Number of Clients and Gender

Year	Female		Male		Other		Total No. Clients
	No.	%	No.	%	No.	%	
2022-2023	315	60.58%	202	38.85%	3	0.58%	550
2021-2022	332	60.92	212	38.90	1	0.18	545
2020-2021	275	59.52	187	40.48			462
2019-2020	425	61.33	268	38.67			693
2018-2019	341	56.46	263	43.54			604
2017-2018	241	37.66	399	62.34			640
2016-2017	258	46.07	302	53.93			560
2015-2016	196	41.70	274	58.30			470

3. Age Range

The data shows that this year the age range of clients coming for counselling follows a similar pattern to those we have seen in the past. With 55% of clients aged between 20 to 40 years old. With approximately 18% being younger than 20 years old, and the remaining 27% being older than 40 years of age.

2022-2023

Age	No. Clients	Percentage
<6	0	13.27%
6-16	69	5.38%
17-19	28	33.65%
20-29	175	20.77%
30-39	108	14.04%
40-49	73	5.00%
50-59	26	7.88%
60+	41	13.27%

2021-2022

Age	No. Clients	Percentage
<6	2	0.37%
6-16	100	18.3%
17-19	31	5.7%
20-29	157	28.8%
30-39	124	22.8%
40-49	74	13.6%
50-59	37	6.8%
60+	20	3.7%

2020-2021

Age	No. Clients	Percentage
<6	3	0.65%
6-16	72	15.62%
17-19	20	4.34%
20-29	155	33.62%
30-39	103	22.34%
40-49	45	9.76%
50-59	42	9.11%
60+	21	4.56%

2019-2020

Age	No. Clients	Percentage
*6 - 16	80	11.66%
17 - 19	32	4.66%
20 - 29	193	28.13%
30 - 39	175	25.51%
40 - 49 ~	114	16.62%
50 - 59	63	9.18%
60 or above	29	4.23%
Not known	7	

4. How did you hear about LIFE-FORCE?

The main sources of clients continue to be word of mouth from family members or friends, followed by those that have been before and then clients who have found us through our website. Referrals from organisations remain much the same as last year.

2022-2023

FF	Family Member / Friend Acquaintance	228	44.19%
BB	Been Before	119	23.06%
WS	Website	59	11.43%
IC	Independent Counsellor / Psychotherapist	24	4.65%
VO	Voluntary Organisation (e.g. Mind / Relate)	23	4.46%
NHS	Other Doctor / NHS	16	3.10%
WP	Walked Past	14	2.71%
EO	Education Based Organisation	13	2.52%
GP	GP Surgery	9	1.74%
OT	Other	6	1.16%
LP	Legal Profession (e.g. Solicitor)	3	0.58%
EW	Employer / Work	2	0.39%

2021-2022

FF	Family Member / Friend Acquaintance	229	42.49%
BB	Been Before	104	19.29%
WS	Website	60	11.13%
IC	Independent Counsellor / Psychotherapist	36	6.68%
EO	Education Based Organisation	29	5.38%
GP	GP Surgery	25	4.64%
VO	Voluntary Organisation (e.g. Mind / Relate)	16	2.97%
NHS	Other Doctor / NHS	11	2.04%
WP	Walked Past	11	2.04%
EW	Employer / Work	10	1.86%
LP	Legal Profession (e.g. Solicitor)	5	0.93%
OT	Other	3	0.56%

2020-2021

FF	Family Member / Friend Acquaintance/Colleague	188	41.50%
BB	Been Before	87	19.21%
WS	Website/Internet	75	16.56%
VO	Voluntary Organisation (e.g. Mind / Relate)	23	5.08%
EW	Employer / Work	18	3.97%
IC	Independent Counsellor / Psychotherapist	16	3.53%
EO	Education Based Organisation	13	2.87%
GP	GP Surgery	9	1.99%
OT	Other	9	1.99%
NHS	Other Doctor / NHS	6	1.32%
WP	Walked Past	6	1.32%
SS	Social Services	2	0.44%
LP	Legal Profession (e.g. Solicitor)	1	0.22%

5. Reason for Attending

Anxiety/stress, General/Everything and relationship issues are the top three reasons for attending counselling, making up over 50% of reasons stated during the referral process.

The next category of depression makes nearly 10% of referrals, this is a slight change from last year where it was the 3rd highest reason for attending counselling sessions.

Looking at the reasons for client referrals, over the next year we plan to raise awareness of our services by providing more local organisations with information and improving the information on our marketing materials including our leaflets and website.

Code	Reason for Attending	No.	Percentage
A/S	Anxiety / Stress/ Panic / PTSD	111	21.35%
GE	General / Everything / Past Issues	103	19.81%
I/R	Relationship / Family / Redundancy / Divorce	84	16.15%
DE	Depression / Post-Natal Depression	51	9.81%
AUT	Autistic Spectrum Disorder	25	4.81%
B/L	Bereavement / Loss / Separation / Death & Dying	24	4.62%
T/A	Trauma / Abuse/ Bullied / Rape	23	4.42%
CS	Crisis Situation/Suicidal	15	2.88%
AI	Anger Issues	14	2.69%
CI	Childhood Issues	13	2.50%
MH	Diagnosed Mental Health Condition	11	2.12%
A/A	Addictions / Alcohol & Drugs / Gambling	11	2.12%
SE	Self-Esteem / Low Confidence	8	1.54%
OCD	OCD	6	1.15%
SH	Self-Harm	5	0.96%
ED	Eating Disorder	5	0.96%
HI	Health Issues	3	0.58%
W/A	Work / Academic / Training Requirement	3	0.58%
DV	Domestic Violence	3	0.58%
AD	Adoption	1	0.19%
L/W	Living / Welfare / Special Needs	1	0.19%
SG	Sexuality / Gender	0	0.00%
OT	Other	0	0.00%
C/L	Cognitive / Learning Disability	0	0.00%

B. Analysis of Client Feedback Forms

The Client Feedback Form asks clients 6 questions which enable clients to rate their experience of counselling with LIFE-FORCE. This is given to the clients as hard copy towards the end of their counselling sessions. They can also complete an online feedback form.

Nearly 9% of clients (45 clients out of 520 clients) who attended counselling during 1st April 2022 – 31st March 2023 provided feedback.

Whilst this is an increase of 4% from last year, we aim to grow responses over the following year by ensuring counsellors have paper copies of the Client Feedback Form, they are available at The Centre reception and has clearer links to the online version on our website.

Question 1 - In addition to your recent counselling sessions at LIFE-FORCE, have you had counselling before?

The majority of clients 88.9% had not visited LIFE-FORCE previously and were therefore new clients to the Service. Under half of our clients 37.8% had previously been for therapy elsewhere and it is encouraging that people choose to seek counselling out again and felt drawn to explore counselling at our Centre. It is also affirming that 11.1% of clients had been before and chose to return to our Centre for further sessions.

In addition to your recent counselling sessions at LIFE-FORCE, have you had counselling before?		
Answer	Submissions	Percent
Yes, at LIFE-FORCE	5	11.1%
Yes, elsewhere	17	37.8%
No	23	51.1%

Question 2 - Was the Client Information Leaflet, that was provided on the first session, helpful?

The Client Information Leaflet is given to clients on their first visit and gives clients information about what to expect from counselling including the process and professional standards. We can see that most of our clients do tend to read the Client Information Leaflet and find it to be helpful.

Was the Client Information Leaflet, that was provided on the first session, helpful?		
Answer	Submissions	Percent
Yes	44	97.8%
No	0	0.0%
Haven't read it	1	2.2%

Question 3 - Was the website helpful?

The LIFE-FORCE website is constantly monitored and evolving to meet the needs of our clients. It is important to note that 33.3% of clients have not visited the website indicating that the paper versions of the Client Information Leaflet and Client Evaluation Forms are still needed at this current time.

Was the website helpful?		
Answer	Submissions	Percent
Yes	29	64.4%
No	1	2.2%
Not visited	15	33.3%
Client Comments:		
<ul style="list-style-type: none"> - Great therapist sessions with XXX - The counselling enquiry form is an AMAZING system as other places I've looked require a phone assessment and this is something many anxious people will never put themselves though. - web site link - a non-starter, got nowhere with it. Sent email to which XXX responded quickly. Swift response to my written request for sand - with no questions asked. - Helpful to the extent that i got the phone number - this was 2 1/2 years ago so probably better now. 		

Question 4 - Please indicate your ethnic origin

The data shows that in terms of clients we are continuing to see historic patterns continue with White British & Other White Background making up 92% of clients.

Please indicate your ethnic origin		
Answer	Submissions	Percent
White British	38	84.4%
White Irish		0.0%
Other White Background	3	6.7%
White & Black Caribbean		0.0%

White & Black African		0.0%
White & Asian		0.0%
Other Mixed Background		0.0%
Asian Indian	1	2.2%
Asian Pakistani		0.0%
Asian Bangladeshi		0.0%
Other Asian Background		0.0%
Black Caribbean		0.0%
Black African	1	2.2%
Other Black Background		0.0%
Chinese		0.0%
Other Ethnic Group	1	2.2%
Unknown	1	2.2%

Question 5 - Please indicate your religion

We have seen an increase in the number of people identifying as Christian, Agnostic and Atheist.

Please indicate your religion		
Answer	Submissions	Percent
Agnostic	10	22.2%
Atheist	10	22.2%
Buddhist	1	2.2%
Christian/C of E/R. Catholic	15	33.3%
Hindu		0.0%
Jewish		0.0%
Muslim		0.0%
Spiritualist		0.0%
Other	9	20.0%
More Details for Other		Submissions
Conflicted		1
None		1

Question 6 - Please indicate any special needs or physical learning disabilities

LIFE-FORCE Centre has a dedicated therapy room which is mainly used for clients with disabilities/requiring wheelchair access, along with a disabled friendly toilet and disabled access.

Please indicate any special needs or physical learning disabilities		
Answer	Submissions	Percent
Epileptic		0.0%
Physical Injury	1	2.2%
Walking Stick		0.0%
Learning Disability	1	2.2%
Blue Badge Holder		0.0%
Other	2	4.4%

None	41	91.1%
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Question 7 - How did you find the general approach of the LIFE-FORCE office staff e.g. were they helpful and sensitive etc? How do you rate their overall professional approach?

97.7% rated LIFE-FORCE staff as excellent/good

LIFE-FORCE is pleased to hear that our referral staff continue to provide a professional and caring service.

How did you find the general approach of the LIFE-FORCE office staff e.g. were they helpful and sensitive etc? How do you rate their overall professional approach?

Answer	Submissions	Percent
5 - Excellent	33	73.3%
4 - Good	11	24.4%
3 - Average	1	2.2%
2 - Fair		0.0%
1 - Poor		0.0%

Client Comments:

- The approach was very good, not too full on or scary.
- The office staff was very nice and kind
- Really kind, friendly and helpful
- Extremely kind, helpful and compassionate towards me
- Minimal contact after initial interaction
- Was called within an hour of completing online form by the admin team who were friendly and helpful.
- Very quick and informative
- Very helpful on the whole, but didn't see them in the last 18 months - 2 years
- Professional and non-judgemental
- The office staff contacted me within a day or two of me completing the self referral online and were very friendly on the phone. They made every effort to find something that suited me.
- Very quick turnaround from self-referral to being offered an appointment. Very understanding and fit me to the best therapist.
- Got in touch with me really quickly and were very helpful and supportive.
- Not pushy, asked straight forward questions, listened. Had an appropriate sense of humour. Identified best person for me.

Question 8 - After contacting LIFE-FORCE, how long did you wait for your first appointment? How do you rate this level of service?

Nearly 98% of clients felt the level of service they received from LIFE-FORCE was excellent/good regarding how long they waited for an appointment.

The Service always aims to ring clients within 1 working day of initial contact and tries to arrange an appointment within a week whenever possible.

After contacting LIFE-FORCE, how long did you wait for your first appointment? How do you rate this level of service?

Answer	Submissions	Percent
5 - Excellent	34	75.6%
4 - Good	10	22.2%
3 - Average	1	2.2%
2 - Fair		0.0%
1 - Poor		0.0%

Client Comments:

- A couple of weeks
- 3 weeks. I received a call from my counsellor after 1 week and then it was 2 weeks until my first appointment
- About 2 days
- very quick action. very pleased
- The following week. Fast . Very impressed.
- Not long. Prompt
- Only had to wait about 10 days and could have been seen earlier if had not already got other plans.
- Very quick, under 7 days
- 1 week
- Only waited a few days so very quick. Very good service
- Can't really remember - 2-3 weeks I think
- 1 week
- 3 days - first appointment. XXX contacted me on the same day that I'd been phoned by XXX.
- Very prompt - following week
- Waited no more than a month which was very good for me.
- Very quick turn around. After submitting my form I was contacted on the phone the same day to confirm details and booked in within the week to have my first appointment.
- Contacted same day and offered appointment within 2 weeks.
- Given my limited availability not long.
- About a week
- few days 2 or 3 at most

Question 9 - How did you find the general approach of your counsellor e.g. warm, open, skilled? How do you rate their professional ability?

97.8% of clients rated the professional ability of their counsellor as excellent/good.

The Service always appreciates positive comments from clients regarding the quality of the therapeutic work provided by our Counselling Team.

How did you find the general approach of your counsellor e.g. warm, open, skilled? How do you rate their professional ability?

Answer	Submissions	Percent
5 - Excellent	39	86.7%
4 - Good	5	11.1%
3 - Average	1	2.2%
2 - Fair		0.0%
1 - Poor		0.0%

Client Comments:

- My counsellor was professional at all times. Very skilled, warm and open.
- I could not have asked for any more from XXX. She was able to question and unpick our discussions in a way that really helped me to better understand my experiences. She also had an incredible ability to draw together topics and themes from across sessions. XXX was accepting and calm and I felt able to be open and honest with her.
- XXX was very professional but also I feel that we developed a great relationship. I felt like I could open up and not be judged.
- XXX is very warm and approachable person.
- XXX was very warm and friendly. She was also very skilled and professional.
- warm and welcoming
- very warm. felt like they truly heard me.
- Very professional. XXX has helped me work on finding who I am. I couldn't be more grateful, very skilled with her work. very warm and kind. felt i could tell her anything without being judged.
- Professional. The fact that i continue to come is recommendation enough.
- My daughter has felt happy and safe in her sessions.
- warm reception and understanding
- XXX - so kind and patient and really made me feel at ease. Was very knowledgable and helped me immensely.
- I found her very distant at first, but as the years passed, I found her more open and supportive. I will miss not seeing her.
- Very professional, easy to talk to.
- This hasn't been my first experience of counselling, so I came with some knowledge of what works for me. I've been allowed to say what I need and don't need. XXX allowed me the space.
- XXX was very professional and he made me feel comfortable and at ease quickly. I was quite nervous when I first went in as I've never had counselling before but XXX was very warm and friendly, I feel fortunate that we were able to build a level of trust quickly because of this.

- I saw XXX for about a year. He was consistently fantastic. I felt that XXX provided me with a safe and comfortable space to talk about difficult things. He was knowledgeable and came across as being very self-aware and reflective. I appreciated XXX's professionalism and also his warm and friendly nature.
- My counsellor was very approachable and listened whole heartedly. I cannot recommend him Enough.
- XXX was very kind, friendly and approachable. She was very professional, engaging and helped make sense of my thoughts and feelings. She was very accommodating and understanding.
- Warm comforting presence. Good questions, showed genuine interest and empathy.
- XXX was brilliant and helped more than I thought she would, being my first time, she made it relaxing and easy to talk, which I don't find very easy to do normally. Would highly recommend
- First counsellor couldn't connect with. Then changed to XXX who was brilliant
- Absolutely right for me! Allowed me to communicate in the ways that suited me.

Question 10 - Upon reflection, please rate to what extent you found the counselling to be beneficial, or not. Please comment accordingly.

91% found counselling to be beneficial, with 9% finding it only of average benefit.

The Service always appreciates positive comments from clients regarding the benefit of their counselling sessions.

Upon reflection, please rate to what extent you found the counselling to be beneficial, or not. Please comment accordingly.

Answer	Submissions	Percent
5 - Excellent	34	75.6%
4 - Good	7	15.6%
3 - Average	4	8.9%
2 - Fair		0.0%
1 - Poor		0.0%

Client Comments:

- Counselling has seen me through difficult time in my life
- Counselling has helped me move my life on to a new, positive track. During this process I have made some big decisions and counselling definitely supported those.
- I have found it very beneficial
- I have found comfort and a safe space, but I still have to change a few things so I could grow
- It was nice to talk things through with someone other than friends or family
- it definitely helped with looking back at past things that bothered me
- was able to sleep after first session
- I'm not sure yet. It has made me think of things I've never thought of before though
- So beneficial. So glad I've done this journey.
- Gave me clarity to some thought. Awareness and whys. No solutions!

- My daughter has over the course of her sessions become happier and more confident and has more self worth.
- i found just having a chat opened my mind to process all things and not just issues.
- I feel so much better than when I first started so I would say it was very beneficial. It's also given me practical skills that I can continue to use.
- It was helpful/beneficial to some extent, but obviously couldn't solve many of the problems I have. She charged less than she could done which I appreciated.
- There's no real solution to the problem.
- Felt comfortable and easy to talk to.
- it has highlighted key factors in my communication I need to work on. very beneficial
- I'm 76 and this has been going on in one way or another for most of my adult life and before. I've talked with XXX about areas which have been so deeply buried, just wasn't ready before.
- See above. Sleeping well after the first session was a breakthrough. Having never had counselling before I was unsure what to expect. I was amazed at the results.
- The counselling sessions were extremely beneficial for me, from the start of the year until now I can feel a huge difference within myself and with my relationships. It enabled me to acknowledge my grief and the trials I was facing but also to try and put them into their place within my busy life.
- I have found the sessions with XXX to be hugely beneficial and I plan to continue seeing him now that he is fully qualified.
- At my first appointment I was very anxious, visibly shaking and tearful. By my last appointment, I was much more relaxed, more reflective and overall more calm. I felt ready to move on after processing past experiences and emotions with XXX's support. There was so rush to end sessions and I felt I was in a safe space.
- Found talking very helpful, however, have only had one session on completion of this form.
- Only 1st session assessment
- Good to talk about issues as they happen and work through.
- It helped me more than I thought possible :)
- Helped me put my thoughts in order
- It's working but is a long haul. i can feel a sense of relief at the end.

Question 11 - How good did you find the Centre's facilities, atmosphere, therapy rooms and the environment?

95% found the Centre's facilities and atmosphere to be excellent/good. The remaining found the Centre to be average.

The Centre is continually updating, decorating and maintaining the building which is usually carried out when the premises are closed during bank holidays, for a brief period in August and Christmas week.

How good did you find the Centre's facilities, atmosphere, therapy rooms and the environment?		
Answer	Submissions	Percent
5 - Excellent	29	64.4%
4 - Good	14	31.1%
3 - Average	2	4.4%

2 - Fair		0.0%
1 - Poor		0.0%

Client Comments:

- Some of the rooms were very large for only two people and the empty space felt a little intimidating.
- They are all very cosy and I love the art in all the rooms
- Nice atmosphere. it is calm and quiet
- very peaceful
- Lovely, peaceful and cool on the hotter days with the fans.
- Liked named rooms. Warm décor
- The therapy room is light and comfortable. Having a kitchen area to wait in for her has been very nice as she would not have been confident for me to be outside.
- Clean and cosy - loved the armchairs especially
- Strange building on many levels. Very often you saw no-one but your counsellor.
- Only know sapphire. It's a calm space. From the photos I'm not sure the other spaces as good. The print on the wall is potentially helpful. Quite disturbed when box ? appeared temporarily.
- Very peaceful
- The waiting room was handy with drink facilities. Toilets were clean and the therapy rooms simple and not distracting.
- The centre itself is lovely. But the rooms can sometimes be so hot.
- Thorough instructions and guidance given before visiting the building. Always clean, tidy and warm on arrival.
- Therapy rooms are lovely. Lots of steep stairs
- Nice and quiet in and out no fuss
- Nice and private
- Sapphire room great. i notice any change, new radiator guide much better than bit of paper!

Question 12 - Would you consider recommending the Counselling Service to others? Rate how good overall you found the Service to be.

95.6% found the overall service provided by LIFE-FORCE counselling to be good/excellent, with only two people rating it as average.

The Service is encouraged that a large proportion of clients would or already have recommend the service to family or friends. We also always appreciate positive comments from clients regarding their over counselling experience.

Would you consider recommending the Counselling Service to others? Rate how good overall you found the Service to be.

Answer	Submissions	Percent
5 - Excellent	40	88.9%
4 - Good	3	6.7%

3 - Average	2	4.4%
2 - Fair		0.0%
1 - Poor		0.0%

Client Comments:

- I would definitely recommend lifeforce
- I would recommend this to everybody as in everyone's own way I feel it's so important and good to talk.
- Yes I would.
- I have already recommended
- 100% have recommended and will continue to recommend! Thank you XXX
- Overall great
- I have been very happy with the service provided. XXX, our counsellor has been great with my daughter. I would recommend to others and would use the service here again in the future.
- I already have recommended it to others. I found it to be a very good service!
- In many ways it was good. I would recommend service to others but suggest they specify if they can, what kind of counselling/Counsellor they would prefer. E.g., sex, religion, age perhaps
- The service has been very good from start to finish.
- I would say it existed. I don't recommend as such because so much depends on the relationship which develops and previous experience. I hate forms like this. They never give me the space to say what I want to say, because the boxes want me to go in a particular direction.
- Now that I have had counselling, I would definitely recommend it to others
- I have already recommended it to family and friends as I've really benefitted from my sessions.
- I have already recommended the service to friends who have made use of it.
- Yes, I would recommend therapy to everyone. I'm so pleased I made the first move to see someone and am pleasantly surprised by the results. I felt listened to and have put more positive coping strategies in place ongoing. I would not hesitate to contact the centre again if I required help in future. Thank you!
- Yes definitely
- Yes definitely
- Would give name and location but i believe people need to find out details like phone number for themselves - it's part of saying i need this.

Client Feedback Conclusion

The Client Feedback Questionnaire enables us to see that LIFE-FORCE continues to provide an excellent service from initial contact with our warm and professional staff during the client referral process, to timely provision of a first appointment and then supportive and beneficial counselling provided by our team counsellors.

Action Points for 2023-2024

1. Marketing Aims

During this year we will aim to redesign our Service posters and Service Information Leaflets to make these more user friendly. We will send out Service information to the G.P surgeries, local police station and other relevant organisations. We also aim to review and update the Counselling Service information on our web site.

2. 'Referral Sources'

Office to develop shared Referral Source Form, that can be updated from Client records.

3. Review of Client Appointment Register & Client Feedback Questions

It is important that we review the information we take from clients, and the feedback questions we ask to ensure that the information is still necessary and beneficial for analysis. To consider adding an additional section for further comments / suggestions.

4. Promoting the Return of Client Feedback Forms.

Due to low number of Client Feedback Forms, we have already reviewed the procedure regarding how and when the counsellors give this form to the client on order to ensure this is done towards the end of the therapy. Instead of the Client Feedback Form being included within the Client Information Leaflet this has now been replaced with a new Client Feedback Request Sheet and this is given to the client at the start of therapy. The counsellor points this out to the clients and inform them they can complete an online version of the form at anytime during the therapy. This new leaflet details a clear link to the website and the electronic Client Feedback Form.

A hard copy of the Client Feedback Form is now provided with the client referral documents at the beginning instead and the counsellor retains this so they can give it to the client during the closing sessions.

The Counselling Referral Policy was updated to reflect this development and all counsellors were informed of these changes on 18th April 2023.

Client Feedback Forms to be moved to more prominent position in foyer.

15th November 2023