



**Riverside Counselling Service**  
**Annual General Meeting**  
**16th September 2019**

### **Clinical Outcomes in Routine Evaluation - Outcome Measure**

CORE – OM is an evaluation, audit and outcome benchmarking system for psychological therapy services. The measure fits on 2 sides of A4 and includes 34 simply worded items all answered on the same 5 point scale (0-4) ranging from ‘not at all’ to ‘most or all of the time’. The items cover 4 domains: subjective well-being (4 items), problems / symptoms (12 items), life functioning (12 items) and risk to self and others (6 items).

Some items are tuned to lower intensity such as ‘I have felt OK about myself’ and others to higher intensity such as ‘I have felt overwhelmed by my problems’ in order to increase the scoring range and the sensitivity to change. 25% (8) of the questions are positively framed with reversed scores. Overall the measure is problem scored i.e. higher scores mean more problems.

Scores are reported as a mean. Falls in overall scores indicate psychological improvement.

### **Core Scores 18/19 – Riverside & Space**

The clinical ranges of CORE scores include 6 bands ranging from Healthy to Severe in clinical severity scores (Healthy; Low Level; Mild Level; Moderate Level; Moderate Severe Level; and Severe Level).

### **Riverside**

Of the core forms collected from June 18 until July 19, 93% of clients demonstrated an improvement (this was a small subset of clients seen at Riverside).

Riverside CORE Results May 18- July 19

Client #	Initial Clinical Score	Final Clinical Score	Difference	% Difference	Duration weeks	Duration months	Change	Notes
1	13.93	1.79	-12.14	-87.18%	29	7	Healthy - Healthy	
2	33.57	5.36	-28.21	-84.04%	254	63	Severe - Healthy	
3	6.07	1.07	-5.00	-82.35%	261	65	Healthy - Healthy	
4	10.36	5.36	-5.00	-48.28%	0	0	Mild - Healthy	No dates given for COREs
5	9.64	3.93	-5.71	-59.26%	18	5	Low - Healthy	
6	33.21	23.57	-9.64	-29.03%	167	42	Severe - Moderate	
7	15.71	9.64	-6.07	-38.64%	123	31	Moderate - Low	
8	21.07	10.71	-10.36	-49.15%	103	26	Moderate - Mild	
9	23.24	2.65	-20.59	-88.60%	127	32	Moderate - Healthy	
10	20.59	3.82	-16.76	-81.43%	88	22	Moderate - Healthy	
11	14.12	5.88	-8.24	-58.36%	88	22	Mild - Healthy	
12	21.47	12.06	-9.41	-43.83%	107	27	Moderate - Mild	
13	20.00	4.64	-15.36	-76.79%	85	21	Moderate - Healthy	
14	22.86	6.79	-16.07	-70.31%	62	15	Moderate - Healthy	
15	12.14	3.57	-8.57	-70.59%	93	23	Mild - Healthy	
16	25.71	5.36	-20.36	-79.17%	43	11	Severe - Healthy	
17	28.57	5.00	-23.57	-82.50%	67	17	Severe - Healthy	
18	17.86	6.07	-11.79	-66.00%	18	5	Moderate - Healthy	
19	22.50	7.86	-14.64	-65.08%	17	4	Moderate - Healthy	
20	13.21	9.29	-3.93	-29.73%	24	6	Moderate - Low	
21	8.93	1.43	-7.50	-84.00%	22	6	Low - Healthy	
22	23.93	31.43	7.50	31.34%	7	2	Moderate - Severe	No date for Assessment CORE
23	19.64	3.21	-16.43	-83.64%	18	4	Moderate - Healthy	No date for Assessment CORE
24	23.93	5.71	-18.21	-76.12%	23	6	Moderate - Healthy	
25	8.93	9.64	0.71	8.00%	19	5	Low - Low	
26	10.00	3.21	-6.79	-67.86%	36	9	Mild - Healthy	
27	19.64	11.07	-8.57	-43.64%	23	6	Moderate - Mild	
28	8.93	5.00	-3.93	-44.00%	16	4	Low Healthy	

**Space**

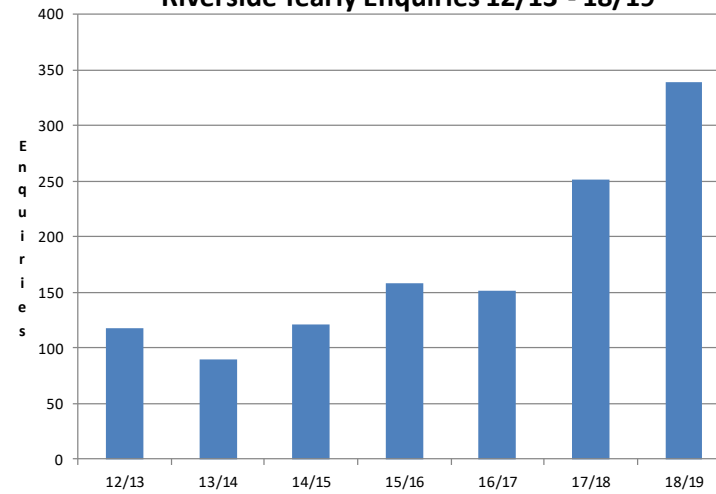
Core forms were collected from 5 clients from June 18 until July 19. Of the 5 CORE forms collected during this period all clients demonstrated an improvement in results.

Client #	Code	Initial Clinical Score	Final Clinical Score	Difference	% Difference	Duration Days	Duration weeks	Duration months	CORE-A	CORE-E	Change	Notes
1	SD13	21.07	10.36	-10.71	-50.85%	69	10	2	14/05/2018	23/07/2018	Low - Heathy	
2	S42	18.57	2.14	-16.43	-88.46%	1194	171	43	14/09/2015	08/01/2019	Moderate - Healthy	
3	S165	11.79	7.86	-3.93	-33.33%	486	69	17	22/01/2018	28/5/2019	Mild - Low	
4	S167	28.21	10.00	-18.21	-64.56%	430	61	15	16/01/2018	26/03/2019	Severe - Mild	
5	S238	19.64	13.21	-6.43	-32.73%	145	21	5	23/10/2018	18/03/2019	Moderate - Mild	

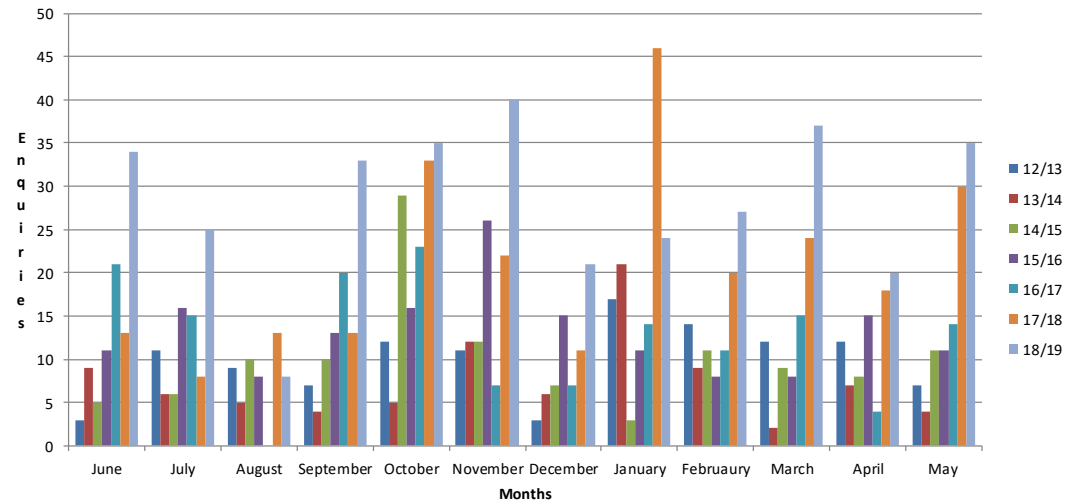
	12/13	13/14	14/15	15/16	16/17	17/18	18/19
June	3	9	5	11	21	13	34
July	11	6	6	16	15	8	25
August	9	5	10	8	0	13	8
September	7	4	10	13	20	13	33
October	12	5	29	16	23	33	35
November	11	12	12	26	7	22	40
December	3	6	7	15	7	11	21
January	17	21	3	11	14	46	24
February	14	9	11	8	11	20	27
March	12	2	9	8	15	24	37
April	12	7	8	15	4	18	20
May	7	4	11	11	14	30	35
<b>Total</b>	<b>118</b>	<b>90</b>	<b>121</b>	<b>158</b>	<b>151</b>	<b>251</b>	<b>339</b>

RCS	12/13	13/14	14/15	15/16	16/17	17/18	18/19
	118	90	121	158	151	251	339

Riverside Yearly Enquiries 12/13 - 18/19

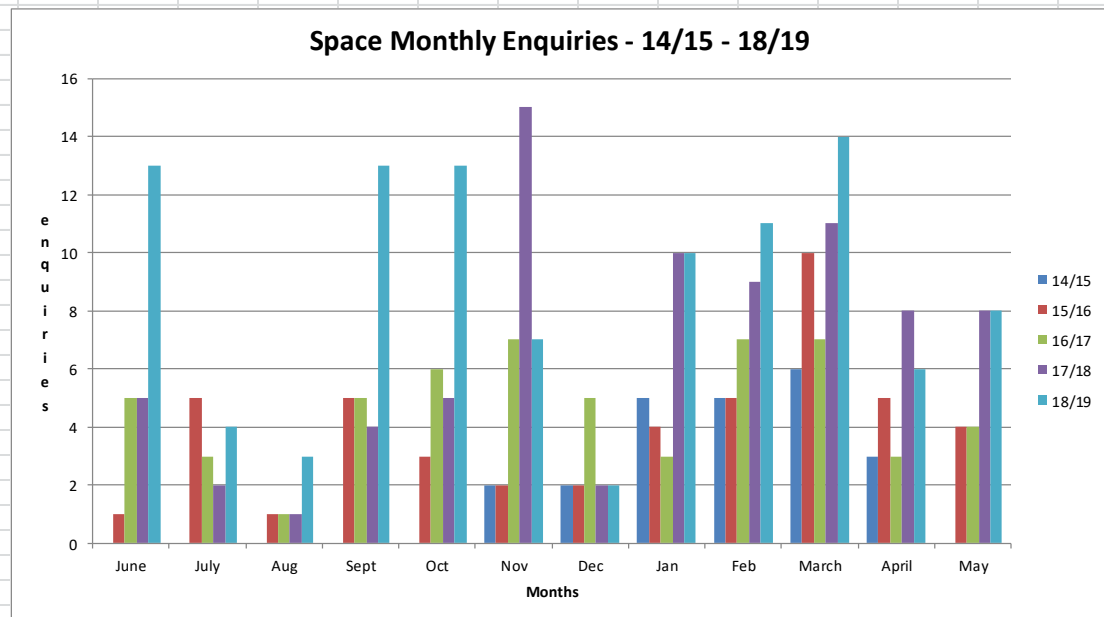
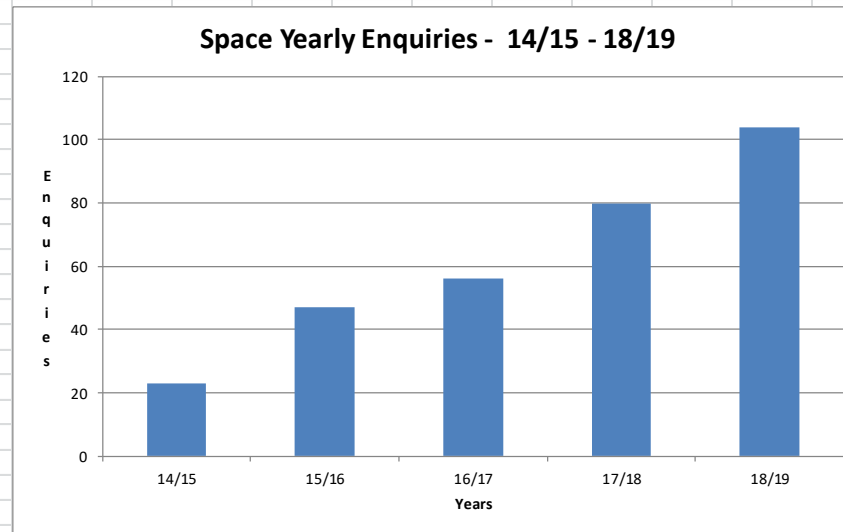


Riverside Monthly Enquiries - 12/13 - 18/19



	14/15	15/16	16/17	17/18	18/19
June		1	5	5	13
July		5	3	2	4
Aug		1	1	1	3
Sept		5	5	4	13
Oct		3	6	5	13
Nov	2	2	7	15	7
Dec	2	2	5	2	2
Jan	5	4	3	10	10
Feb	5	5	7	9	11
March	6	10	7	11	14
April	3	5	3	8	6
May	0	4	4	8	8
<b>Total</b>	<b>23</b>	<b>47</b>	<b>56</b>	<b>80</b>	<b>104</b>

	14/15	15/16	16/17	17/18	18/19
Total	23	47	56	80	104

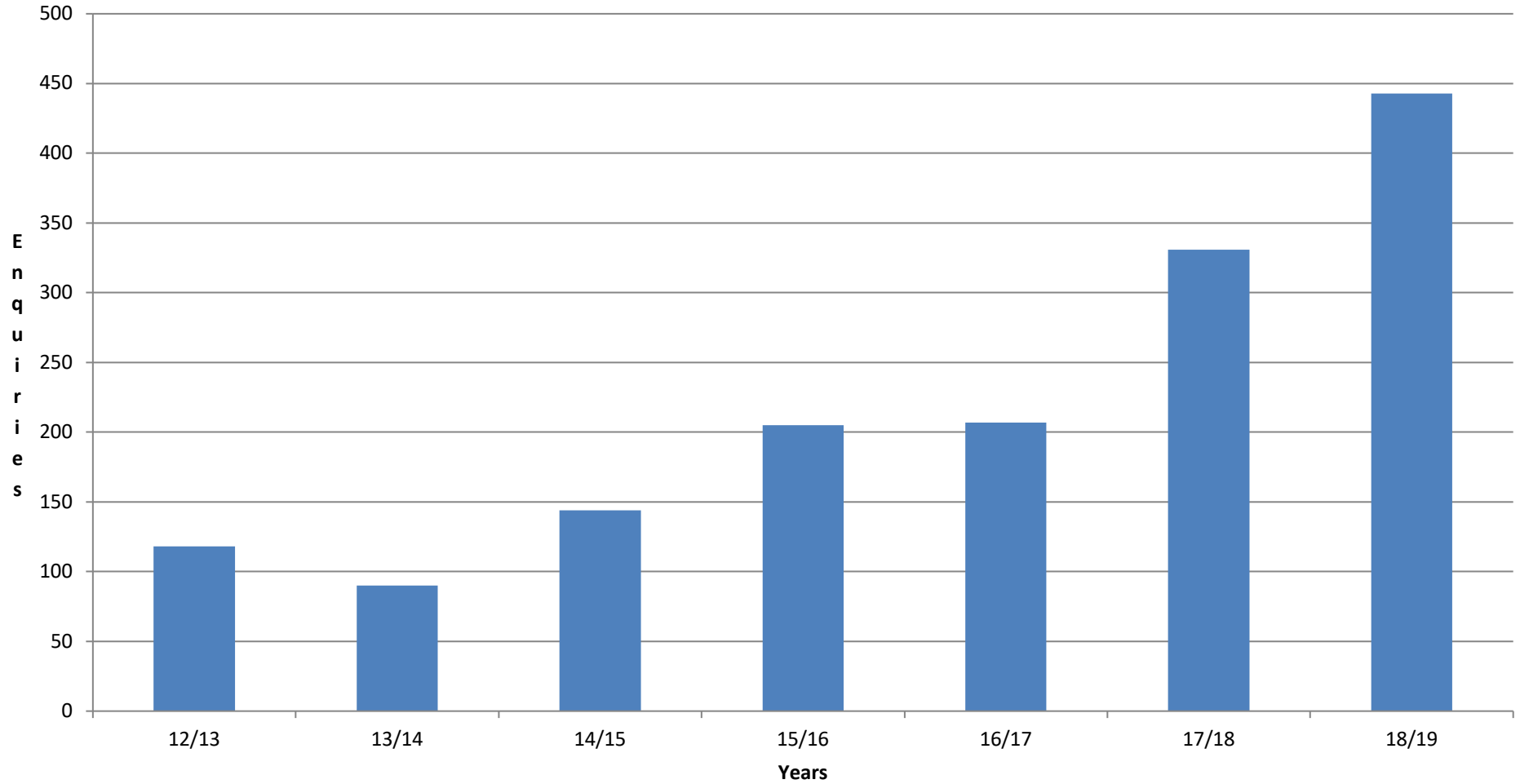


**Riverside & Space Total Enquiries 12/13 – 18/19**

	<b>12/13</b>	<b>13/14</b>	<b>14/15</b>	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
<b>June</b>	3	9	5	12	26	18	47
<b>July</b>	11	6	6	21	18	10	29
<b>Aug</b>	9	5	10	9	1	14	11
<b>Sept</b>	7	4	10	18	25	17	46
<b>Oct</b>	12	5	29	19	29	38	48
<b>Nov</b>	11	12	14	28	14	37	47
<b>Dec</b>	3	6	9	17	12	13	23
<b>Jan</b>	17	21	8	15	17	56	34
<b>Feb</b>	14	9	16	13	18	29	38
<b>March</b>	12	2	15	18	22	35	51
<b>April</b>	12	7	11	20	7	26	26
<b>May</b>	7	4	11	15	18	38	43
<b>Total</b>	118	90	144	205	207	331	443

	<b>12/13</b>	<b>13/14</b>	<b>14/15</b>	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>
	118	90	144	205	207	331	443

## Riverside & Space Enquiries - 12/13 - 18/19

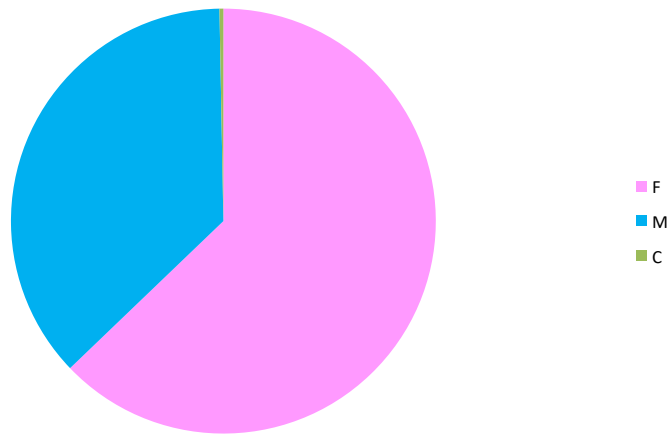




	18/19	F	M	C
June	34	20	13	1
July	25	13	12	
Aug	8	4	4	
Sept	33	24	9	
Oct	35	26	9	
Nov	40	30	10	
Dec	21	14	21	
Jan	24	19	3	
Feb	27	20	7	
March	37	24	13	
April	20	9	11	
May	35	12	13	
<b>Total</b>	<b>339</b>	<b>213</b>	<b>125</b>	<b>1</b>

	18/19	F	M	C
Total	339	213	125	1

**Riverside Enquiries 18/19**

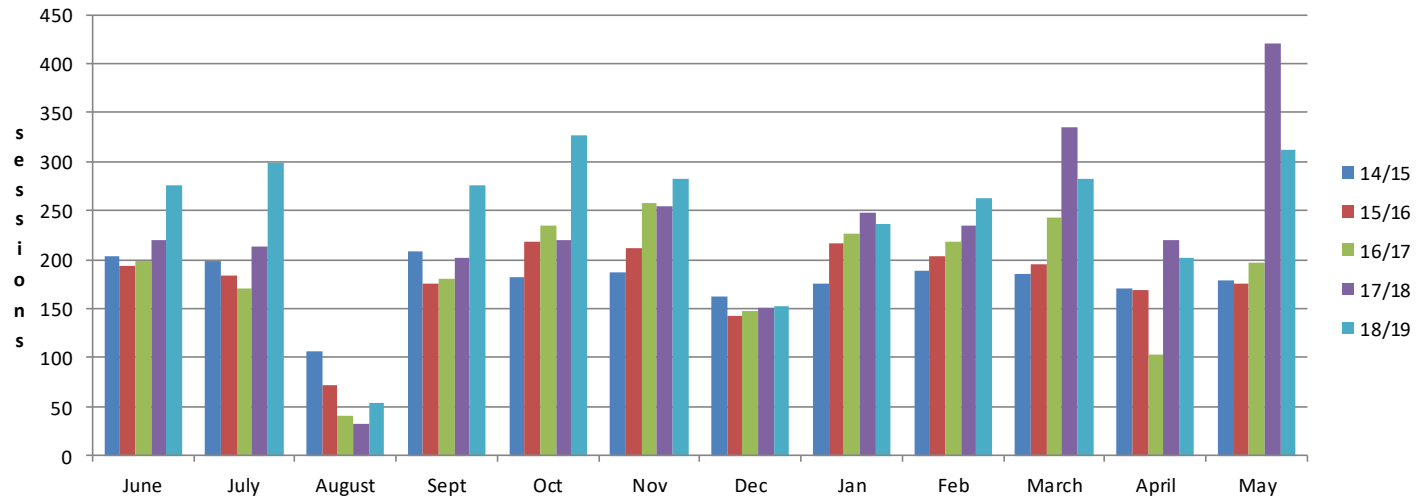


**Riverside Monthly Sessions**

Year	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Total
14/15	203	199	106	208	182	187	162	176	189	185	170	178	2145
15/16	193	183	72	175	218	212	142	217	203	195	168	176	2154
16/17	198	171	40	181	235	258	148	226	218	243	103	196	2217
17/18	219	213	33	202	219	255	151	248	235	335	219	420	2749
18/19	276	299	54	275	326	283	152	237	262	283	201	312	2960

Source
Calendar
Invoice Sheets

**Riverside Monthly Sessions 14/15-18/19**

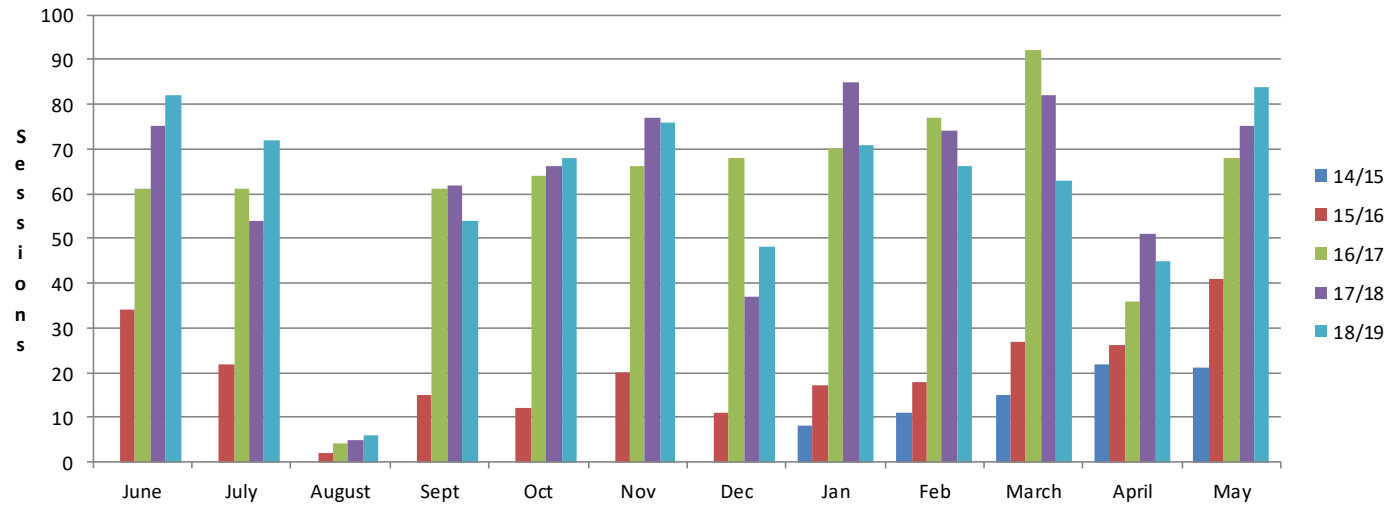


**Space Monthly Sessions**

Year	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Total
14/15								8	11	15	22	21	77
15/16	34	22	2	15	12	20	11	17	18	27	26	41	245
16/17	61	61	4	61	64	66	68	70	77	92	36	68	728
17/18	75	54	5	62	66	77	37	85	74	82	51	75	743
18/19	82	72	6	54	68	76	48	71	66	63	45	84	735

**Source**  
Invoice Sheets

**Space Monthly Sessions - 14/15 - 18/19**



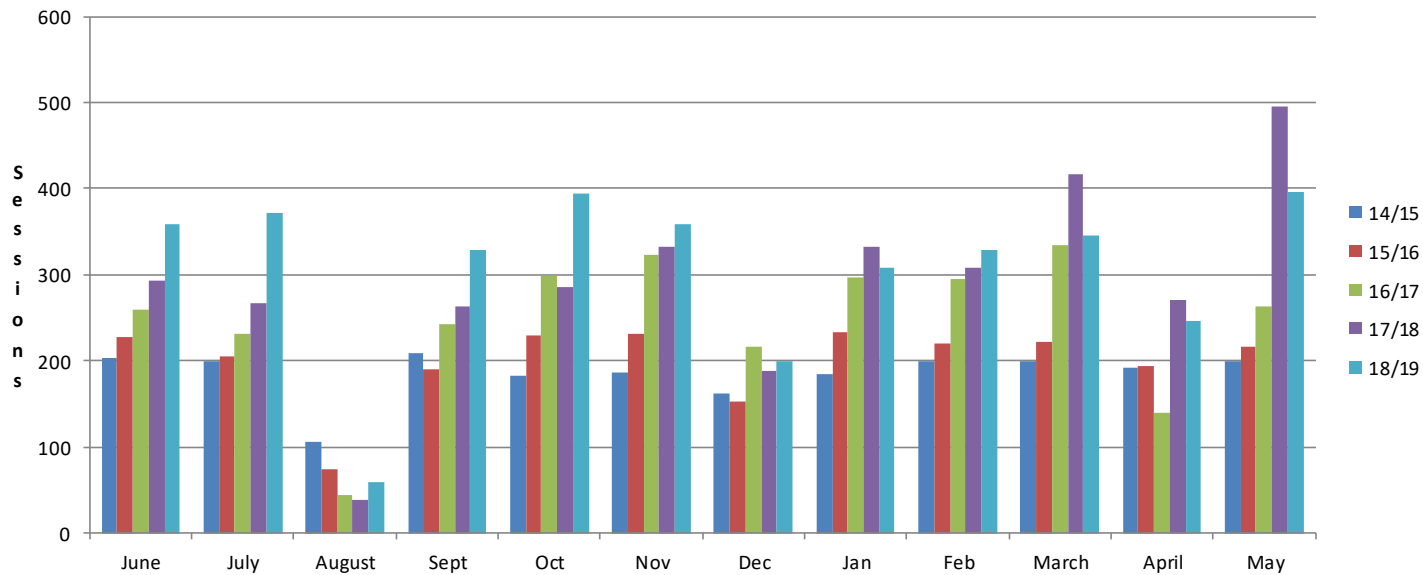
**Riverside and Space Monthly Sessions**

Year	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Total
14/15	203	199	106	208	182	187	162	184	200	200	192	199	2222
15/16	227	205	74	190	230	232	153	234	221	222	194	217	2399
16/17	259	232	44	242	299	324	216	296	295	335	139	264	2945
17/18	294	267	38	264	285	332	188	333	309	417	270	495	3492
18/19	358	371	60	329	394	359	200	308	328	346	246	396	3695

**Source**

	Calendar
	Invoice Sheets

**Riverside & Space Monthly Sessions - 14/15 - 18/19**

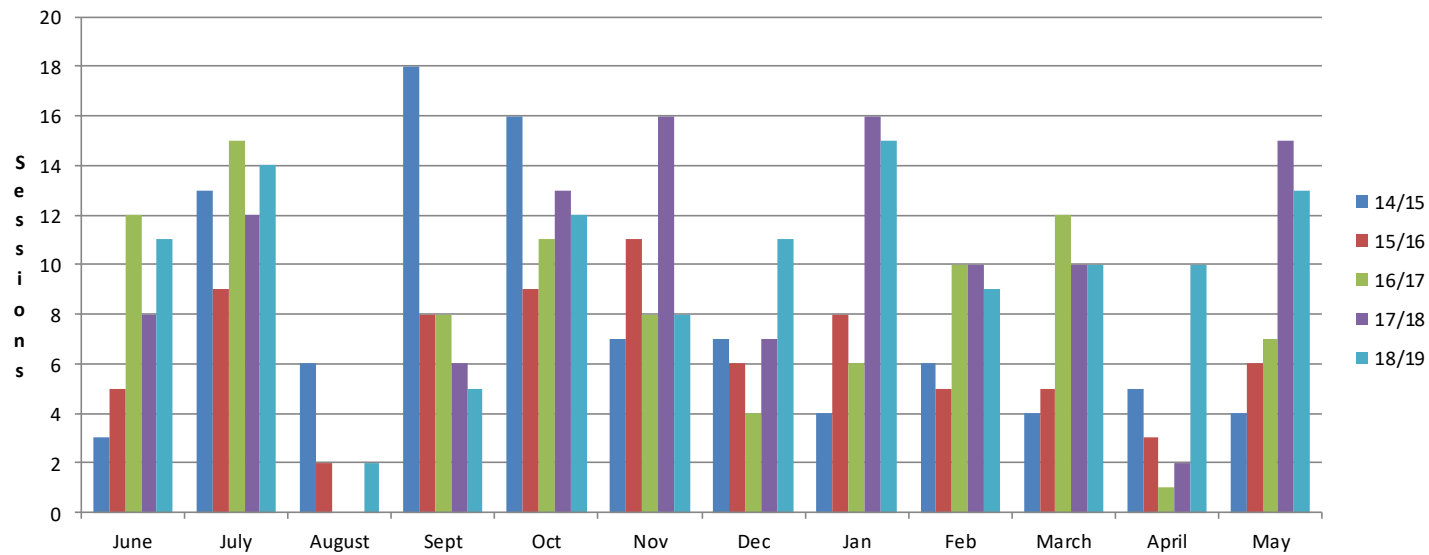


**Assessments Riverside**

Year	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Total
14/15	3	13	6	18	16	7	7	4	6	4	5	4	93
15/16	5	9	2	8	9	11	6	8	5	5	3	6	77
16/17	12	15	0	8	11	8	4	6	10	12	1	7	94
17/18	8	12	0	6	13	16	7	16	10	10	2	15	115
18/19	11	14	2	5	12	8	11	15	9	10	10	13	120

Source	
	Calendar
	Invoice Sheets

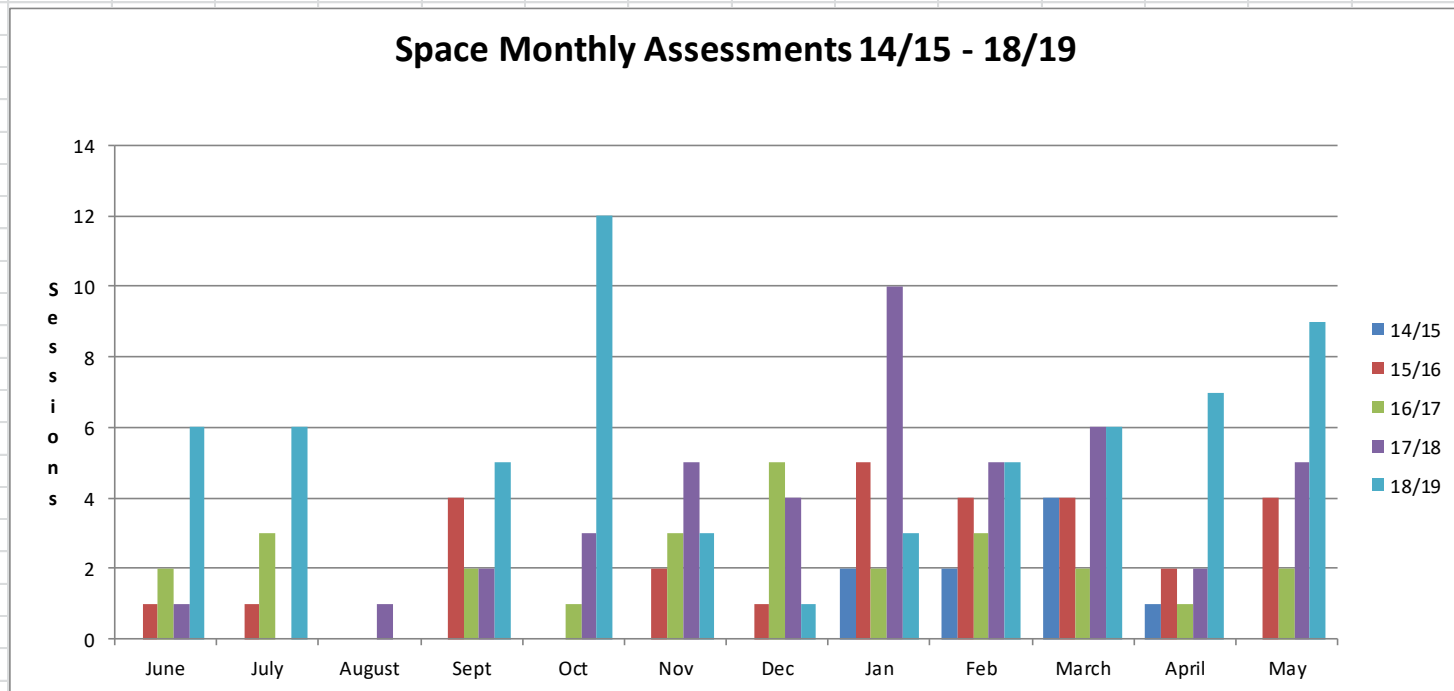
**Riverside Monthly Assessments 14/15 - 18/19**



**Assessments Space**

Year	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Total
14/15								2	2	4	1	0	9
15/16	1	1	0	4	0	2	1	5	4	4	2	4	28
16/17	2	3	0	2	1	3	5	2	3	2	1	2	26
17/18	1	0	1	2	3	5	4	10	5	6	2	5	44
18/19	6	6	0	5	12	3	1	3	5	6	7	9	63

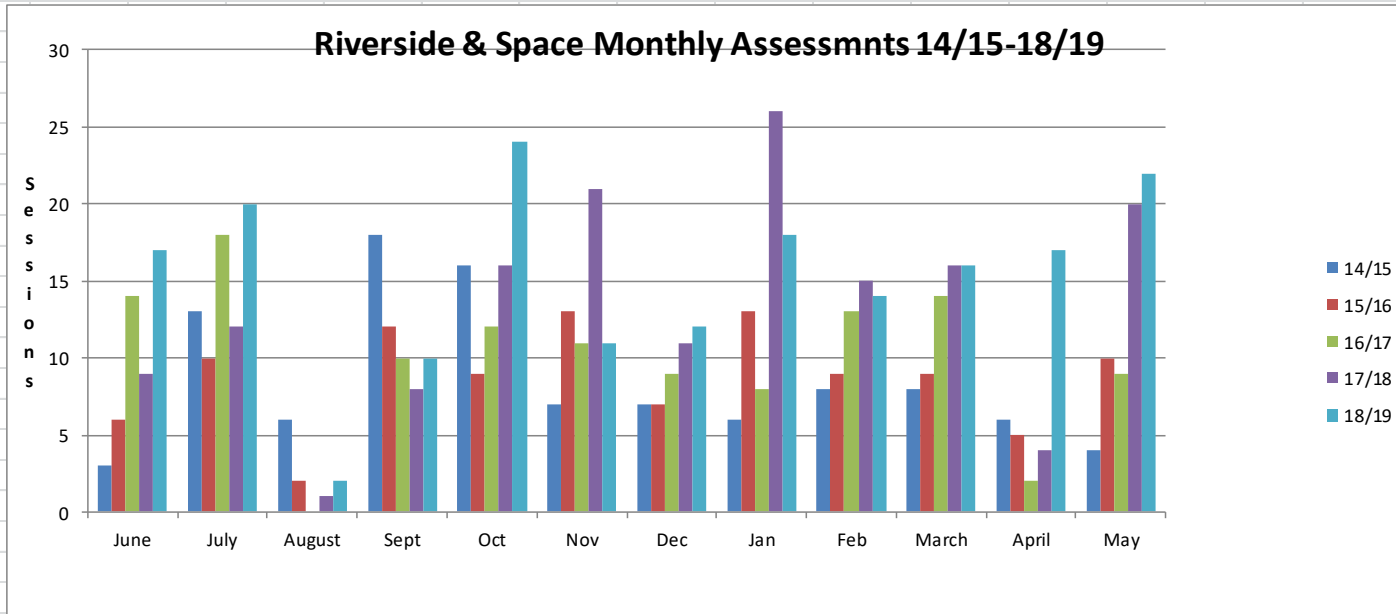
Source: Calendar



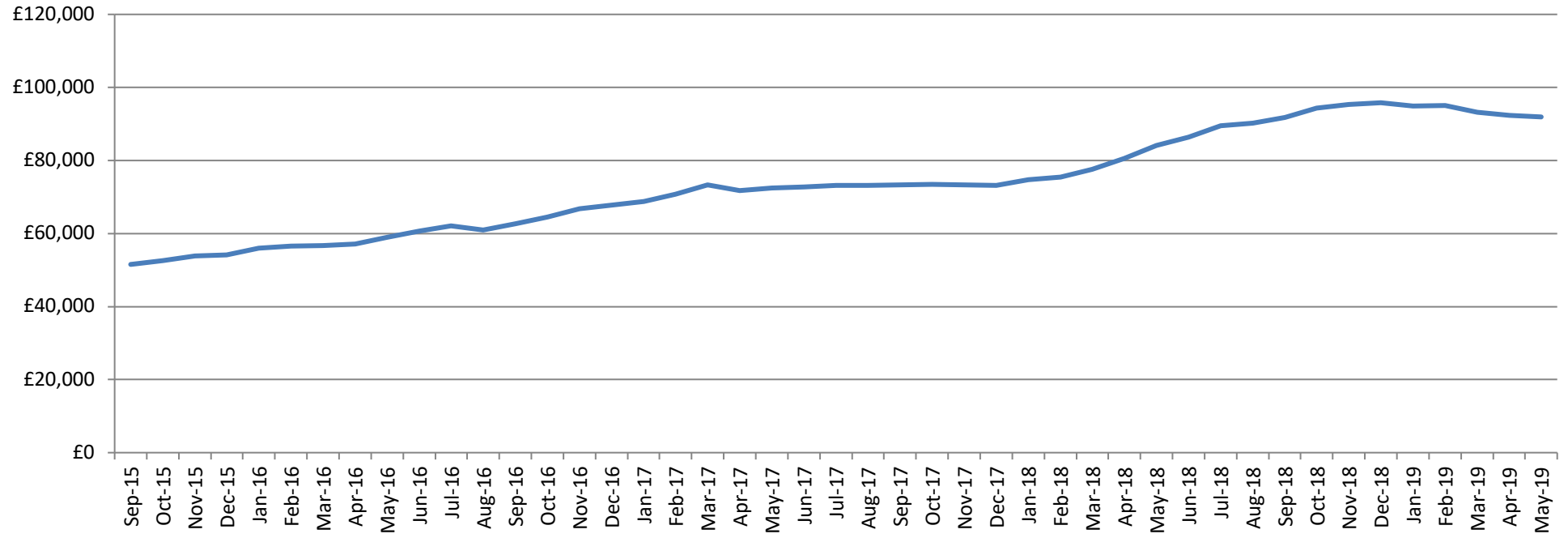
Assessments Riverside and Space 14/15 - 18/19

Year	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	Total
14/15	3	13	6	18	16	7	7	6	8	8	6	4	102
15/16	6	10	2	12	9	13	7	13	9	9	5	10	105
16/17	14	18	0	10	12	11	9	8	13	14	2	9	120
17/18	9	12	1	8	16	21	11	26	15	16	4	20	159
18/19	17	20	2	10	24	11	12	18	14	16	17	22	183

Source
Calendar
Invoice Sheets

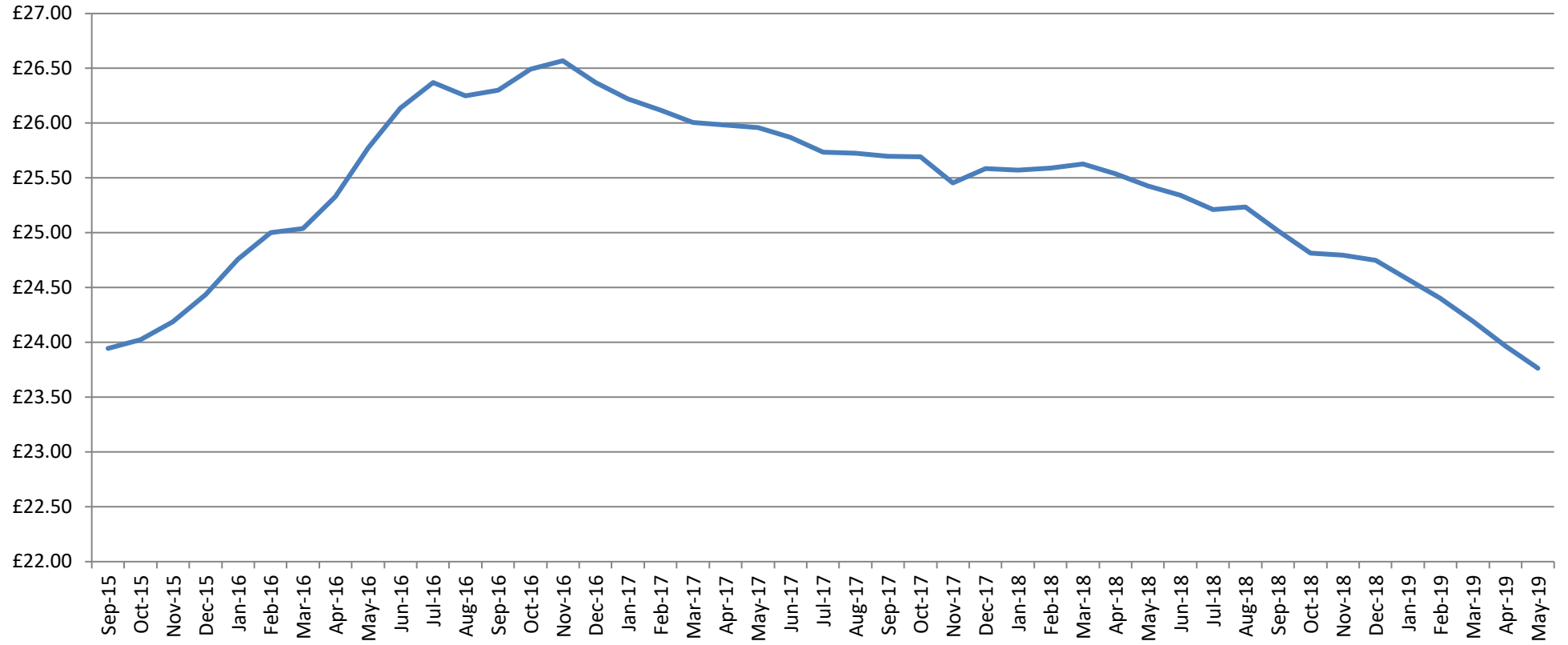


### Riverside & Space Total Session Income - Sept 15 to May 19

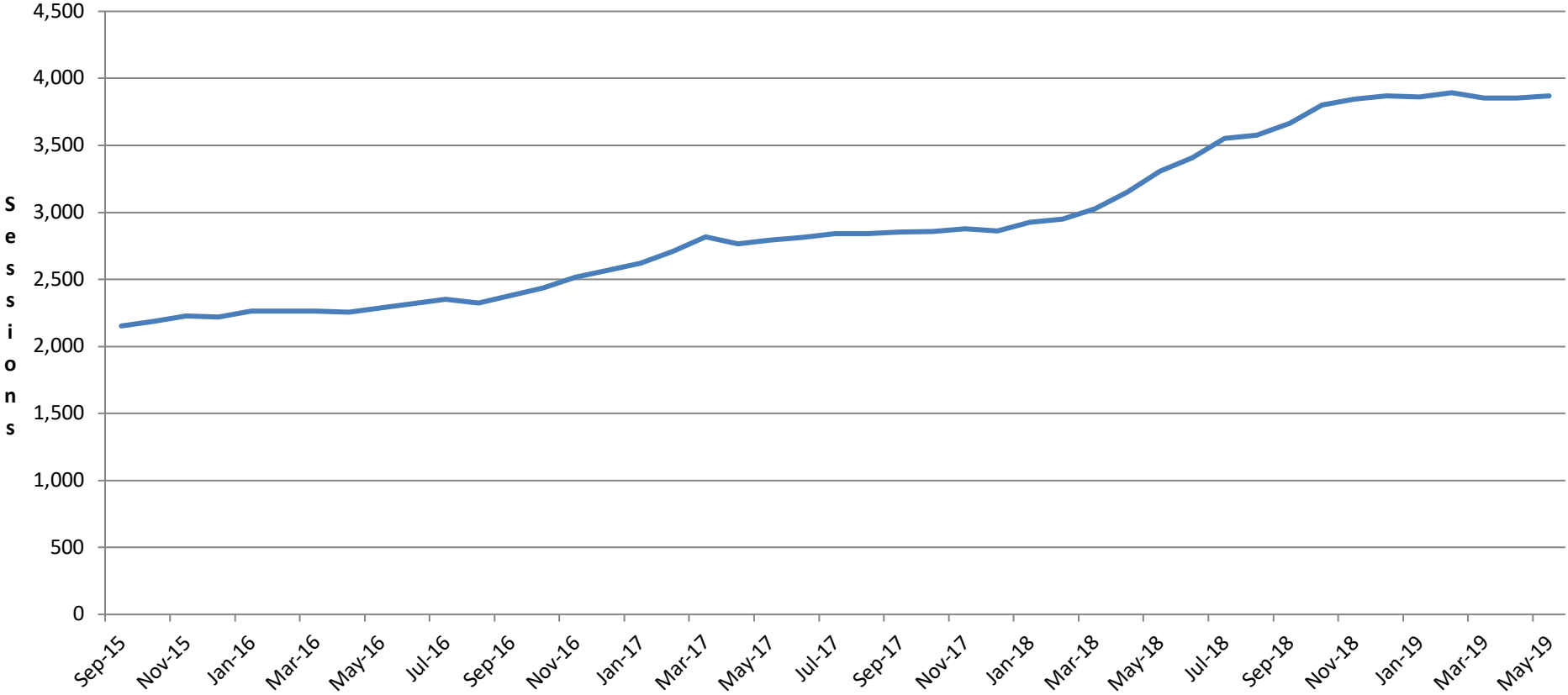




## Riverside & Space Income per Session - Sept 15 to May 19



### Riverside & Space MAT - Sept 15 to May 19





## **Client Satisfaction Survey Report**

**Period: 01.06.18 – 30.04.19**

**What was your experience of your counselling? Please rate it from 0 (unsatisfactory) to 10 (excellent):**

The average score is 9.04. This is a small subset of the clients seen at Riverside.

**Do you have any further comments about the service, or suggestions for improvements we could make?**

**Answers that have given permission to be used:**

“This service should be available to everyone on the NHS and offered within the education system to help people on their journey through life at an early intervention.”

“Will be forever grateful to X for helping me through my initial grief.”

“X really helped me through the most difficult time in my life. I will always be grateful to have someone help me when I needed it most.”

“Just to say thank you.”

“Very helpful. So glad my doctor passed on the address/telephone number for RCS.”

“I could not ask for any more – the support, service and staff were more than excellent. Thank you so very much.”

“I have seen several counsellors in the past and found X to be an excellent counsellor – listened amazingly and easy to connect with. It’s a shame she was leaving, but I have no doubt she will have significant impact on others in the future.”

“Fantastic service, but more evening and weekend appointments would be useful... really helped with my anxiety and depression.”

“Counselling too vague. No direct advice or recommendations as to how I might deal with my issues. Became very repetitive.”

“Felt secure and able to talk about anything without being judged. Thank you.”

“X developed a good rapport with my son and made us aware of the behaviour bumps we could encounter during the process. He is a much happier boy now and knows how to minimise his overreactions to situations.”

“X is a very kind and caring person, I felt very comfortable talking to her.”

“Brilliant. Really supportive, gave me all the support and guidance I needed. Things to use to move forward.”

