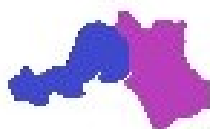


Western Bay
Area Planning Board



Bae Gorllewinol
Bwrdd Cynllunio Ardal

WORKING TOGETHER TO MAKE POSITIVE CHANGES
GWEITHIO GYDA'N GILYDD I WNEUD NEWIDIADAU CADARNHAOL

PLATFORM (FORMERLY NEWLINK) COUNSELLING SERVICE EVALUATION REPORT

Contents

Executive Summary	2
Meeting APB Priorities	4
Meeting Requirements of Service Specification	6
Meeting Needs	8
Stakeholder Engagement	10
Value for Money	14
Market Analysis	15

Prepared by: Erica Barrett, Contract Monitoring Officer

Date: 29th July 2020

Reporting period: 1st April 2019 to 10th July 2020 (65 weeks)

Executive Summary

The following highlights the areas that were looked at during the evaluation and provides a summary of the findings. This report has been shared with the service manager, who has had the opportunity to comment on any inaccuracies contained within it.

Meeting APB Priorities:

- Reducing Drug Related Deaths: the service helps the APB achieve this priority by helping people work through the underlying complex emotional issues that lead to their misuse of substances, which can help them be more participant in their treatment and can stop them needing to come back into services.
- Parity of provision:
 - People who have a high level of complex needs and chaotic patterns of substance misuse are not likely to benefit from counselling.
 - The majority of people who have accessed the service in the Western Bay area live in Swansea. There has been very little provision in NPT (4 people in the reporting period).

Delivery Against Specification:

- The service takes a trauma informed approach, which meets with the national drive towards taking this approach, particularly when dealing with people who have had adverse childhood experiences.
- In the original tender (2015), the provision was weighted towards Bridgend, which was transferred to Cwm Taf end of March 2019.
- The service has not been utilising trainee counsellors in Western Bay, which was part of the original tender and costings.
- The specification states that *'the model should allow clients to be offered a total of up to 6 sessions [...] with the opportunity for review [...] and provision of additional sessions if needed'*. The average number of sessions for open cases is 10, with 6 people having 10 or more sessions, 1 having 18, 1 at 19 and 1 at 24. Of cases closed due to treatment being complete, the average number of session was 8, with 1 at 10 and 1 at 18.

Meeting Needs/Demands:

- 32 people supported through the reporting period (1st April 2019 to 10th July 2020: 65 weeks). Unable to validate 11 of these cases, as Newlink have not recorded any activity on Paris for those 11. There are no Paris records for 5 of these 11, which indicates that they were not known to any service.
- The HSR Report identified that there is a need for specialist, trauma informed, counselling, but did not include any information on how many people needed to access this type of provision.
- There is no waiting list for the service.
- The only indicator of the level of need for the service is the level of usage.
- The service has not been operating at capacity. It has the potential to work with 16 people with the level of staffing. 13 people are currently being supported.
- Out of 19 closed cases, 6 completed their treatment.
- 4 out of the 13 current service users have been using the service for over 17 months, 2 for over 2 years.

Stakeholder Engagement:

- The feedback from people who are currently using the service (4 people), as well as staff from partner agencies who are joint working with existing service users (2 agencies), has been very positive about the service and the impact that this has had on the lives of people who have used it.
- WCADA indicated that they had not utilised the Counselling service following the sudden death of one of the Counsellors as they were not made aware of the alternative arrangements for provision in NPT.
- One of the benefits of the service is that there is no waiting list so people can access it instantly. This benefit would change if demand increased.

Value for money:

- An average of 3 hours per week of counselling sessions were booked, 83% of which were attended.
- The service is funding the equivalent of 30 hours per week of Counsellor time, so there is the potential to deliver much more hours of counselling than is being provided.
- 27 people used the service over a 12 month period, which equates to cost per person of £1,267.
- 196 hours of 1-2-1 counselling was provided over a 12 month period, which equate to an hourly cost of £175.
- The funding is split 74: 26 Western Bay: Bridgend. Information received from the Service Provider on the number of people supported in Cwm Taff (which has not been validated) indicates that the level of provision is split 28:72. Western Bay is therefore subsidising the Bridgend provision.
- The service is funded through ring-fenced money. The Welsh Government has confirmed that they are content for us to transfer the ring fenced counselling allocation previously used for Newlink into WCADA for them to use for their counselling.

Market analysis:

- There does not appear to be an alternative provision in Swansea. The Service Provider reports that they are specialists in trauma therapy for people with co-occurring mental health and substance use issues. Other counselling services exist, but these are not like-for like and have limitations in terms of waiting lists, number of sessions and lack of specialist substance misuse knowledge.
- This has not been tested in NPT as there is very little usage in that area. It is not possible to definitively say that there is no demand for the service, as the absence of referrals or waiting list may be attributable to factors such as described above i.e. people not knowing what was available.

Meeting APB Priorities

Reducing drug related deaths

- The Counselling service helps people to work through the underlying issues that may have led to their use of substances. This increases the likelihood that they will sustain abstinence and not need to come back into services.
- Quotes from Service Manager:
 - *I honestly believe that people are unable to get well until they can cope with emotions, feelings and know how to care for themselves. I think counselling is a good intervention to prevent the revolving door. Working with people to stop second/third generation of substance misuse.*
 - *I believe that those accessing trauma work are less likely to re-enter services when the work is completed. Learning our reasons for our choices, why we try to escape our feelings/thoughts and better coping strategies strengthens recovery.*
 - *I believe that by revisiting the underlying ACE's and trauma work and fully processing this the service users is unlikely to come back into services. If relapse prevention work is carryout correctly this strengthens recovery.*
- The service reports that it provides:
 - Psychoeducation around drug use, tolerance, dependency, mixing substances.
 - Working with the cycle of change and determining where people are in their recovery and tailoring services to meet people where they are.
 - Delivering one to one session that are relevant.
 - Looking at risk and working on coping strategies.
 - Looking at pattern of drug use and how these impacts on chance of overdose.
 - Naloxone (which is recorded on Neo), along with training on how to use this for individuals and their families and friends.
 - **NB:** NEO has been checked to validate this statement. This shows that Newlink have not given out any Naloxone Kits since their Needle Exchange service in Bridgend closed in December last year. It is unlikely that Western Bay residents would travel to Bridgend to obtain Naloxone.
 - The Service Providers response to this is that their Naloxone provision is under review. It is currently on hold due to closure of Needle Exchange December 2019, current office closure due to pandemic and relocating offices.
 - Intelligence on non-fatal and fatal overdoses through reporting on NEO.
 - Attending Harm reduction meetings/drug related death. Feeding into the meetings:
 - **NB:** Attendance records for those meeting show that only one meeting was attended during the reporting period (Feb 2020).
 - Service has not been receiving notifications of overdoses via NEO for Western Bay since boundary change. The service receives notifications for Bridgend. This will naturally affect the ability of the service to feed into these discussions.
 - Work needs to be undertaken in order to ensure that the service can receive alerts about people who have overdosed via NEO

- The service reports that it has robust relationships with external providers and can work collaboratively to provide the full care package and the best service for those with issues around substance misuse and assist the APB to deliver the other services that they fund.

Parity of provision:

- In order to benefit from the service, individuals must be emotionally prepared to cope with addressing their underlying issues. The service can support people who have varying degrees of usage, which is problematic to them, regardless of how much they use. People who have an unstable pattern of chaotic substance misuse, who are the group that are most likely to access statutory substance misuse services, are not likely to benefit. This is evident in the sources of referrals contained in Table 1 below.

The majority of people who accessed this service were from the Swansea area (see Table 2 below). WCADA have the contracts for the delivery of non-statutory substance misuse service in Neath Port Talbot. The service was using WCADAs rooms to deliver the service in NPT, on a reciprocal basis, in exchange for training.

Table 1: Referral Sources	Open (No. / % of total cases)	Closed (No. / % total cases)	Total (No. / %)
PSALT	4 / 13	9 / 28	13 / 41
Self	2 / 6	4 / 13	6 / 29
Barod Choices	7 / 22	0 / 0	7 / 22
Not known	0	6 / 19	6 / 19

NB: information taken from Provider reports. As not all data is recorded on Paris, it has not been possible to validate this.

Table 2: Geographical Location	Open	Closed	Total	%
Swansea	12	16	28	88
NPT	1	3	4	12

NB: information taken from Provider reports. As not all data is recorded on Paris, it has not been possible to validate this.

Meeting Requirements of Service Specification

Key points:

- The service was originally commissioned for temporary period (2015-16) until new regional commissioning arrangements are in place.
- The service was commissioned to work across Bridgend, which was, at the time, part of the Western Bay region. Cwm Taff continue to fund the element of service provision that is delivered in Bridgend, which was set at 25.9%. The Tender document submitted by the Service Providers states that the proposal is that the service will be delivered for 5 days a week from Bridgend and 1 day a week from Swansea and Port Talbot. The Service Manager advised that they spend 1 day a week in the YMCA building in Swansea.
- The service was intended to help people work through complex emotional issues. In their tender submission, the Service Provider states that they would work with people who are experiencing deep rooted problems, such as severe trauma, dual diagnosis and post-traumatic stress. A review of cases, including checks on Paris and the provision of Case Studies by the Service provider, indicates that the service is delivering against this requirement.
- Included in the priority groups to be targeted, in the original specification, was preparation for, as well as follow up support from, Tier 4. The Provider reports that the service does not work with this group, as this work is carried out by other services, but that they could do this if it was requested. They have not had any referrals for people who needed this support.
- Counsellors employed by the service are trained to a high standard and appropriately registered. All Counsellors are trained to a minimum of level 5 and have been trained in trauma therapy. The Service Manager is trained to Post Graduate level in substance misuse and counselling/Psychotherapy level 7. Therapists are registered with the British Association for Counselling and Psychotherapy (BACP). Registration has been checked.
- The specification states that clients are to be offered a total of up to 6 sessions, with the opportunity for review and provision of additional sessions if appropriate. Tables 3 and 4 below show the number of sessions attended. For open cases, the average number of sessions is 10, with 6 people having had over 6 sessions and one having had 24 sessions. For closed cases, the average was 4 sessions, with 2 people having over 6 sessions and 1 person having 18 sessions. The number with more than 6 sessions for closed cases were closed successfully, which would indicate that people may need more than 6 sessions.
- The costings included as part of the tender document submitted by the Service Provider demonstrate that the costs of the face to face, one to one, counselling aspect of the service is based on the provision of 400 counselling hours at a rate of £35 per hour. This would equate to an average of just less than 8 counselling sessions per week. The number of hours of provision, included in table 5 below, averaged at 3 hours per week. This does not include any of the data for the Bridgend part of the service.
- The tender document submitted by the Service Provider makes reference to providing placements for student counsellors. This has not happened in Swansea or NPT. There are currently 3 student Counsellors lined up ready to start in the Swansea area after the 14th, pending decision on the service. The service has had more success with this in Bridgend, due to the proximity to the College in Bridgend, where student Counsellors undertake their training. When the service merged with Newlink (from DASH) the process changed for

recruiting trainee Counsellors, which delayed the numbers coming through. Part of the time for the Service Manager would have been allocated to supervision for student counsellors, at a rate of 1.5 hours per month per student, as well as submission of twice yearly progress reports to the University. Costing for the service included in the original Tender are based on 10 student counsellors.

Meeting Needs

Total number of people service has reported that it supported through reporting period: 32.

11 of these cases do not have any records on Paris to show interventions provided by the Counselling service and therefore cannot be validated. This is made up of 10 closed cases and 1 open case. 5 of these 11, including the 1 open case, do not have any record on Paris, so are not known to any service.

The Provider reported that, due to the nature of the counselling service, some people who are employees of the NHS or Social Care, will not give their permission to be put on Paris. Recording and reporting is a condition of the grant. Service needs to explore how entries can be locked so that no other services can view these, similar to the arrangement with PSALT. TOPs are not really applicable. Consideration will need to be given to whether there can be some arrangement so that this is completed by the Lead Worker, unless the Counselling Service is the only service that works with the individual.

The service reports that it is able to meet the needs of the people who are referred, so there are no unmet needs.

There is no waiting list for the service, though three of the existing Service Users wish to wait until face-to-face counselling can resume before continuing with their therapy.

The HSR Report identified that there is a need for specialist, trauma informed, counselling, but did not include any information on how many people needed to access this type of provision.

The Service Manager has previously reported that a full time Counsellor could work with 20 people. With 0.8% whole time equivalent posts being funded, the service has the capacity to support up to 16 people. The service appears to be operating at below its capacity, with 13 people being supported.

In April of this year (2020), Newlink merged with Platform, which has a dedicated counselling service called Breathe. The Service Manager for what was Newlink's Counselling service has advised that their role will not change in relation to this service as a result of this and that the provision of this service will remain the main part of their role. They also advise that Breathe want to specialise in substance misuse counselling.

Although the Expenditure form states that SMAF funding covers the cost of 2 x 0.405 Counsellors, other Counsellors are also used to deliver counselling to Western Bay residents.

Table 3: Open cases (Total: 13)	
Demographics	
Average Age	28
Youngest	15
Oldest	50
Male	5
Female	8
Length of time in service (weeks)	
Average length of time in service	36
Shortest length of time in service	1
Longest length of time in service	78
Number over 12 months	4
Number 6 – 12 months	2

Number 3-6 months	1
Number less than 3 months	6 (since lockdown)
Sessions attended	
Total number attended	129
Average number of sessions	10
Lowest number of sessions	1 (new Service User)
Highest number of sessions	24
Number of people who have attended over 6 sessions	6

NB: information taken from Provider reports. As not all data is recorded on Paris, it has not been possible to validate this.

Table 4: Closed cases (Total: 19)	
Not included in original report from Plattform – identified via Paris Data Manager report	2
Not included in original report from Plattform as archived due to death of Counsellor	3
Bridgend, so not counted in any of this analysis	1
Demographics	
Average Age	40
Youngest	28
Oldest	69
Male	9
Female	10
Length of time in service (weeks)	
Average length of time in service	12
Shortest length of time in service	0
Longest length of time in service	53
Number over 12 months	1
Number 6 – 12 months	3
Number 3-6 months	2
Number less than 3 months	13
All Closures: number of sessions attended	
Total number of sessions	74
Average number of sessions	4
Lowest number of sessions	0
Highest number of sessions	18
Number of people who have attended over 6 sessions	2
Closed Treatment Complete: number of sessions	
Average number of sessions	8
Lowest number of sessions	3
Highest number of sessions	18
Number of people who have attended over 6 sessions	2
Closure reasons	
Treatment complete	6
Treatment declined	2
No appointments attended	4
No further contact after 1 st appointment	1

No further contact after 3 rd appointment	2
No further contact after 4 th appointment	2
No further contact after 5 th appointment	1
No further contact after 6 th appointment	1

NB: information taken from Provider reports. As not all data is recorded on Paris, it has not been possible to validate this.

Stakeholder Engagement

The below provides quite detailed information about the feedback given by both Service Users and staff who have referred people into the service, as well as outcomes of discussions with funding bodies. This is followed by a brief summary of the findings of the Stakeholder Engagement.

Service User Feedback

- Existing Service Users were invited, via the Service Manager, to participate in the Evaluation either through a telephone call or an on-line Survey.
- Questions asked included as Appendix 1 below.
- 4 Service Users responded to the consultation:
 - 2 via telephone calls
 - 1 via the on-line survey
 - 1 via responding to the questions in the word document.
- The feedback given by the person who completed the on-line survey was positive about aspects of the service included in the survey. The responder said that they have been using the service for between 3-6 months and will need to continue to use the service for over 12 months more.
- The 2 Service Users spoken to over the phone were extremely positive about their experience of using this service, which they said was life changing and compared favourably to other services they have tried in the past. Both have been using the service for over 12 months. One said that she only uses the service when she needs to now, but that it is good to know that it is there when she does need it. One said that she is doing much better now than when she started and knows that the next step will be to stop having Counselling, but does not feel quite ready yet.
- The one person who completed the word document was also very positive about the service they had received and compared this favourably to other experiences of counselling that they had in the past. They have been using the service for a couple of months, having telephone counselling once a week for about an hour. They were unsure of how long they would need to continue to receive the service.
- Some feedback, which Service Users had sent via phone messages or Facebook, was also provided by the Service Provider. This feedback is very positive about the service and the impact that this had on their lives.

Barod Choices

- 7 of the open cases have been referred by the Choices Service.
- 2 staff spoken to.
- 1 member of staff, who has worked with young people for several years, said that:
 - Values Counselling services as they can help people address issues that Key Workers are not qualified to do, such as eating disorders or self-harm/suicide.
 - Experienced barriers accessing mental health services for people who have chaotic substance use issues, though believes this is currently being looked at with a view to addressing.

- They were unaware of the service until February / March this year, until they had a case they were concerned about and on speaking to a colleagues they suggested they try a referral for counselling.
- The reason they use this service is because of how responsive it is, i.e. that it will start working with young people with a day or two of referral.
- One of their cases is of a young lady in University who does not meet the criteria for the Exchange Counselling Service.
- The University offer Counselling, but there is a waiting list for this.
- The Exchange service, commissioned by City and County of Swansea, work with young people up to the age of 18, is time limited to 6 sessions (which can be extended if needed).
- As there is a time limit, the Exchange Service cannot work with young people who have a high level of needs due to the complexity of their issues. These young people have to be referred to CAMHS through their GP or Social Services.
- There is an approximate 2 year waiting list to access counselling services through the GP (for people aged 18 and over).
- Barod have a volunteer working with them who is a qualified Counsellor and provides this service one day a week. There is a waiting list for this service.
- Swansea City Council have recently employed someone as an Emotional Health and Well-Being Worker (for young people?), but they have only just started in post so not sure how this service will work.
- 2 of the people that they have referred would have struggled to access alternative provision to meet their needs.
- 1 of the people they have referred is likely to need to access Counselling over a prolonged period of time. The rest are likely to be short term.
- 1 member of staff, who has worked with young people for 15 years (6 of these with Barod):
 - They have 4 people currently being supported by the service.
 - 1 has been with the service for 7 months
 - 1 for 2 months
 - 2 are very recent
 - They have 1 more in the contemplative stage who they may refer soon.
 - Counselling needs to be weekly, as it can be quite risky to start working with someone through past traumas if they are not seen regularly.
 - Reason use this service:
 - No waiting list:
 - Referrals are responded to within one day.
 - Good understanding of what approach will work best for individual young people and the issues that they have (e.g. past trauma, suicidal thoughts, eating disorders)
 - No restrictions on the number of sessions that the young person can have:
 - It can take time for young people to develop trust and open up about their issues and past traumas.
 - Good communication:
 - Counsellors will discuss cases and the approach that they will use during the referral process, so that the support worker can advise

the young person of this and they can make an informed decision about whether or not this is something that they want to do.

- Advice is be given, at the point of referral, about the potential likelihood that the individual would benefit from counselling.
- Contact is maintained if a young person does not turn up for their appointment.
- Understanding of substance misuse:
 - Some mental health services can be difficult for young people to access if they are misusing substances, but that taking coping mechanism away from someone who has experienced trauma can be dangerous.
 - Young people can feel judged about their substance misuse if they go to other services.

City and County of Swansea: Children's Services

- 2 service users are aged 15 years old.
- 1 service Manager responded.
- These young people do not have open cases with Social Services.
- Service Manager reported that they had not heard of this Counselling service,

PSALT

- Two members of staff responded to the consultation.
- 1 provided the following feedback:
 - I have got two patients that are currently receiving counselling and the impact on their quality of life has improved tremendously.
 - I have one patient that since working with Claire they have been able to focus on their recovery in treatment, requested reductions in their Buprenorphine and has managed to secure part time work in substance misuse.
 - My other patient had been struggling to get any support from her GP for a number of years, she has suffered a great deal of trauma as both ex partners died as a result of a drug overdose and whilst she has remained stable in treatment and not used drugs over the years she has also developed OCD tendencies and agoraphobia. With my patient continuing to work with Claire their quality of life has improved as a direct result, is looking into go back into college and attending NA groups for additional social support, which would not have been an option before counselling.
 - I do have another patient on my caseload that has had multiple counselling episodes with Claire but has had to stop many times as they have found it difficult to sustain stability in treatment whilst working on PTSD. This patient now feels that they have sustained a long enough period of abstinence and has a strong family support network, so they have requested another referral for counselling as they feel it is paramount in their recovery and be able to give them the confidence to start making progress in treatment with an end goal of living drug free.
- Another provided the following feedback:
 - I can confirm that I have one patient currently attending counselling with Claire @ Newlink. This young man has found this to be this to be an absolute life line in being able to move forward in his life and looks forward to progressing with the support.

- One of my patients following his counselling through Newlink and victim support was able to attend a conference where he was recorded speaking in front of 100 people on his experience of PTSD and encouraging others to come forward and seek help.
- I also have two people who are waiting to be referred but unfortunately on hold at the moment due to Covid 19 restrictions.

WCADA

- Employ 3 Counsellors, 2 on their Adult Service and 1 on the Families Service
- The Counselling that they provide is abstinence counselling, so it is not comparable of equitable to the service provided by Platform (nee Newlink). Therefore, comparisons cannot be made.
- One of the Service Managers believed that the reason WCADA in NPT have not referred people into the service provided by Platform (nee Newlink), was because the Counsellor who used to provide the service in NPT sadly passed away suddenly and they were not sure what arrangements were in place to continue the service in that area. If they were aware that the service could continue to work with people in the NPT area, then they believe that they would have been able to refer more people into it.

Cwm Taff APB

- Information on number of people being supported by this service has been exchanged.
- Funding split 74 % Western Bay, 26 % Bridgend.
- Information on the number of people being supported in Cwm Taff has been provided by the Service Provider. This has not been validated. This information indicates that the level of provision is split 28% Western Bay (13 open cases), 72 % Bridgend (34 open cases).
- If Cwm Taff pay 26% of funding, then the total costs for the whole service would be £59,553.24.
- If we use the information provided by the Service Provider to calculate the percentage split with regards to the level of provision, and Western Bay were to only pay for the proportion of the service that they receive (28%), then the cost then the cost for this would be £16,674.91, which would be a reduction of £17,551.09. This is a rather crude calculation. More work would need to be done with the Service Provider and Cwm Taff to determine that actual percentage split and the actual costs associated with this.
- Western Bay cannot pay for services delivered in Cwm Taff.
- Cwm Taff have been alerted to the issue of the apparent disproportionate amount of service being provided in Western Bay compared to the percentage split of the funding.

Welsh Government

- The Welsh Government expects Area Planning Boards to use their counselling ring fenced allocation in line with the substance misuse treatment framework 'Guidance for Evidence Based Psychosocial Interventions in the Treatment of Substance Misuse'. The framework itself outlines the best available evidence to inform decisions about the effectiveness of psychosocial interventions to improve services and outcomes for individuals who misuse substances. Details are provided on how psychosocial interventions should be implemented. Welsh Government would therefore expect services to be provided within these guidelines according to the needs of services.

- The framework is inclusive of a wide range of psycho-social interventions for APB's to use within services not just or exclusive to 'counselling' as the ring fence terminology suggests.
- The Welsh Government has confirmed that they are content for the ring fenced counselling allocation previously used for Newlink to be transferred into WCADA for them to use for their counselling. This will have to be reflected in the updated expenditure plan when submitted for the next quarter just so we can identify where the ring fenced spend is being allocated and spent.
 - **NB:** separate contract monitoring arrangements be developed for WCADA's Counselling service, to ascertain the extent to which it is able to meet the gap that will be left if funding is withdrawn from Platform.

Summary:

- The feedback that has been provided by both people who are currently using the service, as well as staff from partner agencies who are joint working with existing service users, has been very positive about the service and the impact that this has had on the lives of people who have used it.
- A useful suggestion from one of the agencies was that the service develop an information leaflet that lets people know what they can expect from the service and what the expectations will be on them in return, which could include a checklist that can be used to consider whether counselling is the right service for perspective Service Users.
- One of the benefits of the service is that there is no waiting list so people can access it instantly. This benefit would change if demand increased.

Table 5			
Value for Money			
Total Annual Cost		£34,226	
Staffing			
Head of Clinical Services	0.405 fte / 15 hours per week	Annual cost: £14,256.76	FTE salary: £35,167
Counsellor	0.405 fte / 15 hours per week	Annual cost: £8,144.08	FTE salary: £20,089
Benchmarking: salaries for Counselling roles in other local services are in the region of £24,000.			
Average Hourly Rate			
Total number of appointments booked for reporting period		229	
Number of appointments in 12 month period (01/04/19-30/03/20)		196	
Average number of appointments booked, per week, over reporting period (229/65)		3	
Percentage of appointments attended NB: Appointment not attended or cancelled within 24 hours would still be paid for, which is in accordance with the Service Specification.		83%	
<p>NB: Some appointments reported by the Service Provider could have occurred before the reporting period. To counter for this, some appointments have been discounted from the data provided by Platform, as follows:</p> <ul style="list-style-type: none"> • 2 closed cases: <ul style="list-style-type: none"> ○ 1st case: appointments not on Paris, but based on assumption that these are held on average weekly, 4 appointments discounted. ○ 2nd case: Paris records on that 4 appointments were outside of the reporting period. • 4 open Cases: <ul style="list-style-type: none"> ○ 1st case: Paris records who that 6 appointment were outside of the reporting period. ○ 3 other cases do not have detail of all appointments, with those appointments on the system within the reporting period, so no appointments discounted. • Total number of discounted appointments: 14 			
Hourly rate (based on 12 month period: £34,226 / 196)		£175	
Average Cost Per Person			
Number of people supported in a 12 month period		27	
Average cost per person (based on 12 month period: £34,226/27)		£1,267	

NB: information taken from Provider reports. As not all data is recorded on Paris, it has not been possible to validate this.

Additional hours for supervision: supervision is an essential element of Counselling, but, if this was a private based service, the costs for this would be incorporated into the hourly rate for Service Users, which is why this formula has been used to calculate hourly rate for this service.

Market Analysis

The Service Provider reports that:

- They are not aware of any other service who are able to offer long term work to individuals with substance misuse issue to process deep underlying trauma.
- WCADA and Barod employ counsellors, but that due to the fact they refer into this service, it is likely that they are unable to provide this type of therapy.
- Trauma therapy is a very specialised area that requires additional training. This is expensive and time consuming. Training can take up to seven years from initial training with considerable cost to the person training. Very few counsellors are trained in dual diagnosis and will often refuse to work with this client group.
- Private counsellors trained to work in this area will charge £85 and up for a one-hour session. This is impossible for our clients to afford.
- Counselling/Psychotherapy is usually the completion stage of the journey where people are healed and don't usually require follow on services. Those who access and are not known to services will be asked if they would like referral to other agencies. Sometimes carers support, SMART recovery or community-based volunteering programmes are the next stage for those who have accessed services. We have seen some gain employment.

Stakeholders have provided the following information about other Counselling Services:

- The University offer counselling to University students, but there is a waiting list for this.
- The Exchange service, commissioned by City and County of Swansea, work with young people up to the age of 16/18 (?), who are in school. It is time limited to 6 sessions (which can be extended on exception).
- As there is a time limit, the Exchange Service cannot work with young people who have a high level of needs due to the complexity of their issues. These young people have to be referred to CAMHS through their GP or Social Services.
- Reports that there is an approximate 2 year waiting list to access counselling services through the GP.
- Barod have a volunteer working with them who is a qualified Counsellor and provides counselling equivalent to approximately one day a week. There is a waiting list for this service.
- Swansea City Council have recently employed someone as an Emotional Health and Well-Being Worker (for young people?), but they have only just started in post, so not sure how this service will work.
- WCADA employ abstinence counsellors, so the service that they offer is not equitable to the service offered by Platform (need Newlink).
- Existing counselling is mainly focussed on addressing mental health needs, with less understanding (and tolerance) of the needs of people who have substance use issues than a substance misuse specific service has.
- Swansea MIND have recently set up a new service for people aged over 18, which is a 6 week self-help programme, with weekly sessions to work through work books. This could be a good pre-cursor to prepare for counselling.

EVALUATION OF COUNSELLING SERVICE: SERVICE USER SURVEY

Introduction

The Western Bay Area Planning Board are carrying out an evaluation of the Platform (formerly Newlink) Counselling Service.

It is important that we include the views of people who use the service as part of this evaluation.

Thank you for taking the time to complete this survey.

Questions

1. What were your expectations before accessing this service? What did you think it would be like?
2. How well did the service meet your expectations? Was it better or worse than you thought it would be?
3. How often do you have appointments?
4. Are you happy with how often this is?
5. How long do your appointments usually last?
6. Are you happy with how long they last?
7. How convenient are your appointment times and days?
8. Where do you go for your appointments?
9. Are you happy with where you have these?
10. Did the service correctly identify the areas that you needed support with (your goals)?
11. Has the service been able to help you work towards achieving your goals?
12. How long have you been using the service for?
13. How long do you think you will need to continue to use the service?
14. Is there anything else that you think could be done differently to make the service better?