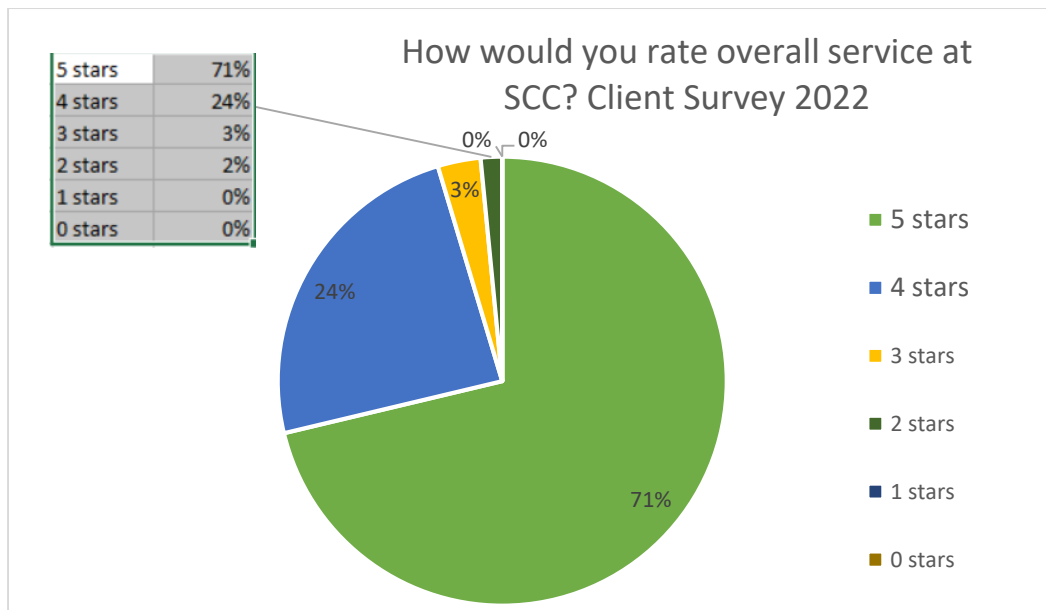


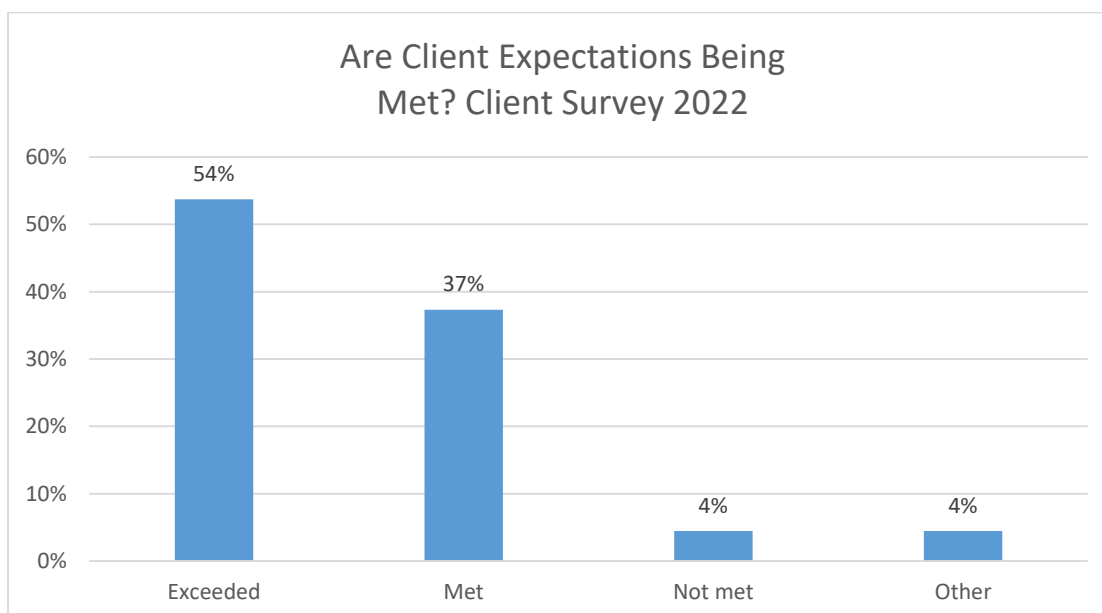
We have some positive responses (67) to our request to clients for feedback, so that we can learn from and if appropriate adapt services. Here are the headlines to share with you.

### 1. Summary of Star Ratings awarded by Clients in 2022 survey.

The pie chart below illustrates that there weren't any 0 or 1 stars, there was 1 x 2 star and 2 x 3 star ratings. The remainder were within the majority of 5 stars and then 4 stars. This is excellent feedback from clients to the services provided by everyone associated with our charity.



2. We asked whether expectations were being met. And the following graph illustrates that the majority suggest their expectations are exceeded, and are being met. There were three who felt their needs were not met, and the three in the Other category felt it was too soon to give an answer.



**3. Positive additional qualitative feedback from SCC Clients in 2022 survey**

- Friendly supported
- I'm completing this as a parent of my daughter who is having counselling with Xx. Your matching service is brilliant. Your expectation that she has to go weekly is right so the level of support is right and the sessions she has appear to be fantastic. Through nhs we have repeatedly felt unheard and finally my daughter feels listened to and really heard. Thank you
- My counsellor is incredible, has helped me process past trauma and really start to move forward with my life, thank you
- My counsellor has made a massive difference to my mental health. Could not recommend my counsellor highly enough.
- From initial enquiry through to consultation and into weekly sessions, my experience with Somerset Counselling Centre has been excellent. Pricing is very fair considering the quality of the service I have received. I feel I was well matched to a counsellor who I have been able to build a great therapeutic relationship with over time. I feel safe, understood and able to share my authentic thoughts and feelings with my counsellor, without fear of judgement. Overall, I am very happy with the service I have received, and the positive impact counselling has had on my life.
- My counsellor has been brilliant. We couldn't have asked for better!
- I have been to several counsellors in the past but have found that SSC has been far more helpful. I have dealt with many issues and made massive personal gains thanks to the support and help from my counsellor.
- It would be good to get back to face to face although online works well. Really getting a lot out of our sessions, great to feel supported. In a much better place than when we started. Really appreciate the help and support given.
- Since going to counselling my mental health has really improved. I have learnt a lot about understanding why I think the way I do.
- My counsellor is intuitive and good in her feedback and therapeutic use of laughter
- Amazing service from first enquiry. Incredibly professional and great communication
- Absolutely amazing service, worth it's weight in gold
- I found an instant connection with my counsellor who changed my views on counselling as a service and also what I was able to gain from using this service.
- My life has completely changed for the better since I started my counselling here. It has been a long road to get to where I am now but the support has been invaluable. I really feel listened to.
- The service was excellent and my counsellor helped me a great deal. I had hoped to continue having sessions perhaps fortnightly but I understand that only weekly sessions are possible.
- My counsellor has become an essential person in my life, I honestly don't know where I'd be without her! I trust her implicitly and take her advice seriously. She always makes me feel comfortable and I always leave sessions feeling infinitely happier than when I went in. Mondays are my favourite day of the week because I get my session with her!

**Comments for the service to review and reflect upon for future internal discussions and planning**

- Wish it could be done fortnightly
- I would like to have goals / milestones set from my counsellor every week so that each session i have been focussing on a task to help me
- So far I have felt unable to talk to my councillor, patronised and invalid. The initial consultation session was exceptional however.
- Stipulated Weekly counselling sometimes is too much.....everyone processes info at different speeds
- It took much longer than I expected to get the counselling set up - from enquiry to regular sessions - but I am very pleased with the counselling now it's happening.
- More flexible meet times, later in the evenings and weekends would be helpful

END August 2022