

DHD: 0900323

14 March 2023

Dear

Thank you for your request for information under the Freedom of Information (Scotland) Act (2002).

I now respond to your request as follows:

1. *Do you record clinical outcome measures at the start and end point of a student's counselling journey?*

Yes.

2. *If you use clinical outcome measures, which measures do you use?*

CORE 10 and CORE 34, GAD-7, PHQ-9 and IES-R.

3. *Do you routinely use clinical outcome measures to evaluate the efficacy of your services? If so, please provide details.*

No.

4. *Do you collect any other feedback from students who attend counselling, such as student feedback through evaluation forms? If so, please provide more detail.*

Yes. Clients are invited to complete a feedback form at the end of their counselling.

5. *Do you routinely use this feedback to evaluate the efficacy of your services? If so, please provide details.*

Clients are asked for feedback at the end of each session. Mid-therapy reviews are also in place, allowing for the course of therapy to be amended to suit client needs.

Reflection on feedback received takes place at the end of the therapy giving the opportunity to identify improvements.

6. *Please provide more details about the gender and ethnicity of your counsellors.*

White British Female/White Scottish Female  
Trainee Counsellors: White Scottish Male/White USA Male/White Scottish Female

I trust the above response meets your request for information in full.

Should you be unhappy with the College's response you may seek a review, by writing to Derek Smeall, Principal. Your grounds for seeking a review should be included in your request.

I also wish to advise you that the Scottish Information Commissioner has launched an online appeals service via their website – the link is as follows:

[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal).

Other contact information for the Scottish Information Commissioner is listed below:

Tel: 01334 464610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Thank you for your interest in the College.

Yours sincerely

Donald Higgins – Durnan  
**Corporate Support and Administration Manager**

