



East Ayrshire Council
Comhairle Siorrachd Àir an Ear

East Ayrshire School Counselling Service

Parent Feedback
June 2024

The Exchange

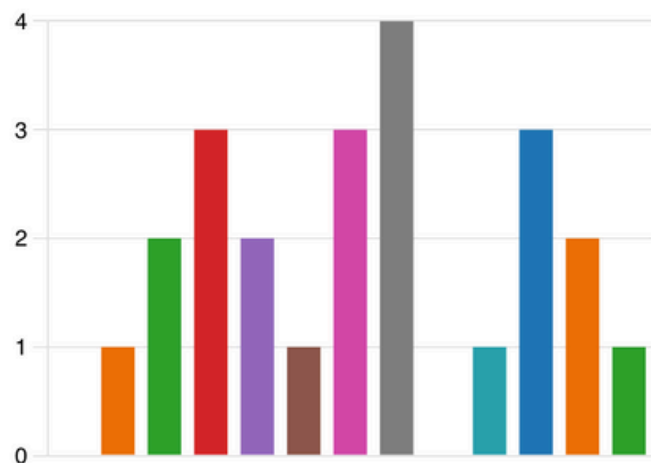
Background

Responses were received from 23 parents across the local authority. Out of the responses received 11 were from parents of young people in secondary school and 12 were from parents of Primary aged children. Responses were received from parents of children in all age groups apart from P1 and S2.

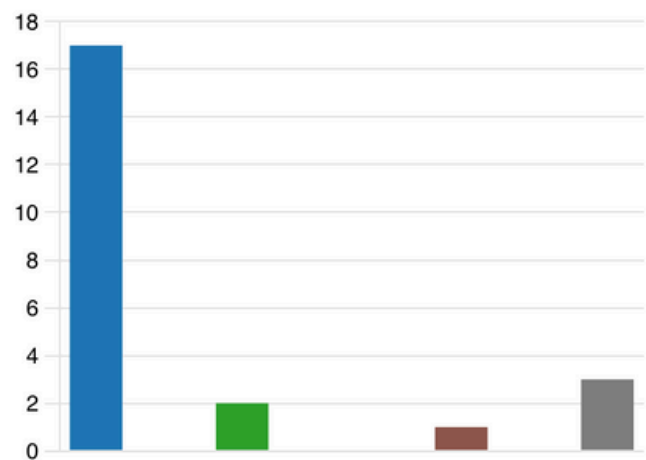
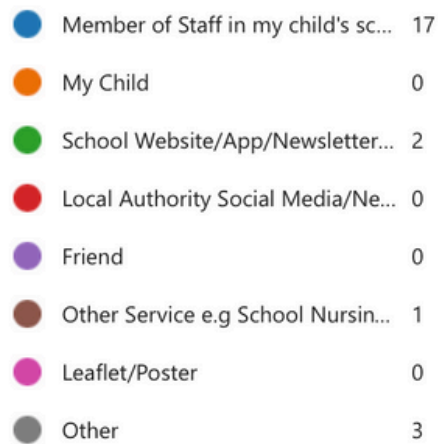
Q1.What year group is your child in?

- P1
- P2
- P3
- P4
- P5
- P6
- P7
- S1
- S2
- S3
- S4
- S5
- S6

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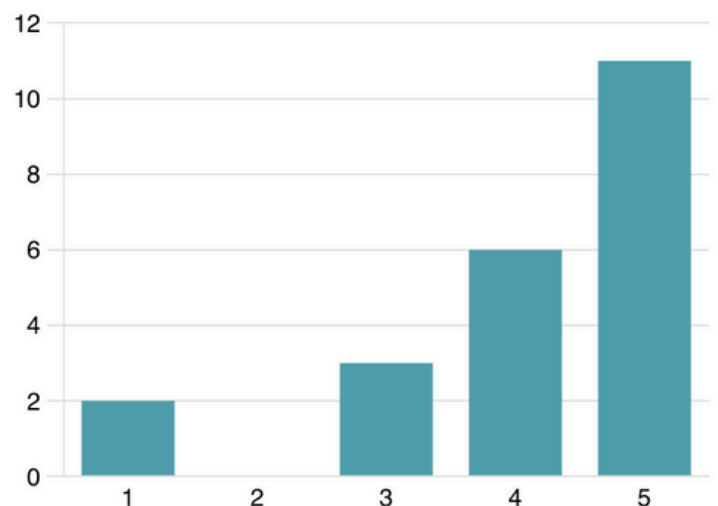
Q2. How did you find out about the Exchange?



The 3 people who selected “Other” found out about the service from the hospital, their sister and from their child’s friend who had attended the service

Q3. How useful was the information you received about the Exchange ?

4.09
Average Rating



Q4. Is there any additional information that would be useful for parents/carers to receive about the service? What is the best way for us to share this with parents/carers?

"More advertising"

"School app or teachers having direct conversations about the benefits of the service"

"Advertise in school and social media"

"Had a conversation with guidance teacher only."

"Perhaps giving leaflets out to the children to bring home to advertise the service"

"Communication with parents would be helpful. My son spoke of suicide and self harmed due to bullying. I know nothing about what was discussed with the counsellor."

"Face to face talks, emails"

"Tell parents the service is available. Create an Information leaflet describing the service, how to enrol in it, what the sessions will entail etc. Get posters in the schools on notice boards so all the children are aware it exists."

"The counselling my daughter got was amazing, I see a big difference in her and she had 5/6 sessions. I can't say anything to fault them"

"Information on the boards or windows"

"More information about it on the school app"

Q5. Were you happy with how quickly your child was seen by The Exchange?

Yes	15
No	4
Not Sure	3



Q6. Since attending counselling/psychological wellbeing sessions with The Exchange, I have noticed improvements in my child's overall mental health/wellbeing

Strongly Agree	8
Agree	4
Unsure	6
Disagree	4



"It really improved after the work - helped her to pause and consider her own feelings - she was able to relate the learning to a topic of interest - she used the calming items she created with the service"

Q6. If stated in Q5 that your child's overall mental health/wellbeing has improved since attending counselling/psychological wellbeing sessions with The Exchange, can you please give some examples of how things have improved?

"He deals with his emotions better and understands them." (Parent of P4 pupil)

"He has been so much happier and more confident. He's also been very open about how he feels." (Parent of P7 child)

"My daughter has only had one but she really likes her counsellor and has said she feels good knowing she's started." (Parent of S3 Pupil)

"I was made aware how much my son was struggling at school, plan was put in place with all his support teachers and we were able to establish personalised plan of action to help settle my son." (Parent of S1 Pupil)

"With her anxiety she gets sore necks and stomach to the point she thinks she's going to be sick. After her sessions she only comes to me with a sore neck maybe once a week now. Whereas before it was every day and she would cry and scream if I even left the house" (Parent of P3 Pupil)

"My son has gained so much more confidence, and also an understanding of why he is feeling certain emotions" (Parent of P7 Pupil)

"Have helped her go into school now and not cry when a was leavin her" (Parent of P3 Pupil)

"His mood & overall manor has improved. He's made an effort to get out to school on time."(Parent of S4 Pupil)

"It really improved after the work - helped her to pause and consider her own feelings - she was able to relate the learning to a topic of interest - she used the calming items she created with the service" (Parent of P5 Pupil)

Q7. Since attending counselling/psychological wellbeing sessions with The Exchange, my child seems happier attending school

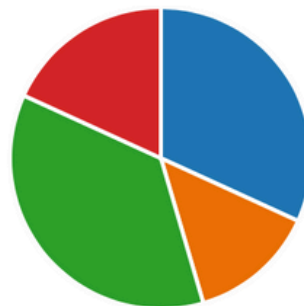
Strongly Agree	6
Agree	4
Not Sure	7
Disagree	5



Have helped her go into school now and not cry when a was leavin her" (Parent of P3 Pupil)

Q8. Since attending counselling/psychological wellbeing sessions with The Exchange, my child seems more settled at home

Strongly Agree	7
Agree	3
Unsure	8
Disagree	4



With her anxiety she gets sore necks and stomach to the point she thinks she's going to be sick. After her sessions she only comes to me with a sore neck maybe once a week now. Whereas before it was every day and she would cry and scream if I even left the house" (Parent of P3 Pupil)

Q9. As a parent of a child who has attended counselling/psychological wellbeing sessions with The Exchange, how valuable do you believe this service to be?

"It is good" (Parent of P4 child)

"Extremely valuable" (Parent of P7 Child)

"The service is paramount and I would high recommend it. It's a small drop in the ocean but it's something that is fun, it grips their interest and provides knowledge and understanding." (Parent of P5 Child)

"This service had been need for over a year but with the help and support from this was amazing and helped so much" (Parent of P4 Child)

"Very much as other avenues are a long wait so having this can be all that is required for my child's mental health and bring them to a point that they understand their emotions and how to deal with them properly rather than lashing out or being scared." (Parent of P4 child)

"It was extremely valuable to my son, the counsellor and the sessions had such a positive impact on his mental wellbeing." (Parent of P7 child)

"It's valuable for the parent knowing someone is listening to their child" (Parent of S1 Pupil)

"It's needed, kids are struggling with MH and unfortunately there is a long waiting lists from nhs, not everyone can also afford private care so this service is much needed at schools" (Parent of S1 Pupil)

"Very valuable! I don't know where I would be or doing without the help she received" (Parent of P3 child)

"Extremely valuable, as a parent there will always be things that you can't always help your child deal with. That is where the counselling stepped in, in my case and helped me too help my child better" (Parent of P7 child)

"I believe the service is valuable. My son's behaviour at home has been really hard to deal with at the moment. I can say I've noticed his anxiety is better at school and he is willing to go in and seems happy. At home he has regressed into acting like a toddler." (Parent of P2 Child)

"It's extremely important that this service is always available. It's expensive to use a private counselling service & children may not get the help they need." (Parent of S4 Pupil)

Q10. Do you have any suggestions for how we could improve the service?

"I think it needs to be more flexible to the number of sessions offered, my son was recommended to have a second lot of sessions however altho re referred again this has never happened so he has not had them." (Parent of P7 Child)

"Longer counselling sessions not just 6 weeks" (Parent of S1 Child)

"The 6 sessions could be extended (depending on required) or even monthly check ins to remind the young person of their previous learning" (Parent of P5 Child)

"Listen to what the parents are telling them as children with additonal needs masks at times" (Parent of P6 child)

"To be able to contact the exchange programme after the 6 weeks if anything may trigger the child and unable to control things" (Parent of P4 child)

"Offer a Toolkit & practical advice as opposed to someone who just listens". (Parent of S1 Pupil)

"Give parents feedback" (Parent of S1 Pupil)

"A designated space within the school is required instead of hunting up a different classroom for each session. More counselors are required, there are only 2 for the entire academy." (Parent of S5 Pupil)

"I can only speak for our situation, but perhaps being sited in a room in the school that is next to an external door might have helped. This would avoid having to walk through the school." (Parent of S6 Pupil)

"Just to advertise it more". (Parent of P7 Child)

"Child being seen quicker after referral is the only improvement i think is needed" (Parent of P7 Pupil)

Q11. Are there any barriers, in your opinion which may get in the way of some children/young people accessing the service?

"They don't know it's there" (Parent of P7 Pupil)

"It's really inclusive, it doesn't make the child stand out differently from others, the commutation between the service and home was brilliant also" (Parent of P5 Pupil)

"Waiting lists" (Parent of P6 Pupil)

"A small wait from telephone conference call to starting programme" (Parent of P4 Pupil)

"Shame and peer-group bullying". (Parent of S1 Pupil)

"Shame for the child because once other kids know where they are going, they can get bullied worse." (Parent of S1 Pupil)

"Kids can feel ashamed attending it, breaking down a stigma will help" (Parent of S1 Pupil)

"Very few students know the service exists. Those who do face long wait times to be seen and then only have 6 sessions to try and make some progress." (Parent of S5 Pupil)

"I think many teenagers suffer from social anxiety so it just may not suit them. Also if school is the cause of anxiety then meeting a counsellor in school won't help, at least in early sessions." (Parent of S6 Pupil)

"I never knew anything about it till the hospital told me. Not sure if the schools could maybe pop a leaflet in the kids bags or even put it on their learning journals. (Parent P3 Pupil)"

"Until I approached the school I had never heard of the service, so more information in general being available" (Parent of P7)

"If the child doesn't want to go, even when they require help". (Parent of S4 Pupil)

Q12. Please use this space for any other comments you would like to make about this service and the impact it has made to your child and/or family, where relevant.

"The referral process is not clear or easy, or maybe it's my school that's just not good" (Parent of P7 Pupil)

"It's been a great service, lots of techniques for my child to use to help his mental health" (Parent of P4 Child)

"Every person I spoke to when my child couldn't come to a session was absolutely lovely and I believe it is a valuable service for many children." (Parent of S6 Pupil)

"My daughter is so much happier now and she now understands these feelings and the things she done at the counselling she goes back to when she's feeling anxious. I genuinely can't thank the woman Beth who seen her enough" (Parent of P3 Pupil)