



East Ayrshire Council  
Comhairle Siorrachd Àir an Ear

# East Ayrshire School Counselling Service

Pupil Feedback  
June 2024

The Exchange

# Background

Responses were received from 119 Children and Young People (C&YP) in total. Out of the responses received, 93 of them were from Secondary school aged pupils and 26 were from Primary school aged pupils. In Primary schools, younger pupils were supported by an adult to complete the form.

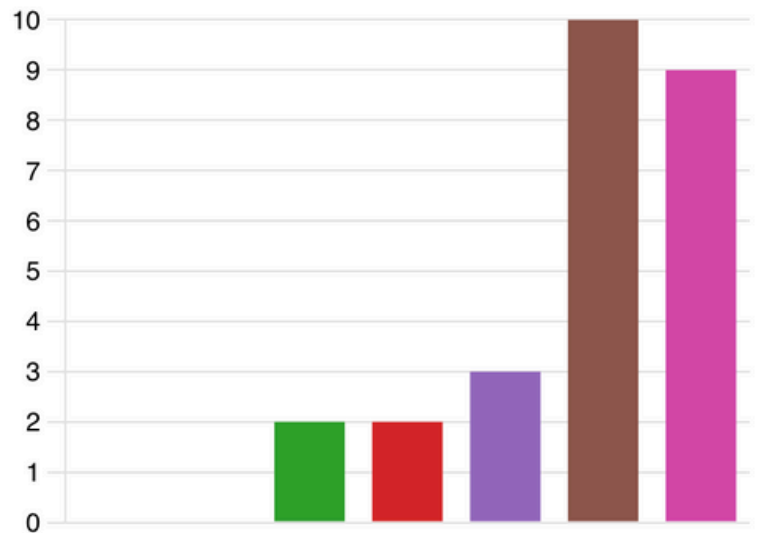
Feedback was gathered using a Glow form. The form was anonymous, however we did gather data on which school and year group the child/young person was in. In Primary schools we had returns from 8 schools across the local authority and in secondary schools we received returns from 6 out of the 7 schools in East Ayrshire. We also received returns from one of the supported learning centres.

In Primary schools we had returns from children in P3,P4, P5, P6 and P7. In secondary schools there were returns from every year group apart from S6. The most popular year group to respond to the survey was S2.

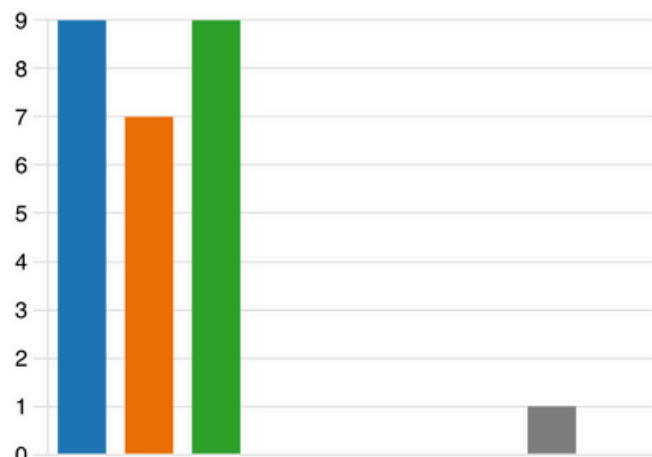
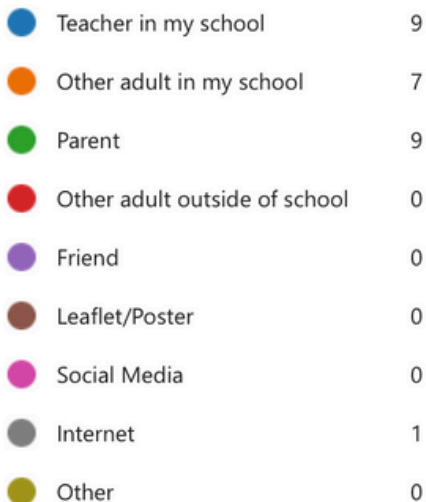
Forms took pupils an average of 3 minutes to complete.

# Primary Feedback

## Q1. What year group are you in?

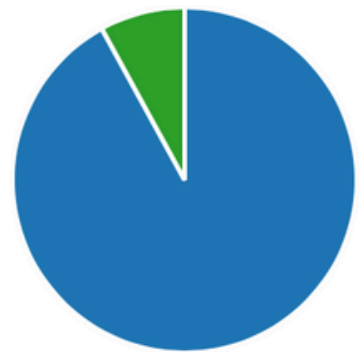


## Q2. How did you find out about the Exchange?



### Q3. Were you happy with how quickly you were seen by your counsellor/wellbeing worker?

Yes	23
No	0
Not sure	2



### Q4. Do you think attending sessions with the Exchange has helped to improve your mental health/wellbeing?

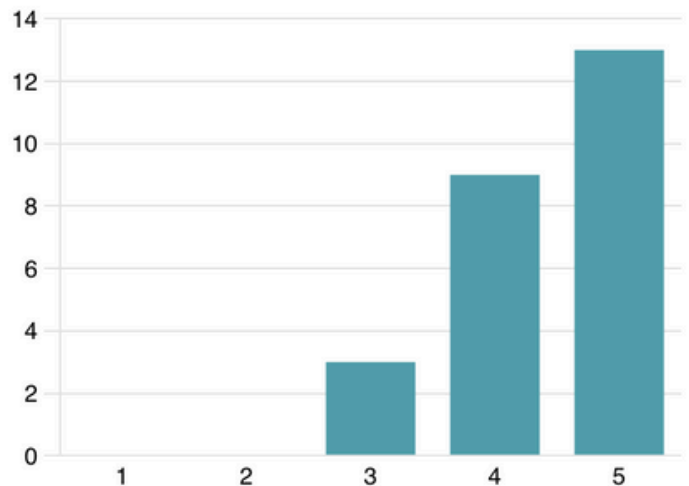
Yes	18
No	1
Not sure	7



*"It helped me improve my confidence. It helped me show my emotions more."*

Q5. How helpful were your sessions with the Exchange?  
5 being most helpful and 1 being least helpful

4.40  
Average Rating



*“It helped me improve my confidence. It helped me show my emotions more.”*

## Q6. Can you list 2 things you found helpful about your sessions?

*"Talking about my issues helped. I liked the fact that it was private."*

*"It gave me some confidence. I was able to speak to her and tell her my feelings".*

*"I didn't feel pressured into talking about private things. The person was easy to talk to so I felt able to open up to her."*

*"talking about my feelings knowing stuff wont be repeated"*

*"IT WAS CALMING AND GAVE ME TECHNIQUES TO STOP GETTING ANGRY"*

*"Talking to someone that I could trust. The breathing exercises."*

*"they were fun in a way that never scared me and instead let me do my interests (drawing, reading and more) while helping with my mindset"*

*"I was able to express how I felt with things and I was able to feel like I could speak freely".*

*"\* explored more strategies \* strategy menu to refer to when needed"*

*"When we were playing with the playdough and making little men. Asking questions about school and my family".*

*"They helped me learn to find out about how other people are feeling. It helped me feel stronger to deal with my emotions."*

*"She helped me to think about my emotions more clearly. She gave me strategies to cope with things".*

*"Talking about feelings with the genie helped. Fun activities helped."*

*"It helped me have time out of the class to think".*

*"Using the playdough to express how I was feeling. I found the check in helpful".*

*"It helped me improve my confidence. It helped me show my emotions more".*

## Q7. Can you list 1 thing that could have been better about your sessions with the Exchange?

*"To have more than 6 sessions"*

*"Longer"*

*"Nothing its amazing"*

*"The area we we working in it was to noisy"*

*"The weeks could be longer and longer time in the session because he made me sad when he left"*

*"A bit more help when I didn't understand what he was talking about."*

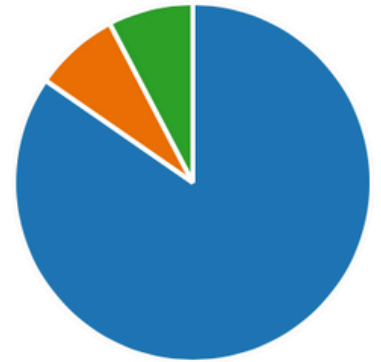
*"Being able to express a bit more (express my feelings and understand them)"*

*"More help about stress."*

*"Maybe a bit more arty stuff and more stress toys, list goes on but this is just my opinion"*

# Q8. Do you think the Exchange should keep on working with your school?

● Yes	22
● No	2
● Not sure	2



Please use this space to share any other feedback/thoughts you have on The-Exchange counselling service and the difference it has made to you.

*"It has made me feel better about myself".*

*"I know that I can ask for time out without being scared. It has helped me to cope a bit better with losing my dad."*

*"I like it because its made me understand that my feeling are normal"*

*"So when he came in thout that he would only talk about the worries but no we played games/drowed and when we made our own game and then talked and laughed and sung a song and when he made funny faces it made me laugh and i need you agen"*

*"It has made me think about my actions and how I listen and react to everyone.."*

*"I felt a bit nervous about it to begin with but it was fun to do. I enjoyed the wordsearches and the activity with marshmallows. It made me feel happier."*

*"It helped me with my mental well being. It has helped me a lot everywhere."*

*"The Exchange service made me feel happier and not so scared about things."*

*"I feel it helped me, I want to attend school now whereas before I didn't."*

*"I found it helpful and and I love being able to talk about my feelings about something to a professional counsellor."*

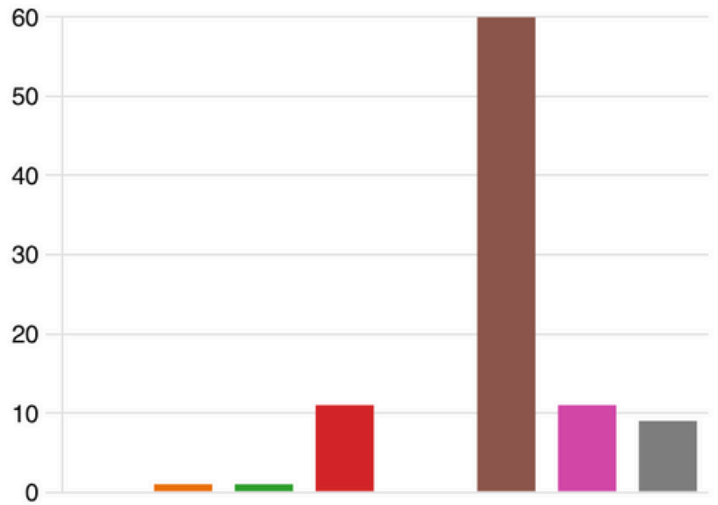
*"I'm just happy i got to have a counsellor and i could have someone to talk to that is not friends/family thank you!!!!"*



# Secondary Feedback

## Q1. What school do you attend?

Doon Academy	0
Grange Academy	1
Kilmarnock Academy	1
Loudoun Academy	11
Park School	0
Robert Burns Academy	60
Stewarton Academy	11
St Josephs Academy	9

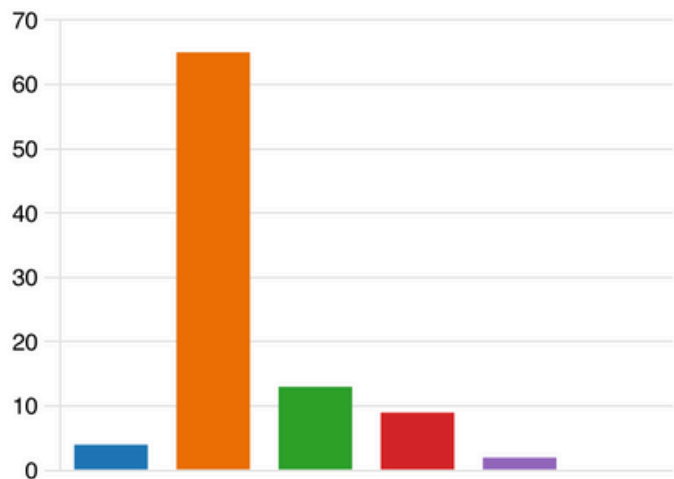


## Q2. What year group are you in?

2. What year group are you in?

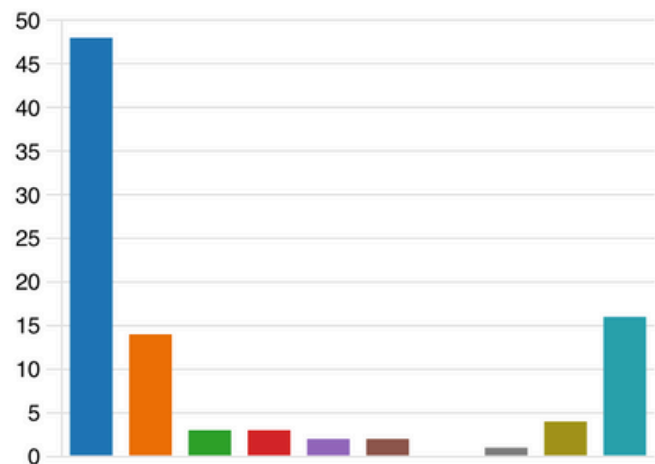
[More Details](#)

S1	4
S2	65
S3	13
S4	9
S5	2
S6	0



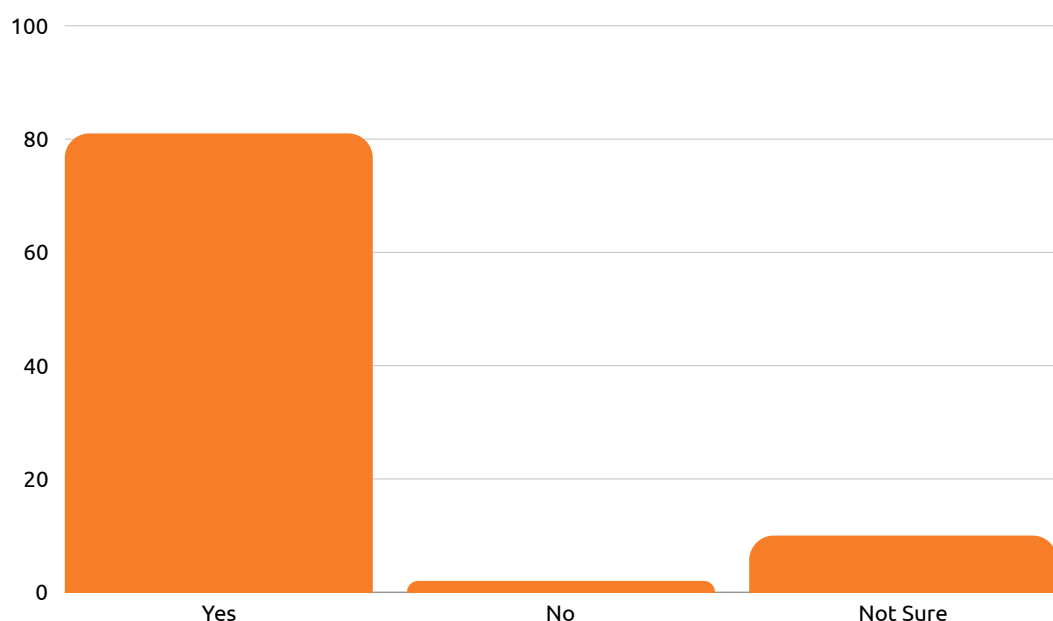
## Q3. How did you find out about the School Counselling Service?

Guidance Teacher	48
Other Member of School Staff	14
Parent	3
Friend	3
Other Adult outside of school	2
Leaflet/Poster/Online Newsletter	2
Social Media	0
Internet	1
Didn't know about it	4
Other	16

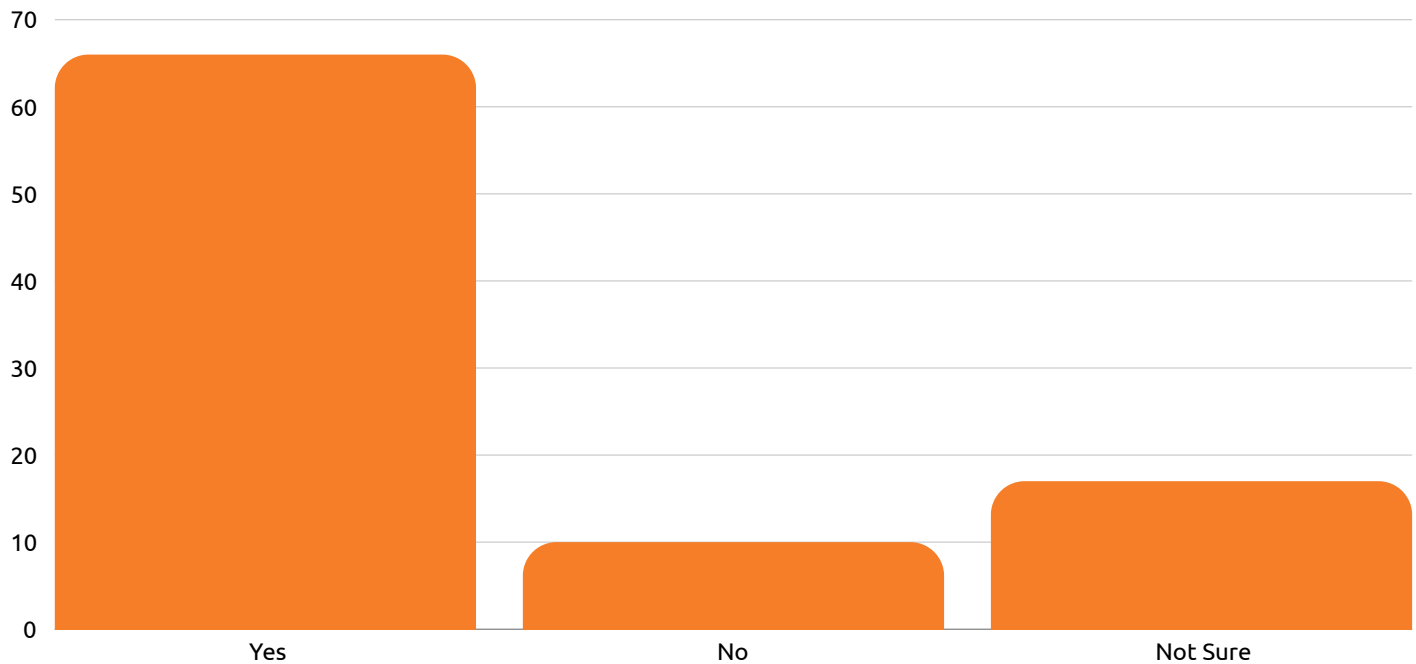


*Out of the 16 Young People who selected "Other" 14 said they found out about the service at a School Assembly and 2 of them from a Deputy Head Teacher.*

## Q4. Were you happy with how quickly you were seen by a counsellor?



# Q5. Were the counselling sessions helpful?



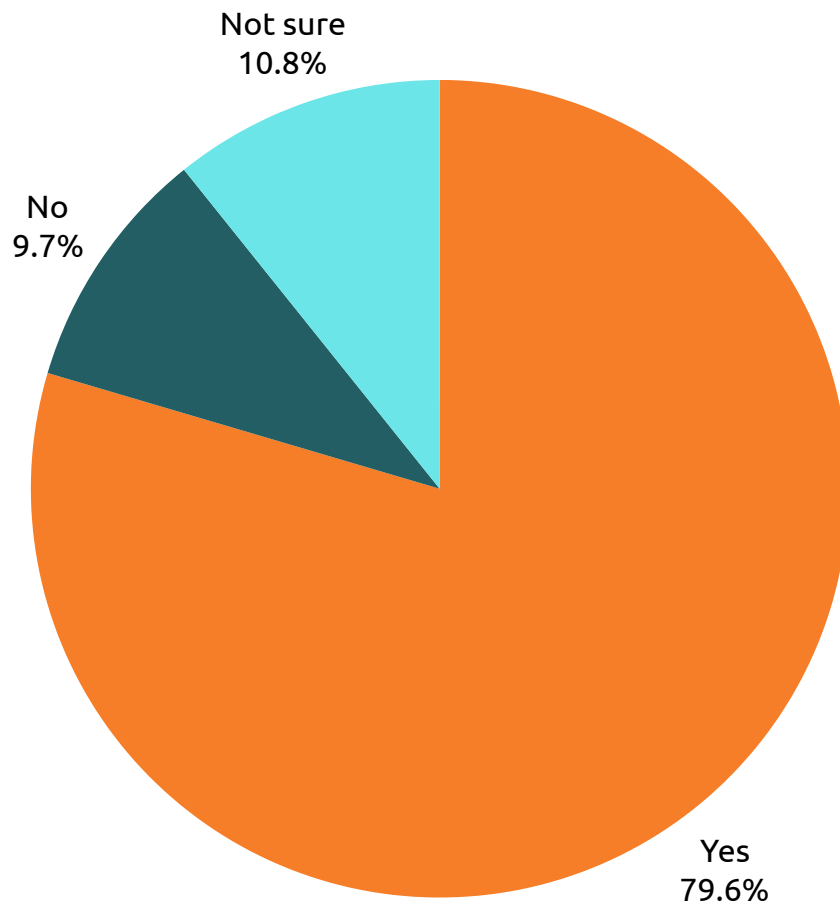
*"It was your own space to open up"*

*"It gave me somewhere to let my emotions out and let my mind ease"*

*"It helped to talk to someone"*

*"It made me have a safe space and someone to talk to"*

# Q6. Do you think attending counselling has had a positive impact on your mental health and wellbeing?



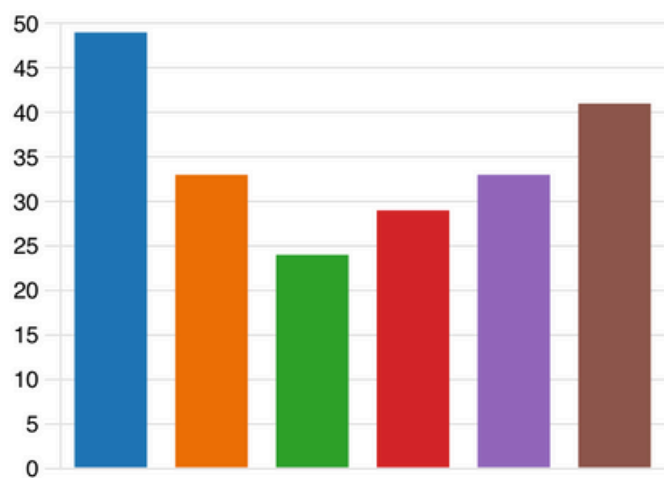
*"The service as made me manage to cope with the situations I had"*

*"I liked it, i feel like it helped me cope during school"*

*"Made me feel better about myself"*

Q8. Do you think attending counselling sessions has had a positive effect on any of the following? Please tick all boxes that are true for you.

Ability to cope with problems/w...	49
Attendance in school	33
Ability to concentrate in class	24
Motivation	29
Understanding of yourself	33
Confidence	41



*“Helped me open up to people i trust and help gain trust with others”*

# Q9. What were the things you liked about the counselling sessions?

*"The counsellor and talking about my feelings"*

*"Her open nature"*

*"Everything"*

*"It was your own space to open up"*

*"She doesn't get in my business"*

*"They don't tell anyone what you have said"*

*"Just being able to talk and not feel judged".*

*"It gave me somewhere to let my emotions out and let my mind ease"*

*"Coping with worries techniques"*

*"I didn't feel judged"*

*"Freely talk without others being informed"*

*"That it help build my mentality and confidence"*

*"How they always made me feel heard"*

*"It was fun and the person was nice"*

*"Talking about worries"*

*"It made me have a safe space and someone to talk to"*

*"Being close to the counsellor"*

*"I liked being able to do the questionnaire before sessions, so I was able to update the counsellor how I was."*

## Q10. Would you like to see this service continue?

Yes	58
No	8
Not sure	27



## Q11. Would you recommend this service to a friend?

Yes	62
No	8
Not sure	23



## Q12. Is there anything you feel might make it difficult for someone to access the School Counselling Service? If so, please give examples.

*"Having to talk to guidance about getting referred"*

*"In case someone found out"*

*"Confidentiality"*

*"Maybe they could feel ashamed of asking for it".*

*"Waiting lines which I know you can't fix"*

*"If they don't have access to a phone"*

*"People might not know about it"*

*"Not wanting to say they want it"*

*"People might be too nervous because the school needs to do a better job at letting people know that they shouldn't be ashamed to go to counselling"*

*"If it's in class and someone is scared to ask their guidance teacher with people around"*

*"Not wanting their parents to know or being scared to ask"*

*"If they don't know how to reach out to someone to refer"*

*"They might be scared to talk to people"*

*"They could not want anyone else to know"*

*"They might think they will tell someone"*

*"Understanding the purpose"*

## Q13. What improvements, if any would you like to see made to the School Counselling Service?

*"None it's very enjoyable"*

*"Fit the right Counsellor with the right pupil. Some click some don't"*

*"The woman went on talking quite a lot and she got me to do some drawing that was irrelevant to the reason that I was there so I'd say stick to being relevant to the actual problem."*

*"More councillors"*

*"More advertising"*

*"Tell people about it"*

*"More than one room"*

*"None cause there already good at there job as it is"*



# Q12. Additional comments about your experience with the School Counselling Service and the impact it has had on you

*Helped me open up to people i trust and help gain trust with others*

*Made me feel better about myself*

*It was a great way to talk about things that worry you*

*made me feel better about going to classes*

*I liked it, i feel like it helped me cope during school*