

Data was contributed by 18 sites, with the number of cases contributed ranging between 16 and 10 381. The mean number of cases contributed was 1 625 and the median number was 794. Only 6 services contributed more than 1 000 cases and 6 services contributed less than 500. The total number of cases received was 30 519. Clients with missing age or gender data, or with age less than 16 or greater than 65, were removed from the dataset yielding a dataset of 28 378 cases. Finally, clients whose only indicated therapy modality was something other than individual therapy were removed yielding a final dataset of 28 237 clients. In order to generate benchmarks for assessment outcomes, cases with no assessment outcome indicated were removed from the dataset. This yielded a sample of 23 255 clients.

Benchmarks are presented on 4 assessment outcome categories: Accepted for therapy (72% of sample); Referred to another service (3% of sample); Unsuitable for therapy at this time (2% of sample); Assessment only (13% of sample). The proportion of clients accepted for therapy in Higher Education is markedly lower than that in the Primary Care sample (80%). Figure 1 gives further detail on the differences in patterns of assessment outcome at a client level. There were significant differences in the proportions of

clients in each assessment outcome category for the two samples: proportions accepted for trial, assessment/single session only and long consultation were all higher in the HE sample while proportions accepted, referred on or unsuitable for therapy were all lower.

Table 1 gives detail of the HE sector service-level benchmarks for assessment outcomes and Figures 1a and 1b illustrate benchmarks for clients accepted for therapy or seen for assessment/single session only. The traffic light system is not entirely appropriate for this indicator as it is not necessarily a 'good' thing to have a high level of clients accepted for therapy or a low proportion of clients who attended for assessment only: it depends on how a particular service is expected to meet the needs of clients.

Within the HE sector, at a service level an average of 77% of clients were accepted for therapy with a minimum of 51% and a maximum of 100%. In addition, the service-level average was 3% of clients accepted for a trial period of therapy (minimum 0%, maximum 15%). For both proportion unsuitable for therapy and proportion referred on, the mean proportion is markedly higher than the median, reflecting the fact that a small number of services had proportions substantially higher than the rest.

Figure 1: differences in assessment outcome between HE and Primary Care samples

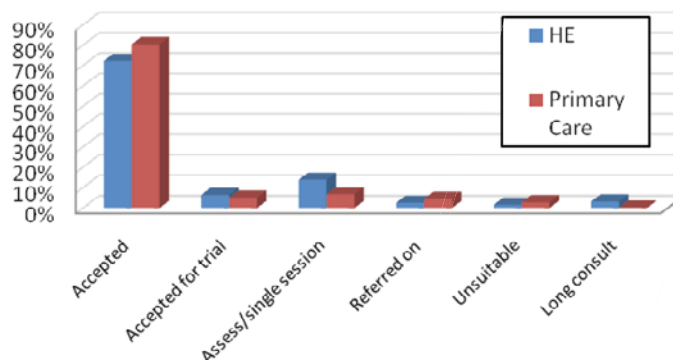


Table 1: Service-level assessment outcome benchmarks

	Assessment outcome					
	Accepted into therapy	Accepted for trial period	Assessment/one session only	Referred to another service	Unsuitable for therapy	Long consultation
N	16 805	1 503	3 224	604	368	751
Mean (SD)	77 (13.5)	3 (4.3)	13 (8.9)	2 (2.6)	2 (3.0)	3 (5.5)
Minimum	51	0	0	0	0	0
25th percentile	70	0	10	1	0	0
Median	79	2	12	1	1	1
75th percentile	87	4	16	2	2	3
Maximum	100	15	42	11	12	21

Figure 1a: Benchmarks for proportions accepted for therapy

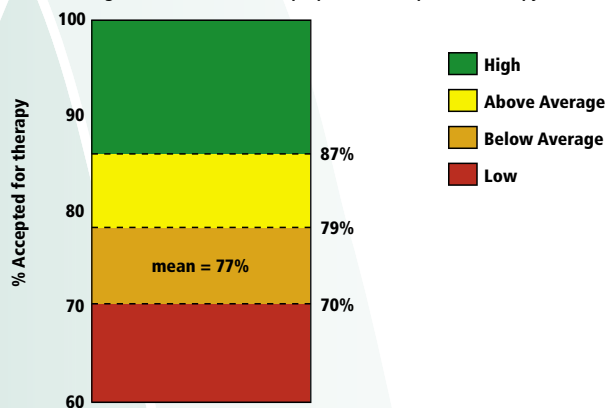
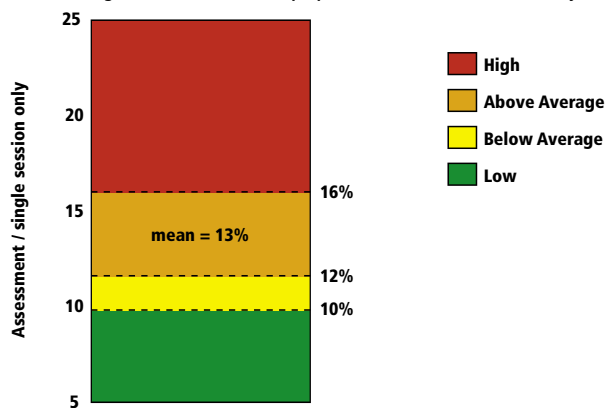


Figure 1b: Benchmarks for proportions assessed/one session only



As mentioned previously, assessment outcomes differ within the Higher Education sample compared with the latest Primary Care sample. Table 2 below looks in more detail at where these differences lie.

Table 2: Comparison of assessment outcome benchmark indicators for Primary Care and Higher Education

	Mean		Minimum		Maximum	
	HE	PC	HE	PC	HE	PC
Accepted	<b>77%</b>	81%	<b>51%</b>	50%	<b>100%</b>	97%
Accepted for trial	<b>3%</b>	6%	<b>0%</b>	0%	<b>15%</b>	27%
Assessment/1 session	<b>13%</b>	6%	<b>0%</b>	0%	<b>42%</b>	22%
Referred on	<b>2%</b>	5%	<b>0%</b>	0%	<b>11%</b>	23%
Unsuitable	<b>2%</b>	3%	<b>0%</b>	0%	<b>12%</b>	12%
Long consultation	<b>3%</b>	0%	<b>0%</b>	0%	<b>21%</b>	2%

Of particular note are the following:

- ◆ The service-level average was 13% of HE clients attending for an assessment/ single session only compared with 6% average for PC.
- ◆ At least one HE service recorded 42% of clients attending for assessment/single session only.
- ◆ The HE sector service-level average for long consultations was 3% compared with 0% for PC.
- ◆ The maximum proportion attending for long consultation in a HE service was 21%, compared with 2% in PC.
- ◆ HE services referred fewer clients on: the service-level average for HE was 2% compared with 5% in PC.
- ◆ 87% of PC clients were accepted for therapy, or for a trial period of therapy compared with 80% of HE clients.

These features may reflect an increasing tendency in the HE sector for services to try to meet students needs in a variety of ways, including single sessions.

