

**UNIVERSITY OF BRADFORD / BRADFORD COLLEGE COUNSELLING
SERVICE**

**ANNUAL REPORT
2011 / 12**



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Introduction

The Counselling Service has had another busy year, with numbers of students and staff approaching the service increasing by nearly 11%.

The largest increase has been in students from the University (16.5%) whilst there has been a decrease in the number of college students using the service (13%)

The reason for the increase is unclear although it seems to be part of a national trend; reasons may include students not having gap years because of the fee increase and being less prepared for university life; staff experiencing increased uncertainty regarding their jobs and workloads; and an improved perception of counselling being a part of student and staff support and beginning to throw off the stigma that sometimes surrounds things psychological.

There may also be an upturn in the number of students and staff experiencing mental health problems due to the complexity and uncertainty of the world we all inhabit.

The decrease in the use by College students has been in the younger students predominantly, who also receive support from Progress Coaches and Connexions Advisors.

Despite the increase, the Counselling Service has if anything improved its responsiveness to demand. This has been achieved by a number of factors: we introduced a model for managing demand for counselling, The 4 Week Model; we decided to continue to offer 30 minutes assessment appointments; staffing is increased during peak times by paying sessional workers; additional training for Counselling Service staff; systems to help reduce failed appointments.

By using a 4 week model of counselling we initially contract, post assessment, for 4 weeks of counselling and establish what may be achieved in this time period. If the client, for whatever reason, is unable to attend, they will forfeit the appointment so that by the end of 4 weeks they will have had their initial "allowance". After that they may return to the waiting list if they so wish, and wait until their counsellor is free to see them again. This results in a constant turnaround of clients and frees up counsellors on a regular basis to see new clients.

By having 30 minute assessment appointments we are able to offer new clients an assessment usually within 3 working days; this means we do not get into the position of having a waiting list for assessment (as can happen in services that offer longer assessments) and can manage risk (in terms of suicidality, self harm, abuse and violence, leaving the course etc) more efficiently. It also largely prevents the client and counsellor from forming a therapeutic relationship which aids transition to the next available counsellor for ongoing work.

Counselling staff are continuously encouraged to work in a focussed manner with clients, and to address the issues that are most pertinent to clients, through ongoing training and supervision.

Systems are being constantly developed to reduce failed appointments e.g. giving clients a date and time by which to confirm an appointment; putting the onus onto clients to notify the service if they do not attend; not "holding" appointments for clients.

The Counselling Team

Staffing

The following staff made up the Counselling Service Team in 2011-2012

Core Team

Marv Dailev	Head of Service
Nina Wright	Full time Counsellor
Pip Mobbs	Half time Counsellor
Peter Wakefield	Half time Counsellor
Yvonne Messenaer	0.6 Counsellor
Gillian Butcher	Counselling Service Administrator
Cathie Raw	Counselling Service Administrator

Associate Counsellors

Alison Hull	In post. left July 12 to pursue PhD
Heather Bradlev	In post
Patsv Flannican	In post
Wendv Hesselarove	Left Dec 11
Carol Brookes	In post. long term sickness leave July 12
Ria Foster	In post
Anaie Pedlev	In post
Jo Oates	Left Dec 11
Sue Mannina	In post
Laraine Dawson	Left July 12
Jen Edwards	Appointed Jan 12
Barbara Rundle-Smith	Appointed Jan 12
Ed Moodv	In post
Lou Watts	In post. family leave July 12

Trainee Counsellors

Brian Lambert	Appointed June 11
Emma Dunn	Left July 12
Daisv Minton	Appointed June 11
Erene Hadiiiioannou	Left July 12
Jude Wadlev	Appointed June 11
Louise Williams	Left Nov 11
Judith Marlow	Appointed June 11
Susan McBurnev	Appointed Jan 12
Kimberlev Priestlev	In post. appointed Associate July 12

“The counselling service has helped me more than I can put into words. A free service that’s open to all that need it. I really appreciate the help and the kind attitude of not just the counsellor but of the reception staff too. Everyone is always smiling which cheers me up before my session even starts. Thank you!!”

We were sorry to say goodbye to a number of Trainee and Associate Counsellors at the end of the year. Three Trainee Counsellors left for other more conveniently situated placements; during the year three Associates left for paid work; and sadly two Associate Counsellors have had to take long term leave of absence due to ill health and family issues. This has left us with a shortage of Associate Counsellors and we have not found anyone suitable to join the team as replacements. As a consequence the team is rather depleted in numbers and casual contracts will be used to employ some Associates for additional hours before and after Christmas.

Training and Development Work

Staff Development

The Core Team has been instrumental in supporting the Staff Development core programme by running the following courses:

- Communication and Counselling Skills
- Managing Difficult Conversations
- Managing Referrals
- Managing Boundaries
- Managing Stress through Relaxation
- Assertiveness Skills
- Managing Stress and Building Resilience
- Sexual Orientation Awareness

Schools and Directorates

The following workshops have been delivered:

- Student Safety and Welfare – where and how to refer: School of Management and School of Life Sciences (Pharmacy)
- Stress Busting - Student Union Staff, College Staff
- Warden’s Training
- Don’t go Crackers @ Christmas

Inductions

- An induction programme was undertaken with the college and 5 groups covering 240 students took part.
- Culture Shock – a session (delivered twice) for International Students

In House

An extensive training programme has been delivered to the Counselling Service team:

- Contracting part IV
- Mince Pies and Mitigation
- Support Services for College students and International students
- Karma Nirvana
- CBT
- Attachment Theory – journal papers discussion
- Keep Calm and Panic (managing Panic Attacks
- Success Stories – where counselling has really worked
- Introduction to Mindfulness and EMDR (full day)

Workshops and groups for staff and students

- Exam Stress management – Panic Free Exams x 4
- Assertiveness groups run separately for staff and student clients
- Relaxation groups for staff x 3

Developments within the Service

In response to concerns raised by both clients and counsellors about the lack of privacy when entering the Counselling Service we continued to lobby for a change to our entrance. In the end, to incorporate changes to the adjoining Advice Centre, the decision was made to build a wall outside the service and create a corridor to the entrance. This has massively reduced the number of concerns raised about entering or leaving the service (particularly when someone is very upset).

However we have received feedback, in terms of what might be restricting access to the service, that the entrance is still too public for some clients: *“Having to walk through the door which has a big sign saying COUNSELLING outside”*. This demonstrates how difficult it is for some clients to come to counselling and how much shame and stigma is still attached to it.

We are still battling to maintain physical accessibility to the service in Student Central; furniture is constantly being moved about and it sometimes blocks the entrance to the corridor making it difficult for those with mobility difficulties to physically get to the service as well as creating a psychological barrier for those in distress.

This year, in response to a request from School of Management staff, we started a Drop-In service at the SOM on Tuesdays during term time. Staff at the School were very helpful in finding a room and advertising the service; however it was used quite intermittently and a decision was made at the end of the academic year to retain the service but on a bookable basis only. This means that if there are no bookings the counsellor does not attend which is proving to be more time effective (finding a parking space on the return was taking up a huge amount of time).

The service dragged itself yet more into the 21st century by setting up a twitter account – posts are re-tweeted automatically through the SU twitter account; this has increased the ways in which we communicate with students.

The new member of the Core Team is trained in EMDR (Eye Movement Desensitisation and Reprocessing), a form of therapy that is particularly helpful when trauma has occurred, and we have started to offer this in a limited way to suitable clients.

During the year the administration team and Head of Service with the invaluable help of IT Services began to explore systems that could be used to manage client data and bookings within the service. At present, due to the number of counsellors, we use a paper based diary and the Access Database we currently use is no longer fit for purpose and cannot always give us the data we need. The system of choice is Titanium and this year the admin team will visit services that are using this system to ensure that it will meet our needs. The plan is to have it up and running for 2013 / 14.

During the second semester we took on an intern from the PGCEE course run by the CDS. She proved to be very helpful to us and in turn learned some useful skills for employment in an office based environment. We hope to repeat this in subsequent years, bearing in mind the time needed to induct and supervise someone versus what they can contribute to the running of the service

At the end of the academic year an application for service accreditation was started with a view to submission before Christmas 2012. This is a lengthy process but clearly sets the standard that BACP* expects Counselling Services to meet.

During the year links were forged and developed with a number of other services within the University and College, notably the welfare officers in the University schools and manager of the Guidance service at the College.

We also did some work on the extenuating circumstances procedure and discussed with relevant staff in schools what they needed from us in terms of support letters. It is a perennial problem for the service and takes up a lot of time producing letters for students who sometimes have no intention of undertaking counselling but have been sent by tutors merely to get a letter. We have now added a standard letter that can be filled in by hand (if appropriate) as a way of reducing pressure on the service!

“I think the counselling team do a brilliant job and help students in tough times. I think it is an invaluable service and there are no negative aspects to it at all”

Consultation

The Core Team has continued to offer consultation and advice to staff and parents through face to face contact and the information that is held on the Counselling Service website.

Staff and parents sometimes get in touch when they are concerned about a young person and want to know whether or not they have come to the Counselling Service, or asking us to get them to attend counselling . There is a constant tension between maintaining the confidentiality that we have a duty to keep with clients and alleviating the very natural anxiety in other people; this becomes more problematic if the client is refusing to communicate with others and there is no apparent risk of harm occurring.

Staff also get in touch for advice about how to proceed with a particular situation – this may include who to talk to and what further help is available. They may want to check

out that they have done everything they needed to do in terms of supporting a student or colleague.

Staff can also use the Counselling Service to off load when they have been through a particularly difficult situation or want to reflect on what they might have done differently.

Regional and National Networking

Members of the Core Team attended meetings with the following. They are also active on the associated mailbases

- National HUCS
- Regional HUCS – hosted Jan 12
- AUCC Exec
- Staff Counselling SIG
- NACHE
- FE Counsellors

Feedback from our clients

This year the service contributed to a piece of qualitative research undertaken throughout the sector looking into the impact of counselling on retention, achievement and employability. The student data was handled by a paid researcher while the Head of Service here collected data from staff clients within the sector for a more limited period of time.

All services were encouraged to ask 4 identical questions through their evaluation questionnaires and the results were then collated and, in the case of student data, fully analysed.

The data from our own BOS evaluation survey shows that for those student clients for whom it was an issue, 82.2% thought that Counselling had helped them to remain at University / College. Similarly 92% thought that Counselling had helped them do better in their academic work. 80% thought that Counselling had helped in terms of improvement in the overall experience of University / College and 81% thought that Counselling had helped them to develop skills that might be useful in obtaining employment (these included self understanding, understanding of others, increased assertiveness etc)

These compare very favourably with the national picture where the results were 83.6% retention; 81.3% achievement; 85.2% overall experience and 80.5% employability.

“It has helped me to look at myself in a more positive fashion.”

Staff were asked comparable questions with a workplace orientation and the results were very similar with 84% thinking counselling had helped them to stay in work; 73.7% thought it had helped them perform better in the workplace; 82.5% thought it had improved their overall experience and 82% thought it had helped them to develop skills that were useful in the workplace.

“There have been a number of personal and professional issues that counselling has really helped me with”

A summary from our BOS online survey for all clients in 2011 / 12 can be found at Appendix 1.

Case presentations

The following brief case presentations illustrate more clearly the work of the Service:

(These case histories are based on real presentations and represent the type of work we undertake: details have been altered to protect identities)

- A 2nd year student who had recently been raped had just discovered that she was pregnant. She had been brought up as a devout Catholic. She was feeling confused about how to proceed. She was hurt, angry, guilty and exhausted and did not know what to do or who to talk to; at times she felt like killing herself.
- A client presented feeling very low and isolated. She felt that she was being bullied by others in her peer group. She had experienced bullying at school and sexual abuse when she was younger. She was living at home. Her parents relied on her to run the household. Her father was disabled and her mother depressed and there were 4 younger siblings. The client felt trapped and hopeless about the future and wondered whether she should leave university.
- A member of staff presented feeling very stressed. She was feeling irritable and was aware that she was being snappy with those around her, which she felt guilty about. She was having difficulty sleeping and was finding it increasingly difficult to concentrate at work. She described a series of losses. Her mother had died 6 months ago. Her youngest child had recently left to go to University leaving the client at home with her father, who had dementia and a husband who worked long hours and who was not prepared to help in the home.

In February 2012 we collected data regarding clients who were involved in self harming behaviours, over a two week period. 9 clients had experienced suicidal ideation during that time, 7 had made suicide attempts in the past or more recently and 11 had engaged in self injury in the past or more recently (self injury included cutting, scratching and hitting).

Overall statistics – University / College students and staff

NUMBER OF	UNI 11 / 12	UNI 10 / 11	COLL 11 / 12	COLL 10 / 11	TOTAL 11 / 12	TOTAL 10 / 11
Clients	707	608	170	194	877	802
Students full-time	591	508	97	107	688	615
Students part-time	19	15	24	32	43	47
Students Total	610	523	121	139	731	662
Staff full-time	73	72	36	37	109	109
Staff part-time	24	13	13	16	37	29
Staff Total	97	85	49	53	146	138
Appointments	3363	3294	887	1012	4250	4306
DNAs	363	308	94	119	457	427
C / N or R / S	386	350	102	89	488	439
Drop-in appointments	106	76	43	65	149	141
Assessments	605	543	126	116	731	659

Group work participants	54	24	6		60	24
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Total clients	707	632	170	194	876	826
Appts made, DNA or C / N	101	101	44	49	145	150
Total contacts	862	733	220	243	1082	976

PRESENTING CONCERNS	11 / 12 UNI	10 / 11 UNI	11 / 12 COLL	10 / 11 COLL	11 / 12 TOTAL	10 / 11 TOTAL
Abuse	38	31	13	11	51	42
Academic	104	83	9	10	113	93
Anxiety	153	123	37	29	190	152
Addictive behaviours	4	6	3	1	7	7
Depression	95	87	27	36	122	123
Loss / Bereavement	70	53	24	23	94	76
Other mental health conditions	13	7	2	1	15	8
Physical health	14	18	2	2	16	20
Eating disorders	5	10	4	3	9	13
Relationship difficulties	102	103	23	43	125	146
Self & identity	52	33	10	22	62	55
Sexual issues	6	5	0	2	6	7
Transitions	12	13	1	2	13	15
Welfare & Employment	21	23	9	3	30	26
Self Harm	14	9	5	4	19	13

Comments on statistics

Usage:

- The overall number of people contacting the service has increased by 11%
- The number of students using the service has increased by 10%.
- 16.5% increase in students from the University.
- 13% decrease in students from the College.
- 14% increase in staff from the University.
- 7% decrease in staff from the College.

Routes into the service

- All clients attended an assessment appointment or a Drop-In session prior to ongoing counselling.
- 163 clients made online booking requests.

Gender

- The ratio of males: females (students) using the service at the University: 1: 2.
- The ratio of males : females (students) using the service at the College: 1 : 2
- These ratios show a slight decrease in attendance by male students at the University and a substantial increase at the College.

Ethnicity and domicile

- The number of EU students and staff using the service has remained largely static, whilst there has been a decrease in the number of international students from the University using the service

Disability

- 19% of University student clients declared a disability
- 17% of College student clients declared a disability.
- 18.5% of University staff clients declared a disability
- 14% of College staff clients declared a disability

Equality Monitoring Data

- For a full breakdown of equality monitoring data see Appendix 2.

Waiting list

The waiting list began in earnest in early October 2011 and was largely cleared by the end of May 2012. The average wait for an assessment appointment was 3 days and for ongoing counselling was 14 days. This compares extremely favourably with the service provided in the NHS which can entail a wait of weeks or months.

Lengthy waits are not sufficiently responsive in an education setting where an unhappy student may have decided to leave by the time they are seen or an exam or dissertation

deadline may have been missed if they have to wait for weeks, or a member of staff may have had to go off sick if they have no help with managing a stressful time in their life.

The short waiting times for assessment also mean that risk is managed more effectively for the institutions.

See Appendix 3 for our waiting list report.

Attendances

The number of failed appointments has increased again slightly this year, although it is still better than the rate in the NHS. This is a disappointing trend and is evenly spread across the University and College. We will continue to try and reduce the number of failed appointments, especially DNAs, and hopefully our new policy for managing these will help. This year the responsibility for missing an appointment without any notice will rest with the client and if they do not contact us within 48 hours of a failed appointment they will lose their appointment time.

Number of sessions

Each client had on average 4.7 sessions of counselling – this includes missed and rescheduled appointments. Taking these out of the equation the average drops to 3.7.

We can see from our waiting list data that the vast majority of clients, around 80%, attend for between 1 and 5 sessions with a very small number attending for more than 12 sessions. Trainee counsellors will see clients on a longer basis, where appropriate, in order to fulfil the requirements of their course.

Presenting concerns

Anxiety, Depression and difficulties with Relationships continue to be the main presenting concerns, with Loss and Bereavement and Academic issues showing an increase this year at the University. It is a similar picture at the College although the number of clients presenting with Relationship difficulties has decreased and there has been an increase in the number presenting with Employment issues.

“My counsellor was brilliant!! The whole service was a huge help!! Helped me with whatever I needed even when I was asking a lot more than other people. I was never made to feel as though I was annoying anyone. Everyone was very helpful”

University Students

FURTHER DETAILS	2011 / 2012 - 610	2010 / 2011- 523
Male	193	203
Female	417	319
Disability	114	94
Returning client / previous use of counselling	244	n/a
UK	487	382
EU	53	53
International	70	87
25+	220	183
21-24	250	309 (combined 19-25)
19-20	111	
16 - 18	29	25
Under graduate	502	391
Post graduate	108	126
BY SCHOOL		
EDT	41	43
SCIM	38	38
SLS	144	124
SLED	14	19
SOHS	88	47
SOM	81	59
SSIS	204	124
BY YEAR OF STUDY (%)		
Year 1	35%	43%
Year 2	27.5%	31%
Year 3	33%	21%
Year 4 and above	4.5%	5%

REFERRAL SOURCES	2011 / 2012	2010 / 2011
Dept / tutor	175	122
Student Health Service	56	45
Disability office	17	24
Other GP	2	4
Chaplaincy	0	2
Student Union	32	16
Self	119	83
International Office	2	2
HUB	10	14
Website	56	60
Friend	89	68
Leaflet or Poster	60	45
Other	33	31

Plans for next year

- Complete BACP Service Accreditation
- Continue to try to reduce DNA rates by the introduction of the new DNA policy
- Install a new data management system
- Target under-represented Schools through training opportunities, links with welfare staff etc

University Staff

97 total

REFERRAL DETAILS	2011 / 2012 - 97	2010 / 2011 - 85
Male	24	20
Female	73	65
Disability	18	13
UK	94	81
EU	1	3
International	2	1
Returning client / previous use of counselling	81 (includes clients who are in both categories)	n / a
STAFF BY SCHOOL / PLANNING UNIT	2011 / 2012	2010 / 2011
SLED	6	8
SOHS	13	3
SOM	3	1
EDT	8	2
SLS	10	20
SSIS	12	5
SCIM	3	6
CS	42	36
BY JOB FAMILY		
Academic	27	28
Academic Related	20	17
Admin	39	32
Ancillary	8	6

Referral sources

	2011 / 2012	2010 / 2011
Department	9	5
HR	3	1
Disability Office	2	1
GP	0	0
Chaplaincy	0	0
Self	41	38
Staff Union	0	0
Occ Health	5	10
Website	14	13
Friend / Colleague	16	6
Leaflet / Poster	2	3
Other	6	7

Work related issues

	2011 / 2012	2010 / 2011
Work related	26	34
Demands of job	5	19
Lack of control	3	14
Lack of support	3	16
Unacceptable behaviour eg bullying	11	9
Lack of understanding of role	1	3
Lack of information re change	4	3

Presenting Concerns

	2011 / 2012	2010 / 2011
Abuse	4	1
Academic	0	1
Anxiety	32	22
Addictive Behaviours	1	0
Depression	8	8
Loss / Bereavement	5	11
Other Mental Health	0	0
Physical Health	2	3
Eating Disorder	0	0
Relationships	28	19
Self	5	3
Sexual Issues	1	0
Transitions	1	1
Employment & Welfare	9	15
Self Harm	2	1

Comment on statistics

- The number of staff presenting with work related issues appears to have dropped
- Anxiety has increased as a presenting concern, along with problems with relationships
- Unacceptable behaviour has proportionately increased as a work related issue
- The number of staff attending from SSIS, SOHS, CS and EDT has shown a marked increase, whilst there has been a drop in the number from SLS

“Eased the burden of dealing with complex and emotional personal issues that have impacted on my ability to cope with work”

College Service

The main change this year was the move into a new room on D floor Westbrook in September. We shared this with the College Guidance Team and the booking system for the room has worked really well thanks to Trine Powell.

However in preparation for the new entrance and foyer to the College, the Counselling service was moved yet again to another room on D floor. The room is adequate but hopefully it is only a stop gap until the entrance work is completed.

We have continued to book Drop In appointments through the Counselling Service Reception at the University as there is no longer a discreet reception point at the College. Booking is also necessary as there is no defined waiting area for a true Drop-In service, nor is the room particularly accessible. Students continue to transfer to the University premises for ongoing work as these are more conducive to counselling. Inprint and Design have created a useful map to help students in particular to find the main Counselling Service within the University Campus. We hope that with the new build we will have a more suitable room and be able to expand the work we do at the College.

Inductions

The Counselling Service made twelve presentations during the induction period to over 400 students at the McMillan centre. These are useful ways of talking to both staff and students about the work of the service.

Stress Awareness Week

During this week staff from the Counselling Service delivered a workshop on 'managing stress through relaxation' in conjunction with the Occupational Health. We are keen to continue to work closely with this department to support the work of staff at the College

Publicity

This is now working well through the various connections in college to ensure that staff and students are kept up to date with Counselling Service news and changes.

The decrease in College students has been amongst the younger students and it may be that the lack of accessibility to the counselling room (no obvious place to wait, no reception facility) in college and the distance to the University rooms has been off-putting for this group; hopefully this will be remedied in the new building.

College Students

FURTHER DEAILS	2011 / 2012 - 121	2010 / 2011 – 139
Male	38	27
Female	83	113
Disability	19	27
Returning client / previous use of counselling	63	n / a
UK	114	114
EU	0	1
International	7	6
25 +	47	44
21 - 24	25	49 (combined 19-24)
19 - 20	22	
16 - 18	27	45
Under 16	0	0
FE	48	63
Undergraduate	50	52
Postgraduate	9	8
By department		
Business & Creative	66	
Business & Workforce Development	7	
Essential skills	6	
Teaching & Health care	22	
Vocational & Comm Ed	19	
Young People	5	

REFERRAL SOURCE	2011 / 2012	2010 / 2011
Chaplaincy	0	0
Department / tutor	31	49
Learner Support	0	0
International Office	2	2
Leaflet / Poster	7	12
Other	19	31
Student Health Service	4	5
Other GP	3	4
Self	17	21
Friend	8	6
Student Union	4	2
Website	15	6

Referral sources in the "Other" category were largely from the Wellbeing Advisor, Connexions and the Safeguarding Unit.

Comments on statistics

FE Students

- The number of FE students accessing the service has dropped considerably this year and accounts for the overall drop in numbers from the College.

Plans for next year

- Continue to advertise the service widely through inductions, training, web and paper based etc to try and increase the number of younger students using the service
- Deliver more training for College staff
- Secure a room that is more conducive to counselling
- Strengthen links with staff working directly with younger students
- Target Trinity Green
- Work on improving access for college FE students

College Staff

FURTHER DETAILS	2011 / 2012 - 49	2010 / 2011 - 53
Male	18	15
Female	31	37
Disability	7	6
UK	48	51
EU	1	1
International	0	0
Returning client / previous use of counselling	81 (includes clients who are in both categories)	n / a

Staff by Department

	2011 / 2012	2010 / 2011
Business & Creative Sectors	14	n / a
Business & Workforce Development	1	n / a
Essential Skills	3	n / a
Teaching and Health Care	1	n / a
Vocational & Community Ed	3	n / a
Young People	2	n / a
Central Services	19	n / a
By Job Family		
Academic	23	n / a
Academic Related	8	n / a
Admin	11	n / a
Ancillary	6	n / a

Referral sources

	2011 / 2012	2010 / 2011
Department	4	2
HR	3	1
Disability Office	0	0
GP	0	1
Chaplaincy	0	0
Self	13	22
Staff Union	0	0
Occ Health	15	11
Website	3	5
Friend / Colleague	7	6
Leaflet / Poster	3	4
Other	4	0

Work related issues

	2011 / 2012	2010 / 2011
Work related	10	14
Demands of job	5	7
Lack of control	2	4
Lack of support	4	7
Unacceptable behaviour eg bullying	0	5
Lack of understanding of role	1	1
Lack of information re change	2	1

Presenting Concerns

	2011 / 2012	2010 / 2011
Abuse	2	
Academic	0	1
Anxiety	14	12
Addictive Behaviours	1	0
Depression	6	8
Loss	6	8
Other Mental Health	0	1
Physical Health	0	0
Eating Disorder	1	0
Relationships	7	12
Self	5	6
Sexual Issues	0	0
Transitions	0	1
Employment & Welfare	7	3
Self Harm	0	0

Comment on statistics

- The number of staff presenting with Employment Issues and Anxiety has increased whilst Relationship issues have decreased.
- The level of unacceptable behaviour has decreased as an issue for staff who attended this year.
- Occupational Health continue to be a good referral source

"My counsellor was absolutely fantastic!"

Mary Dailey Nov 2012

Appendix 1a

Client Evaluation Data 2011 / 2012 - Students

There were 74 respondents to the Bristol Online Survey (BOS) that was circulated to all clients post counselling.

- Of these 90% were from the University and 10% from the college.
- 76% were female and 24% male compared with 68% female and 32% male who attended counselling.
- 46% of respondents were white, compared with 49% of students from the University who attended. (62% at the College)

The most common methods of finding out about the Counselling Service were through the department, the individual knew already, or from a poster or leaflet.

When asked about the Counselling Service, clients reported the following at least to some degree:

- 96% had a positive experience of the Counselling Service
- 94.5% thought the environment was conducive to counselling
- 97% thought that the Receptionists were friendly and helpful
- 97% found that making appointments was straightforward
- 93% obtained an appointment in a reasonable time

When asked about outcomes from attending counselling, clients reported it had helped at least to a limited extent:

- 96% said it had helped them to stay at University or College
- 96% thought it had helped them to better in their studies
- 94.5% said it had improved their overall experience of College or University
- 92% thought it had helped them to develop employability skills
- These were some of the things that clients said about how counselling had helped them:
- “Counselling has helped me to see my life and my interactions with people through a different perspective”
- “Helped me with most things in my life”
- “It’s helped me cope and work through difficult situations”
- “It helped me dealing with a traumatic experience that brought me different fears in my everyday life”
- “Talked through underlying problems which helped relieve stress”

And these are some of the things that clients said when asked what had been less helpful about counselling or the service:

- “Only negative was that it wasn’t as discreet but that’s changed with the new concealed entrance.”
- “Timing available. If you miss a week you lose a week.”
- “Not enough time to find solution to problem”

When asked about counselling and the counsellor, clients reported the following at least to some degree:

- 92% thought that their ability to cope improved

- 91.5% felt they had a better understanding of self
- 93% reported improved self esteem
- 96% felt able to talk to their counsellor

When asked if they had had enough sessions to deal with their issues, 56% of clients said “yes”, and 11% said “don’t know”

Where applicable:

- 96% of clients found the website helpful
- 93% of clients found the leaflets helpful
- 98.5% of clients said they found Drop In services helpful

“The leaflets in the waiting area should also be spread around the University ie communal area / toilets”

96% of clients would recommend the service to a friend

84% of clients thought there were no barriers to accessing the service (11% didn’t know if there were any)

Comments as to why there might be a barrier to access were all about the location – either because it was too obvious or because it is next to the SU

- “Having to walk through the door which has a big sign saying COUNSELLING outside”

And finally..

“Thank you for all your help over the past year – an excellent service. Always made to feel welcome”.

Appendix 1b

Client Evaluation Data 2011 / 2012 - Staff

There were 35 respondents to the Bristol Online Survey (BOS) that was circulated to all staff clients post counselling.

- Of these 71% were from the University and 29% from the college.
- 86% were female and 14% male, compared to 70% female and 30% male who attended counselling.
- 80% of respondents were white, compared with 82 % who attended counselling.

The most common methods of finding out about the Counselling Service were through the department / colleague, the individual knew already, through Occupational Health or the website.

When asked about the Counselling Service, clients reported the following at least to some degree:

- 93% had a positive experience of the Counselling Service (with 80% strongly agreeing)
- 93% thought the environment was conducive to counselling
- 97% thought that the Receptionists were friendly and helpful
- 97% found that making appointments was straightforward
- 97% obtained an appointment in a reasonable time

When asked about outcomes from attending counselling, clients reported it had helped at least to a limited extent:

- 94% said it had helped them to stay in work (or was not an issue)
- 94% thought it had helped them to better in the workplace (or was not an issue)
- 83% said it had improved their overall experience in the workplace
- 93% thought it had helped them to develop skills that might be useful in the workplace

These were some of the things that clients said about how counselling had helped them:

- “I needed someone to talk to who had the time to listen and who was “safe” eg confidential.”
- “Eased the burden of dealing with complex and emotional personal issues that have impacted on my ability to cope with work”
- “Put things in perspective”
- “Stress busting activities”
- “There have been a number of personal and professional issues that counselling has really helped me with”

And these are some of the things that clients said when asked what had been less helpful about counselling or the service:

- “I really do not like the entrance to the department. The great big sign is an advert to everyone in the student central communal area that you have been to counselling.”
- “I haven’t found any aspects unhelpful”

When asked about counselling and the counsellor, clients reported the following at least to some degree:

- 94% thought that their ability to cope improved
- 94% felt they had a better understanding of self
- 85% reported improved self esteem
- 94.5% felt able to talk to their counsellor

When asked if they had had enough sessions to deal with their issues, 54% of clients said “yes”, and 17% said “don’t know”

Where applicable:

- 100% of clients found the website helpful
- 94% of clients found the leaflets helpful
- 97% of clients said they found Drop In services helpful

“Appointments arranged by text is a great idea”.

- 97% of clients would recommend the service to a friend
- 88% of clients thought there were no barriers to accessing the service (3% didn’t know if there were any)

Comments as to why there might be a barrier to access were both about being a staff member.

- “Staff members who are working and cannot come at certain times of the day”
- “Staff who teach, for fear of seeing students”

And finally...

“The Counselling Service is a very beneficial and helpful service and it has helped me overcome problems that were holding me back”.

Appendix 2

Equality Monitoring 01.08.11 – 31.07.12

Total Forms Handed In 697

University	=	568
College	=	119
Staff	=	113
Student	=	574

(10 clients did not disclose University / College / Staff / Student)

University Staff	=	81
University Student	=	487
College Staff	=	32
College Student	=	87

Age

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Age 16-18	=	52	30	2	28	22	0	22
Age 19-25	=	337	293	8	285	40	3	37
Age 25+	=	288	230	70	160	53	28	25
Prefer not to say	=	8	5	0	5	3	1	2

(20 clients did not disclose their age)

Ethnic Origin

Asian or Asian British		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Indian	=	27	26	5	21	2	1	1
Pakistani	=	135	112	2	110	22	3	19
Bangladeshi	=	7	6	0	6	1	0	1
Other Asian background	=	17	13	2	11	2	1	1
Black or Black British		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Caribbean	=	8	6	1	5	2	1	1
African	=	64	62	2	60	3	0	3
Other Black background	=	6	5	0	5	1	0	1
Mixed		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
White & Black Caribbean	=	4	3	2	1	1	0	1
White & Black African	=	3	3	0	3	0	0	0
White & Asian	=	5	3	1	2	2	0	2

Other Mixed background	=	11	9	0	9	2	1	1
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White

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
British	=	315	243	63	180	70	23	47
Irish	=	10	7	1	6	3	0	3
Other White background	=	41	37	3	34	2	1	1

Chinese

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Chinese	=	9	9	0	9	0	0	0

Other Ethnic Group

Gypsy / Traveller	=	0
Arab	=	5
Any other Ethnic Group	=	4
Prefer not to say	=	1
Other please specify	=	12 – see table 1
Total Responses	=	684

Religion / Belief

Buddhist	=	5
Hindu	=	12

Muslim	=	192
Christian	=	226
Jewish	=	2
Sikh	=	4
No religion	=	201
Prefer not to say	=	17
Other please specify	=	17 – see table 2
Total Response	=	676

Gender / Sex

Male	=	214
Female	=	464
Transgender / Other	=	3
Prefer not to say	=	1
Total Response	=	682

Sexual Orientation

Heterosexual / straight	=	612
Gay man	=	9
Bisexual	=	16
Gay women / lesbian	=	11
Prefer not to say	=	18
Other please specify	=	0
Total Response	=	666

Disability

Yes = 126

No = 546

Prefer not to say = 13

Total Response = 685

No known disability = 10

Specific learning disability (such as dyslexia or dyspraxia) = 61

General learning disability (such as Down's syndrome) = 2

Cognitive impairment (such as autistic spectrum disorder or resulting from head injury) = 1

Long-standing illness or health condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy) = 12

Mental health condition (such as depression or schizophrenia) = 35

Physical impairment or mobility issues = 11

Deaf or serious hearing impairment = 8

Blind or serious visual impairment = 3

Other type of disability = 13 – see table 3

Total Response = 156

Table 1

Other Ethnic Group
British Afghan
Bulgarian
Finnish-Iranian
Greek
Iranian
Kashmiri
Middle East
Mixed Race White and Asian
Pakistani / Hungarian
Persian
Syrian
Welsh

Table 2

Other Religion / Belief	Number	Other Religion / Belief	Number
Agnostic	4	Spiritual	2
Atheist	2	Unitarian	1
Baha	1	Various	1
Catholic	2	Wicca	1
Pagan	3		

Table 3

Other Type of Disability	Number
ADHA	1
Arthritis	1
Asperger Syndrome	1
Asthma	2
Hydrocephalus	1
Dyslexia	1
Irlines Syndrome	1

Kidney Transplant	1
Problems with reading, writing, on computer. Muscle pain and bowel problems.	1
RSI	1
Scoliosis	1
Stomach related problems	1

Appendix 3

Waiting List Report 01.08.11 – 31.07.12

The waiting list started to be in operation since 1st August 2011 and began in earnest again on 3rd October 2011.

Totals

In total we have had 672 clients (*549 last year*) on the waiting list (6 clients (*3 last year*) are still waiting for an appointment).

Priority

40 clients were on the waiting list with high priority (*19 last year*)

178 clients were on the waiting list with moderate priority (*114 last year*)

Counsellor Code

150 clients waiting for an appointment with specific named counsellor (*141 last year*)

361 clients have waited for an appointment with a counsellor code 1 (*314 last year*)

134 clients have waited for an appointment with a counsellor code 2 (*72 last year*)

27 clients have waited for an appointment with a counsellor code 3 (*22 last year*)

Duplicates

99 clients have been on the waiting list more than once (*89 last year*)

78 clients have been on twice (*72 last year*)

17 clients have been on three times (*15 last year*)

4 clients have been on four times (*1 last year*)

0 clients have been on 5 times (*1 last year*)

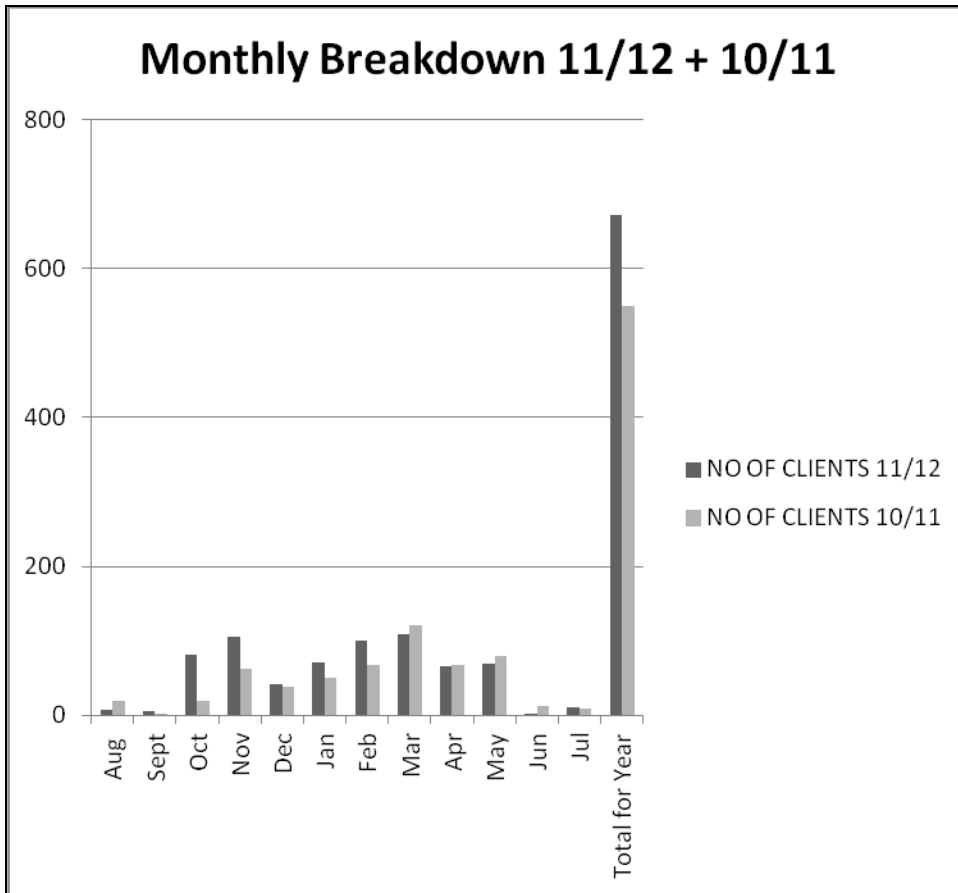
Waiting Time

The average time from initial contact to assessment appointment is 3 days (*3 days last year*)

The average time from assessment appointment to ongoing appointment is 14 days (*13 days last year*).

Monthly Breakdown

MONTH	NO OF CLIENTS 11 / 12	NO OF CLIENTS 10 / 11
Aug	7	20
Sept	6	3
Oct	81	19
Nov	106	62
Dec	42	38
Jan	71	51
Feb	101	67
Mar	109	121
Apr	66	67
May	70	80
Jun	2	12
Jul	11	9
Total for Year	672	549



Outcomes

396 clients attended their appointment (*315 last year*)

158 clients were offered an appointment but failed to accept / confirm (*124 last year*)

66 clients DNA (*58 last year*)

52 clients cancelled (*45 last year*)