

University Counselling Service

Annual Report 2009-10

Contents

| | |
|--|----|
| Head of Service Report | 1 |
| Statistics for the Academic Year 2009-10 | 5 |
| Off campus counselling provision (UK) | 10 |
| Groups and Workshops | 12 |
| Client Feedback | 15 |
| Appendix 1 | 17 |
| Appendix 2 | 18 |

Head of Service Report

Executive Summary

- Additional funding from the university in response to high demand on the service and to increase the service to university staff
- Website development
- First year of development of a counselling service on the Ningbo campus

Introduction

As I write this Annual Report Britain's universities are under the spotlight following the Browne Report and the Comprehensive Spending Review. Both of these documents seem set to profoundly change the nature of our universities, but in what precise ways is not yet known. What is clear is that both students and staff will continue to seek to develop their academic and work abilities within the University of Nottingham as it is distinguished for its commitment to learning and world-class research. The University Counselling Service continues to be a vital part of this academic endeavour, and an integral component in the delivery of a good student and staff experience in offering an effective response to both student and staff mental health and emotional problems.

The level of demand increased substantially in 2009/10 continuing the pattern of growth year on year which we have now seen for twelve years. The individual appointments that we offer year round are fully booked, and our groups and workshops programme continues to complement the provision for individuals, and particularly attracts international students. Our website

has undergone a complete change during this year and our aim has been to transform it from an information point into a resource base including podcasts.

Additional funding/service for staff

For the last three years funding bids have been submitted for increased staffing resources to cope with the increase in demand on the University Counselling Service. In July 2010 we were pleased to be awarded funding for an additional full time equivalent post. A proportion of this money has been used to secure temporary contracts which were underpinned by HEFCE funding as core pay budget funded work. The remainder is enabling us to advertise for a new member of the team. This is an excellent development, and will enable us to fulfil one of the components of the funding bid which is to increase the service to staff of the university.

When the staff service was introduced in 1995 it was decided that this should be an integrated provision ie that staff and students would arrive to the same place, wait in the same waiting area and all counsellors offer appointments to both staff and students. In addition it

was decided that it was necessary to keep the service offered to staff in balance with that offered to students, and so a maximum number of appointments was established and a principle that only a certain number of staff could be seen in the service at any one time. This had proved to be a well attuned arrangement for this university, however for the last two years staff have sometimes experienced a long wait for appointments due to the fact that we had reached the maximum. This new post will enable us to increase our service to staff by raising this maximum number. I would like to thank the university for this additional funding especially at the present time.

Contribution to university life

During this year we have continued to work closely with other areas of the university to complement and strengthen the work of the service. Within the Student Operations and Support Division of the Registrar's Department there is close networking with Robin Dollery and Stephen Dudderidge and their support for the work of the service is invaluable. With the reduced committee structure within the university these links, and also those with the Student Services Management team have become important and effective networks.

Close working with the Mental Health Advisor, Claire Thompson, and with the GPs and Practice Manager of Cripps Health Centre have led to an improved referral pathway between us, and during this last academic year there has been very effective working together at key points with particular students for whom that integrated care was essential.

We continue to offer a consultation service for academic, hall and administrative staff when they are concerned about individual students, and this service is well used by the staff of the university. We also continue to offer workshops on 'Listening and Responding to Students in Difficulty' and workshops for our group of Counselling Associates take place three times a year. Parents contact us quite frequently, particularly at the start of the academic year, and whilst we cannot give information about students we are able to offer information and advice about their concerns.

Extenuating Circumstances

As outlined in the Quality Manual the University Counselling Service has a role in the delivery of the system of extenuating circumstances with the university. We provide written evidence for students who are experiencing mental health problems and acute emotional distress. Over the years the numbers of EC requests has increased and this is of concern to us in terms of workload. In 2009/10 we wrote 464 pieces of extenuating circumstance evidence for students. This year we have introduced a new form which students are asked to fill in before they are offered an appointment with us. Some service delivery enhancements emerged from the introduction of the forms, but the number of requests we receive for EC evidence is still concerning.

Website

A small group of staff within the service have been working on the development of our website, and the new site was launched in June 2010.

It is structured to provide information for students, staff, parents, potential trainees and the general public. In addition to this we have begun to develop the website as a resource base, with self help materials and also podcasts on relaxation exercises and mindfulness. We hope to add additional podcasts later this year. Our website can be found at www.nottingham.ac.uk/counselling.

Ningbo campus

In June 2009 Gayle Chell was appointed as a Counsellor to the Ningbo campus to develop a service for staff and students. In line with the University of Nottingham's principles in international campus development the service was to parallel the one at the University Counselling Service in Nottingham whilst also being culturally congruent, and in addition it should fulfil the requirements of the BACP code of ethics and practice.

From the start of the 2009/10 academic year a professional, confidential counselling service has been made available to the Ningbo campus. Gayle has worked closely with both Professor Roger Woods and Professor Nick Miles, Provosts of the Ningbo campus, in developing the service. Gayle and I have had fortnightly Skype and phone meetings to ensure the development of parallel provision and also to give Gayle support in this very challenging work. The counselling service on the Ningbo campus is offered alongside the important and established work of the Student Affairs Department and the personal tutor system.

During the first year of operation a total of 95 students and staff have accessed the service. Take up was low in the first semester but increased significantly in the second semester. Both Chinese students and international students attended for appointments, with 1.5% of the total number of Chinese students and 9.2% of the total number of international students. 5.8% of international staff and 2% of Chinese staff used the service during the course of the year. The sample from this first year is small and so it is premature to draw firm conclusions, however it is encouraging that at this early stage of development all sections of the staff and student community are utilising this new provision. Of the 95 students and staff who used the service 24 were men and 71 were women.

Some of the university staff who used the service expressed discomfort with the location of the service as it is on a very public corridor. After considerable care, negotiation and thought a new location which is more discreet but easily accessible has been found. This new location comprises two rooms, one of which will be used as a waiting area, and the service will move there in Autumn 2010. Gayle is hoping to develop a client library. She has begun to develop links with mental health professionals outside the university in Ningbo, Shanghai and Hong Kong and has become a member of the Shanghai International Mental Health Association.

Whilst it is beyond the scope of this report to discuss in full the ways in which the service has been used by staff and students in this first year, it is worth noting that the counselling approach with its roots in western

perception, thinking and systems has been adapted successfully to the Chinese setting as Gayle's understanding of the cultural differences has developed. I commend her for her excellent, pioneering work.

Malaysia campus

We continue to maintain effective working links with the counsellor on the Malaysia campus, Shamini Nadarajan, and the counselling service on the Malaysia campus is now well established.

Contribution to the profession at a national level

During the academic year 2009/10 I was the Chair of the Heads of University Counselling Services (HUCS), a national body comprising the heads of service in Britain and Southern Ireland. In this work I endeavoured to be a good representative for the University of Nottingham, as well as representing the field of counselling service provision in HEIs which so many students and staff engage with and benefit from around the country.

There are many different models of provision of counselling in different universities around the country, but all are engaged with the same primary task of contributing to the academic endeavour of their HEI by providing an effective response to the mental health and emotional problems of students (and staff). HUCS provides a vital forum and support for heads of service through a mail base and regular meetings.

Both Val Watson and Rob Sharpe were invited to give presentations at national conferences, and Marion Dillon continues to make an effective contribution to a forum of counsellors in universities across the country who provide groups and workshops.

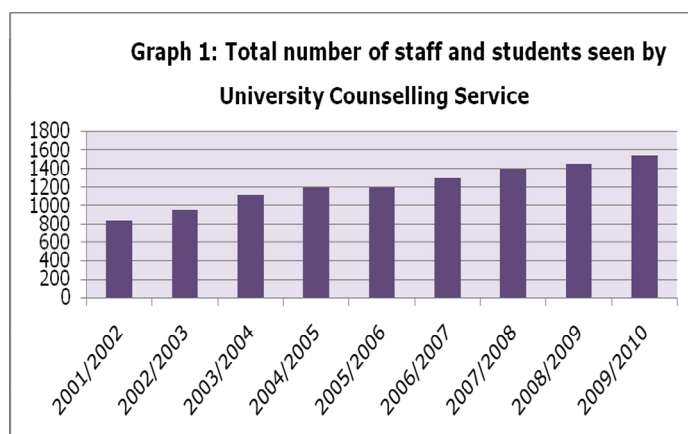
Pat Hunt
Head of the University
Counselling Service

Statistics for the Academic Year 2009-2010

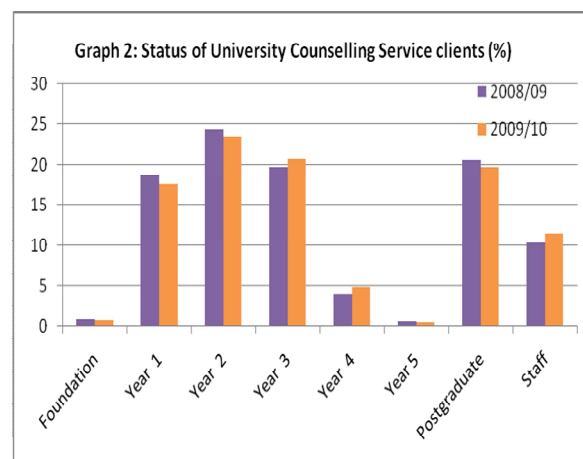
Introduction

The statistics reported in this section of the Annual Report are drawn from comprehensive data recorded for each student and member of staff who contact the University Counselling Service (UCS) and attend for an appointment. Over the years we have built up a very substantial body of information about this core area of our work. Within the last two years we have in addition begun to collect parallel data for students who attend the therapeutic groups and workshops which we run, and which is included in the Groups and Workshops section of this Annual Report.

Increase in numbers



We saw a total of 1541 staff and students between 1st August 2009 and 31st July 2010. This was a 6.3% increase on the previous year when the total was 1450. 1541 staff and students is 4.05% of the total university population. The percentage of undergraduate students who came for appointments (1010 students) is 4.1% of the total undergraduate student body, and for the postgraduate population this figure is 4.0%. We record the school and department that undergraduate and postgraduate students come from, and the data confirms that all schools and departments use the service.

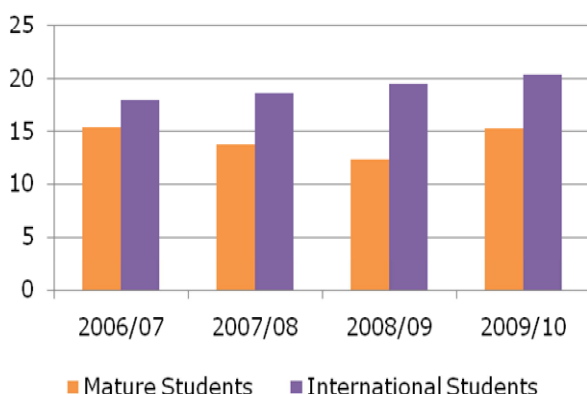


The proportion of male students and staff coming for appointments has been steadily increasing over the last four years from 29% men and 71% women in the year 2005/06 to 34.2% men and 65.8% women in 2008/09. In 2009/10 there was a small fall in the number of male students and staff who came for an appointment with 32.9% men and 67.1% women. The proportion of male students who attended UCS in 2009/10 was 34.2%. Last year the gender balance within the total university student population was 49% men and 51% women, and so the proportion of male students seen by UCS when

corrected for this is slightly higher than 34.2%. The School of Nursing has for the last few years been one of the biggest users of our service and it has a very high proportion of female students and staff (82% in 2009/10).

This year for the first time we ran a Postgraduate Men's Group, and this has been very successful and rewarding. The attendance was good and sustained. As at a national level projects for male students have been hard to sustain this is an excellent development and achievement.

Graph 3: Status of University Counselling Service clients (%)

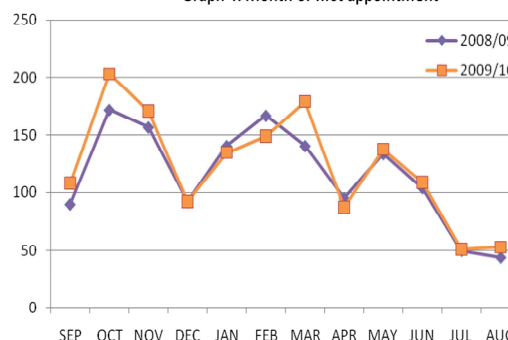


Both the number and the proportion of international students who attend UCS has increased steadily over the last few years – from 15.7% in 2005/06 to 19.5% in 2008/09. In 2009/10 the percentage of international students attending for appointments has again increased to 20.4%. The overall percentage of the student population that were international students was within the university was 24.5%. A key principle of the University Counselling Service is that it is available for the whole university community when needed, and it is pleasing to note that international students use the service so well especially as many of them

come from cultures where counselling and psychotherapy might not be available.

Peak periods

Graph 4: Month of first appointment

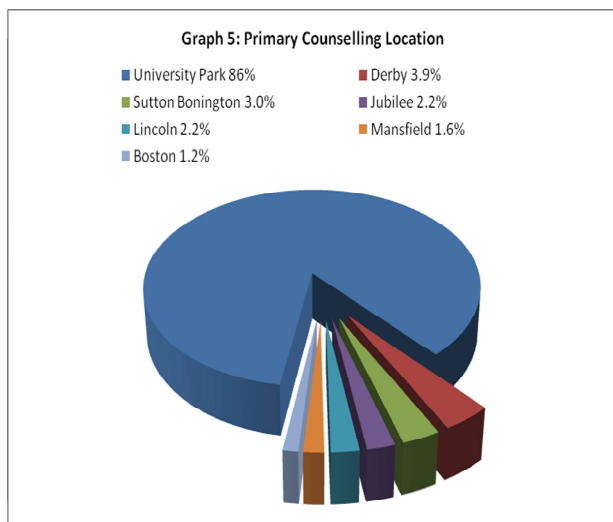


Last year the peak months for attendance for initial appointments were October, November, January, February, March and May. Last year the very late ending date of the Easter term had two consequences for the service. The first was that demand remained very high right up until the end of term (179 in March), and then with only a very brief pause over Easter demand rose prior to the start of term and continued to be high in the few short weeks before the exams began. The period during which we were responding to requests for extenuating circumstances evidence was very tight and very busy.

In 2009/10 during term time we offered evening appointments on two days and an early appointment on one day in each week. These early and late appointments are extremely well used by staff, PGCE students in the School of Education and medical students. The University Counselling Service remains open during the vacations and it is noticeable that staff, postgraduate students and

international students especially contact us in these months.

Counselling location



We record the primary counselling location for each client, and as in previous years the majority (86.0%) of staff and students attended for counselling at University Park. The percentage usage at Sutton Bonington was 3.0 (an increase from 2.4% in 2008/09), and as the School of Veterinary Medicine on that campus has now reached it's first final year intake, it is interesting to note that the service has been increasingly well used during these years.

The combined attendance from the Boston, Derby, Lincoln and Mansfield campuses is 8.0%, with Derby having the largest attendance of 3.9%. In Derby staff and students from both the School of Nursing and Midwifery, and also the Graduate Entry Medicine course all use the service to its full capacity. With the announcements of future changes to the structure of the courses offered in the School of Nursing at Boston, Lincoln and Mansfield the UCS provision to these

sites will require close monitoring over the next three years.

Waiting times

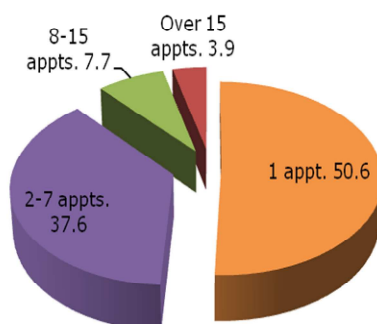
The average waiting time for an initial appointment was 4.42 days. The waiting time between the initial appointment and the first ongoing appointment was recorded during the year. 50% of clients were offered an ongoing appointment in 3.6 weeks, a small reduction from the figure of 3.8 weeks in 2008/09 and well within the service objective of offering ongoing appointments within twelve weeks. The 90 percentile figure was 12.6 weeks, a slight increase from 12.0 weeks in 2008/09. Therefore a proportion of staff and students were not offered an appointment within the time frame of our objective. This is a situation of considerable concern to us as we work very hard to keep our waiting times to a minimum. Over the last few years we have been working with an increasingly difficult situation, as the number of staff and students coming for appointments has increased year on year but our staffing levels have remained constant. With the new funding from the university and the opportunity to offer an additional three day a week counselling post from February 2011, some re-balancing of this situation will occur.

Number of appointments offered

73.6% of students and staff were seen for the first time, 9.8% were continuing counselling from the previous academic year and 16.7% had been seen before and were returning for further help. These proportions are very similar to those of the previous year.

Our aim is to meet the diverse mental health needs of the whole university community. Half (50.6%) of the students and staff who contacted us came for one appointment only, and they either received the help that they needed to resolve their situation or were referred to one of the University Counselling Service groups or workshops or to other sources of help where this was appropriate. We continue to receive a large number of requests for a single appointment from students wishing to request evidence of extenuating circumstances, and this remains a problematic area of our work. The number of requests in 2009/10 was 240 (219 in 2008/09). Most of these requests came at exam times, and there was an inevitable knock on effect on the length of wait for appointments.

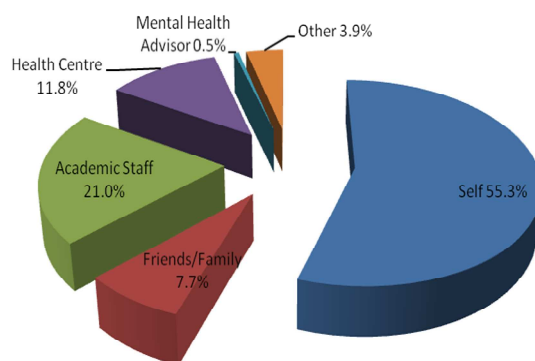
Graph 6: Analysis of the total number of appointments



37.6% came for between two and seven sessions, weekly appointments with a time limited, focussed therapeutic frame which gives sufficient opportunity for working through moderate emotional and mental health problems. 11.6% of staff and students came for longer term therapeutic work, the appropriate response to more serious mental health and relationship problems.

Sources of referral and contact with other agencies

Graph 7: Main sources of referral to the University Counselling Service



The Mental Health Advisor (MHA) post has now been in place for more than two years, and UCS has developed an effective, direct liaison between counsellors and the MHA, and this has become an important reciprocal referral route. The number of students referred to the MHA last year was 16 (11 in 2008/09 and 16 in 2007/08). Sometimes the referral means that the student has no further contact with UCS, and at other times the MHA and UCS counsellor work to offer complementary provision, for example in situations of serious suicidal risk. The development of the role of MHA has been a highly successful one, and Claire's work and that of UCS complement each other well.

Referrals from Cripps Health Centre decreased slightly from 12.6% in 2008/09 to 11.8% last year. Referrals from academic staff and hall wardens have stayed constant at 21.0% in 2009/10 (21.5% in 2008/09).

Presenting Problems

In 2009/10 21.8% of the problems presented were academic or work related (in 2008/09 this figure was 20.4%). This includes anxiety about academic work and exams, considering leaving the university or transferring course, work related problems for staff, and requests for evidence of extenuating circumstance. This area of our work in particular contributes to the retention figures for the university, and many students state that the help they receive from our service enables them to continue with their academic work and studies.

36.0% of presenting problems were personal and emotional (34.9% in 2008/09). This is a very broad category and includes acute anxiety, compulsive behavioural problems, stress, depression, serious mental health problems, suicide attempts and suicidal thoughts. In 2009/10 there were 42 clients where suicidal thoughts were one of the presenting problems (38 in 2008/09).

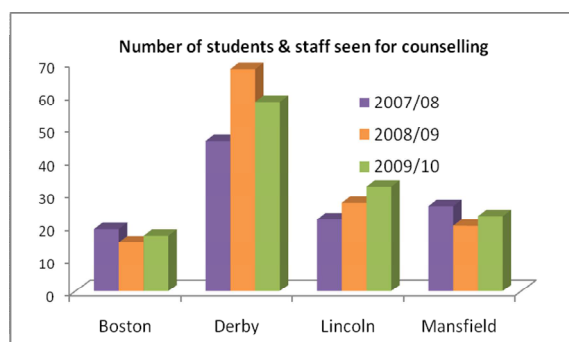
28.8% of concerns were about relationships (28.6% in 2008/09) and this includes current relationships with family, unresolved conflicts and difficulties with family of origin, relationships with spouse and partner, and bereavement. The final category of presenting problems is specific concerns, and includes sexual and physical abuse, assault, domestic violence, alcohol and drug use and eating disorders. In 2009/10 13.4% of presenting problems were in this category (16% in 2008/09).

Pat Hunt
Head of the University
Counselling service

Off campus counselling provision (UK)

The University Counselling Service offers individual counselling to students and staff based at Sutton Bonington, Derby, Lincoln, Mansfield and Boston.

The number of students and staff attending counselling in 2009/10 (2008/09) (2007/08):



The University Counselling Service aims to offer a consistent and accessible service on one day a week (one and half days at Derby) at each of the different sites. Finance for the provision of counselling at Boston and Derby was previously supported by HEFCE funding on a temporary and limited basis.

From 2010, this provision was brought within the mainstream university funding, so that counselling is now available at these sites throughout the year, in line with the Counselling Service at University Park.

The service at Derby, Lincoln, Mansfield and Boston largely serves the nursing, midwifery and medical students. There are factors that put this group of students at particular risk of running into difficulties, presenting in crisis or dropping out, for example:

- The nature of their course and placements makes it difficult to arrange regular counselling appointments.
- The nursing, midwifery and Graduate Entry Medical courses attract a high proportion of mature students, who are often juggling study and work with family responsibilities and child care.

The Counselling Service aims to provide a prompt and flexible response to their needs and all new intakes of nursing, midwifery and Graduate Entry Medical students attend a presentation on 'Staying the course'.

In addition to the programme of workshops and groups at University Park, the Counselling Service delivers two workshops for nursing and midwifery students at the different sites: 'Assertiveness' and 'Developing resilience and maintaining the capacity to care'.

Recruitment to the workshops is challenging due to the heavy demands on students' timetables, but the participant feedback is very positive.

Radical changes to nursing education will take effect from 2011 with the phasing out of nursing diploma courses. The Counselling Service is currently planning to be ready to address the changing needs of the university and the students and staff affected by these changes.

Sutton Bonington

The total number of students seen at the Sutton Bonington site was 39 plus 5 members of staff.

The service remains well used and the new location within a wider Student Services operation is working well. As in previous years, students with no availability on Thursdays, or where being seen off-campus is desirable, opt to be seen at University Park instead. Also some students whose studies are based at Sutton Bonington but reside in Nottingham may chose University Park as their main counselling location.

In addition counselling support was offered to students via two workshops on 'Coping with workload stress and assessment anxiety'. This was the first year that workshops were available at the Sutton Bonington campus and both were well attended.

Jubilee campus

During the year 2009/2010 32 students and 4 members of staff attended for counselling at the Jubilee campus site. Almost half of the students who made use of the service were postgraduate.

Students and staff have benefited from having access to counselling on Jubilee campus for one day per week throughout the year including vacation periods.

Two workshops were offered at Jubilee this year (Assertiveness; Dealing with Procrastination) and these were well attended as well as highlighting the range of support available to students provided by the University Counselling Service.

Heather Nelson
Counselling Co-ordinator

Groups and Workshops

A significant part of the University Counselling Service's provision is the annual programme of workshops and groups. For many students joining a group or taking part in a workshop is the most appropriate way for them to resolve their difficulties. It is helpful to appreciate that others experience similar problems and students gain self confidence by supporting one another.

*'The group was very helpful and I actually enjoyed the meetings'
[Managing Relationships Group, Autumn 2009]*

Studying at university requires students to participate in many different group situations and the skills required are an important basis for life. Although taking part in groups and workshops may be challenging it is also very rewarding. It takes courage and commitment on the part of the students to attend and it is satisfying to see the progress they make.

Because of the level of demand on the service we need to keep a balance between one to one work and the provision of groups and workshops. We reorganise the programme annually on the basis of the popularity of the different groups and workshops.

New developments

This year we ran a workshop on self esteem for the first time. It was so well received we will run it twice in the next academic year.

An eight week group for male postgraduate students was also successful and was part of the ongoing programme to encourage more male students to use the service.

Sutton Bonington. A workshop designed specifically for Sutton Bonington students entitled 'Coping with workload stress and assessment anxiety' was also offered twice in the academic year

Jubilee campus. We have run some workshops on Jubilee campus for the first time and they were well attended.

Nursing and midwifery students. A new workshop entitled 'Maintaining the capacity to care – developing personal and professional resilience' was piloted at the Derby, Lincoln and Mansfield centres.

Provision for staff

Listening and Responding to Students. Organised through the university's Professional Development section, we offered the above full day workshop for academic and non-academic staff, in March, June and September.

Counselling Associates. We continue to offer a workshop once a term for staff who have attended 'Listening and Responding to Students' and who have a pastoral role with students.

Developments for 2010-11

We are offering 'drop in' workshops for the first time based on the theme of 'Staying calm'. In addition we have developed a workshop on Mindfulness which is an effective technique to manage stress.

Procrastination and Perfectionism which previously ran as two workshops are now being offered as one because of the significant overlap in these two subjects. We have also widened the scope of the stress management workshop which is now titled 'Life skills for handling stress and pressure'.

Statistics and evaluation

Since its inception in 1996 the University Counselling Service programme of groups and workshops has grown steadily and involved more members of the team. We evaluate the effectiveness of this work in a number of ways:

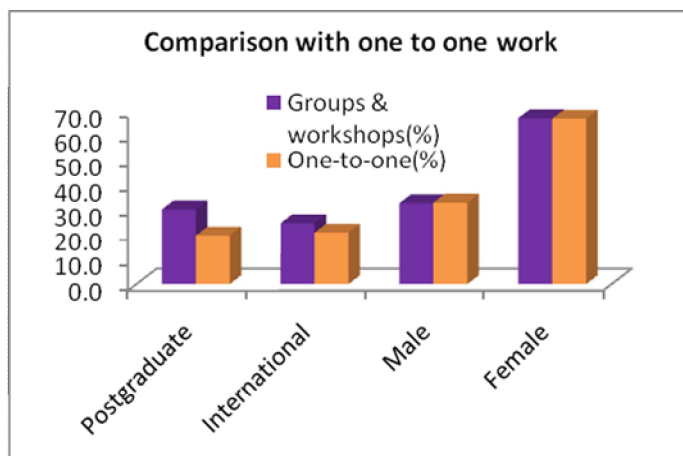
- By seeking detailed feedback from participants at the end of their involvement and at a one month interval beyond their participation, through a questionnaire.
- By asking team members involved in the programme for their views.

This is the second year that we have collected statistics in the same format that we use for our individual clients.

We use the information gathered to explore areas for development and improvement where appropriate, relating this to the overall aims and objectives of the service. Student

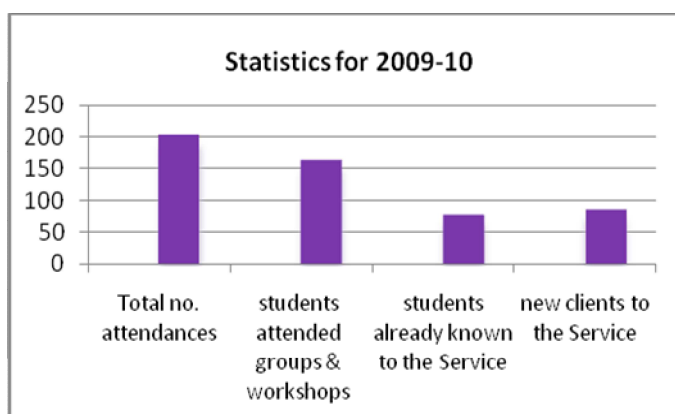
and staff participation, as well as post involvement questionnaires, indicate that this is a successful part of our provision.

Numbers attending each workshop/group varied from four to fifteen participants.



One off workshops tend to be slightly more popular but the drop out rate for workshops and groups of more than one session is very low. This is particularly encouraging in the therapeutic groups which run for eight weeks.

These figures illustrate the high take-up of the programme by international and postgraduate students



'Discussing with others how you felt and what helps was useful. It makes you realise that you are not alone and that you can find out new ways to cope' [Managing Depression, March 2009]

Marion Dillon
Groups and Workshop
Co-ordinator

Client Feedback

Summary

- 94% of respondents felt it was easy to find out about the counselling service.
- 84% of respondents were satisfied with the quality of the counselling they received.
- 79% of staff who responded felt that counselling had helped them continue with their work.

Why we ask for feedback

The University Counselling Service is committed to providing a high quality service that is responsive to the needs of the university community.

The primary aim of this exercise is to obtain feedback from clients to help the counsellors to reflect on their individual practice and the quality of the service overall. It also provides an opportunity for clients to reflect on their experience and the outcome of counselling. Clients are given space in the feedback form to leave longer comments and with their permission some of those comments are quoted anonymously here.

Methodology

This year we have introduced the use of secure software provided by 'Survey Monkey' to create an accessible, online survey. This has proved efficient to administer and we have been able to increase the overall response rate; collecting feedback from more of our client group.

Students and members of staff who use the University Counselling Service are invited to complete an online questionnaire approximately one month after their final contact with us. The questionnaire invites clients to comment on their

experience. Respondents may remain anonymous or give their name if they wish.

Response rate

This year (between 31 July 2009 and 1 August 2010) 1130 clients were invited to leave feedback and 398 did so: a 35% response rate. This means that we are receiving feedback from 26% of our total client group.

Respondent profile

The respondents are a self selected group in that the completion of questionnaires is entirely voluntary. The make-up of respondents to the questionnaire broadly reflects the usage pattern of the service.

| | |
|----------|-----|
| Male | 27% |
| Female | 73% |
| Students | 80% |
| Staff | 20% |

Service administration

The service promotes itself through the website, brochures, posters, talks, and welcome events and maintains a good profile across the university. 94% of respondents felt it was easy to find out about the

University Counselling Service and 91% said the reception staff were helpful.

"I found all staff approachable and supportive"

First appointment

The service aims to offer an initial appointment within 10 working days of first contact, often new clients waited less than 5 days. During particularly busy periods it can be difficult to meet this target in all cases. Some provision is also made for situations deemed to be urgent.

83% agreed that they had been offered an initial appointment within a reasonable period of time.

Waiting times for ongoing counselling

Waiting times are affected by several factors. During periods of high demand on the service the time clients will have to wait for ongoing appointments increases. If a client has limited availability in their week it can take longer to find them a regular appointment and vacations can interrupt the process for students in particular.

This year 79% felt they had been offered counselling within a reasonable period of time, while 21% felt they had waited too long. Waiting for regular counselling to begin was an area of dissatisfaction for many complainants.

"I fully understand the overwhelming number of students that use the counselling service, but I did feel that the time I had to wait for further help was quite a long time, which was really difficult for me"

Difficulties and problems

85% of student respondents felt their difficulties were affecting their academic performance.

61% of students felt counselling helped them to continue with their studies.

"Counselling sessions were much more successful than I expected...I couldn't have finished my degree without (counsellor's) help".

For some students continuing with their studies is not necessarily the best outcome and they may decide to suspend or leave university.

76% of staff felt their difficulties were affecting their performance at work.

79% of staff respondents felt that counselling helped them continue with their work.

"Found the service and my counsellor very helpful and I think it kept me at work at a time when I may have needed time off otherwise".

Quality and satisfaction

Length of counselling contract is variable within the university Counselling Service. We aim to offer clients sufficient sessions to address the issue presented whilst managing high demand for the service.

"I would have wished to have a third session...but I understand that a free service cannot be comprehensive and that if I need to make a new appointment the door will be open for me."

We asked respondents if they felt the number of sessions they were offered provided sufficient time to address the issue they brought to counselling.

- Of those who had 1 session 62% felt that was sufficient.
- Of those who had between 2 and 7 sessions 74% felt that was sufficient.
- Of those who had more than 7 sessions 89% felt that was sufficient.

88% of staff respondents and 79% of student respondents were satisfied or very satisfied with the quality of the counselling they received.

"Professional and discreet service which really helped me out".

86% of staff and 81% of students had found counselling helpful.

"It was extremely useful to talk to a counsellor who had experience of dealing with other academics in a similar situation to my own".

"It helped me to reflect on my behaviour in relation to the issues faced and come to my own solutions."

Conclusion

The profile of the University Counselling Service is well-established and an expected part of student life. Satisfaction with the service is very high.

Areas in which we will continue to strive improve include:

- Waiting times for first appointment
- Waiting times for ongoing counselling
- Understanding of the counselling process and client expectations
- Assessment of client need

**Mel Wraight
Counsellor**

Appendix 1

Staff

Head of Service

Pat Hunt (UKCP, BACP, AUCC)

Counselling team

Anita Bartys (BACP)
Marion Dillon (BACP, AUCC)
Alison Hammond (UKCP, UKAPI UK, AUCC)
Helen Kerry (UKCP, GPTI)
Heather Nelson (BACP, ACW, AUCC)
Lucy Rowley (BACP, AUCC)
Rob Sharp (UKCP, Survivors UK)
Val Watson (BACP, BAPCA, HEA, ACW, UKRC, UKCP, AUCC, CCYP)
Myra Woolfson (UKCP)
Mel Wraight (BACP)

Support staff team

Ruth Kneale
Sarah Brumpton
Jocelyn Daniels (maternity cover)

Professional association abbreviations

| | |
|----------|--|
| ACW | Association of Counselling in the Workplace |
| AUCC | Association for University and College Counselling |
| BACP | British Association for Counselling and Psychotherapy |
| BAPCA | British Association for the Person-centred Approach |
| CCYP | Counselling Children and Young People |
| GPTI | Gestalt Psychotherapy Training Institute |
| HEA | Higher Education Academy |
| UKAPI UK | United Kingdom Association for Psychotherapy Integration |
| UKCP | UK Council for Psychotherapy |
| UKRC | United Kingdom Register of Counsellors |

Appendix 2

Professional Activity

External commitments

- Chair, HUCS (National Heads of University Counselling Services) (PAH)
- British Association for the Person-centred Approach - Keynote speaker (VW)
- Independent Adoption panel member, Faith in Families (VW)
- Membership of Integrative Psychotherapy professional development group (HJK RJS)
- Presenter, Samaritan's Purse International Relief (RK)
- Therapy reading group (MMD)
- Visiting tutor, Nottingham Counselling Service (RJS)
- Windmills career and personal development sessions for doctors (RJS)
- AUCC Annual Conference Workshop leader (VW)
- Black and Asian Therapists Network Conference – Joint Keynote speaker (VW)

Meetings/networking

- Black and Ethnic Minority Staff Network convenor (VW)
- IPT Update meetings, Leicestershire NHS Trust (LR)
- LGBTQ network (MCW)
- Meetings with Cripps Health Centre GPs (all counselling staff)
- Meetings with SU Equality & Welfare Officer (PAH)
- Meetings with Business School Support Worker (PAH)
- Meetings for university counsellors involved in the delivery of groups and workshops nationally in HE (MMD)
- Meetings with other Student Support Services, senior tutor and occupational health staff for nursing and GEM students (HN)
- Meeting with Staff Counsellor, King's Mill Hospital to developing workshops and counselling for health care professionals (HN)
- Mental Health Adviser Meetings (RJS)

- UCS Web working group (SEB, PAH, AHH, MCW, VW)
- Women's network (AHH)
- Workshop and Group planning meetings (LR, RK, MMD, RJS, MCW)

Policy/steering groups

- International Student Worker Steering Group (PAH)
- Registrar's Department Head of Sections Committee (PAH)
- Student Services Management Team (PAH)
- Groups and Workshops Working Group (MMD, LR, RJS, VW)
- Mental Health Advisor Steering Group (PAH)
- Staff Equality and Diversity Advisory Group (VW)
- Work and Wellbeing Review Group (PAH)

Publicity talks/fairs

- Health Information Road shows (RJS)
- International Students Welcome Week induction presentation (PAH)
- International Students Welcome Week fair (RK)
- New students induction Sutton Bonington campus (ALB)
- Presentations to nursing, midwifery and GEM students at Nottingham, Derby, Mansfield and Lincoln (HN)
- Welcome talks for Schools of Nursing, Computer Science, Electronic Engineering, Physics and Astronomy, Civil Engineering (RJS)
- Welcome Event, Graduate School (RK)
- Welcome Event for new staff (RK)

Staff initials key:

| | |
|-----|----------------|
| ALB | Anita Bartys |
| SEB | Sarah Brumpton |
| MMD | Marion Dillon |
| AHH | Alison Hammond |
| PAH | Pat Hunt |
| HJK | Helen Kerry |
| RK | Ruth Kneale |
| LR | Lucy Rowley |
| HN | Heather Nelson |
| RS | Rob Sharp |
| MW | Myra Woolfson |
| MCW | Mel Wraight |
| VW | Val Watson |