



University of
Nottingham

UK | CHINA | MALAYSIA

Annual Report 2016-17

University Counselling Service



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Executive Summary

- 2245 clients (students and staff) seen, an increase of 4.64% on 2015/16
- 5.9% of total student population accessed counselling. The Russell Group average is 7%
- 3.5% of University staff accessed the service, an increase of 0.3% of total staff, or 30% increase in staff contact since 2014/15.
- Over 8000 appointments were offered and attended during the academic year
- UCS hosted visits from Dr. Paul Greatrix (Registrar), Mr Andy Winter (Campus Life Director), Scholars from Japan and China; Head of Counselling Service Ningbo, China.

Of the 2245 individual clients:

- 43.6% attended for 1 appointment only
- 21.3% attended 2 appointments
- 30% attended for between 3-8 appointments

39 workshops and 4 therapeutic counselling groups were offered, including 5 lunchtime workshops held at Sutton Bonington. 515 students attended the workshops and 36 students attended longer term therapeutic groups.

The University Counselling Service (UCS) also provided consultation support and guidance to individual Schools and Departments following specific events affecting staff groups and individuals in staff teams.

Head of Service report

Records show that at Nottingham, a counselling service for students has been in existence since 1974 with an established Head of Service from 1990 offering counselling to students and staff from 1995. Each annual report has shown an upward trend in demand and an increase in use by students and staff.

So it is reasonable to ask: What's new? The simple answer would seem to be very little except that the growing interest in and commentary on mental health nationally and the coverage of mental health of university students in the media is more apparent. What is clear is that the de-stigmatisation of mental health problems has led to more people disclosing difficulties and coming forward for support which is generally a good thing.

A recent Institute for Public Policy Research¹ (IPPR) report notes that there has been a 'fivefold increase' in student disclosure of a mental health condition compared to ten years ago and a significant increase in the number of first year undergraduate students who disclose a mental health condition on entry.

In line with the national data available and matching the analysis of data across the HE sector, our statistics show an overall increase in demand. We also note a rise in those reporting anxiety, low mood, depression and allied issues associated with work, personal and family relationship problems cited as a reason for their difficulties.

During 2016-17 UCS saw a total of 2245 clients and offered in excess of 8000 counselling sessions delivered over four campus locations. This is a considerable achievement in the light of challenges and changes in the year for a permanent staff team of 8.3 FTE counsellors increased to 9.3 FTE from March 2017 following a successful bid.

- 5.9% of our total UK campus student population made use of individual (1:1) counselling: an increase of 0.26% on last year.
- 3.5% of the total UK campus staff population made use of 1:1 counselling: an increase of 0.31%.

During 2016/17 we have offered 43 groups and workshops, increasing and broadening this provision by 40% since last year. This has enabled tutors, welfare and other staff to refer students to an expanded and regular programme of support throughout the year. Included in this is a year-round 'Open Group' providing group therapy for students, which we have piloted this year.

Response to increased demand

Increased access to the service through early morning and evening appointments has been successful and well used, especially by students on placement and staff.

Changes made to our patterns of working have meant that we have been able to offer access to the service to a greater number of the university community. This

¹ Thorley, C., (2017) 'Not by Degrees' Institute for Public Policy Research September 2017 London: IPPR

has been achieved through offering a greater number of intermittent appointments with the offer of regular weekly appointments in fewer situations. For many clients this has been welcome as a way of accessing support over a longer period especially over vacations.

We endeavour to respond promptly to those in crisis and to be flexible enough to allow for the individual circumstances of all clients to shape our decisions about the best support to offer.

The introduction of a duty system since 2015/2016 has meant that the service has been able to organise and manage consultation and guidance to university staff and external contacts in a systematic way. This year we have dealt with in excess of 65 escalated duty calls. This is in addition to the daily enquires dealt with by administrative staff who receive on average ten calls and numerous emails each day.

We have reduced the overall waiting time for a first consultation appointment and for the most part, met our target of offering a first appointment within ten working days.

This year we have been monitoring cancellation and attendance rates more closely and provide monthly information about these rates within the service waiting area. We have also introduced appointment reminders by text or email to encourage the best use of our resources.

Staff counselling

Sadly, the temporary increased resource (0.4FTE) for staff counselling has ended. However, there is still an upward trend in demand. Our data shows an overall increase of 30% usage by staff since 2014/2015 and a 60% increase since 2010.

Groups and workshops

The groups and workshops programme provides an important means of support for all students. The use of the group format reminds students that they are not alone with the difficulties they face, encouraging the recognition that often, problems are best addressed and dealt with alongside others rather than alone.

The wide ranging year round psycho-educational workshops programme has been designed to anticipate difficulties students may face. It also offers a preventative measure for those who might want to access help in managing themselves and their studies by exploring and re-visiting helpful strategies that they can act upon. We have increased the number and range of groups and workshops offered. This year we have offered a 'Bite-size' lunch-time workshop programme at Sutton Bonington. We have also piloted a programme of seasonal workshops, entitled 'Being Outdoors' which make use of the campus outdoor environment as a source of support and self-understanding.

Our programme of eight session therapeutic groups: Managing relationships and Men's Postgraduate group has been expanded by the successful pilot of a year round 'Open Group'.

For staff, we have offered, on request reflective practice groups and short-term support groups as well as a termly meeting for those involved with student support. This year, we have worked harder to promote this programme in a number of ways including the use of students' union communication sources, collaboration with the students' union welfare officer, student fairs, academic tutors, support staff, the Health Centre and the use of social media.

Changes and developments

The year has seen many changes, starting with the partial implementation of Campus Solutions in August 2016, the departure of the Deputy Registrar Stephen Dudderidge and the announcement of the departure of both the Vice-Chancellor Professor Sir David Greenway and Deputy Vice-Chancellor, Professor Karen Cox leaving during 2017.

The team has worked hard to support the key strategic goals outlined in Global Strategy 2020. Over the year through our work, partnerships and initiatives UCS has demonstrated a continuing commitment to providing the best possible service we can for the university community.

This year saw the departure of the two permanent members of our administrative support team in October and November 2016. Despite the increase in demand and some significant IT difficulties we were very well supported by a small team of highly capable and committed temporary administrative staff who kept us going for five months during one of our busiest times of the year.

The funding provided by the University Executive Board (UEB) in 2015/16 enabled us to retain the services of one Associate Counsellor which has been essential in helping to meet rising demand.

Through additional funding via UEB two new part-time counsellors (totalling 1.0 FTE) have been recruited with a specific remit to enhance the provision at the Derby and Sutton Bonington satellite campuses.

Administration

In January 2017 two staff members took up permanent positions.

The part time staff member appointed in January 2017 resigned in July 2017 to return to college. Fortunately, the UCS was awarded an additional 0.8 FTE for administration staff by UEB. This additional resource will enable us to re-distribute the available administration hours to permanently maintain the increase in our opening hours.

Titanium

The successful installation of Titanium schedule software on 1 August 2017 has provided a much needed client and service records management system. Working in collaboration with the University IT department, four colleagues within the counselling team worked very hard to test, configure and implement the system as well as providing a coherent and effective induction programme for all team members.

This introduction of Titanium has already resulted in a reduction of paperwork and printing costs. The appointment booking system has been streamlined and is now more efficient.

The full benefits of the system, will be visible by the 2017/18 Annual Report. We intend to explore and where possible make further use of the facilities and functions available with the purchase of this software in the coming year.

Training and consultation provision

Training input has been provided to:

- Student Welfare officers
- School of Engineering
- School of Health Sciences
- Graduate School
- Listening and Responding workshops and materials for staff throughout the year
- Senior Tutor Network
- Students' Union

Internal liaison

The team continue to work in close partnership with all staff who offer support to students. In particular there are termly Mental Health Liaison meetings with medical staff at the Cripps Health Centre and members of the Mental Health Advisory Service. Where appropriate we collaborate with staff in both teams in the referral, support and care of students. These strong working relationships are an important element of mental health provision in the university.

In July 2017, staff members from the Mental Health Advisory Service were invited to one of the annual UCS training days. The theme for this training was 'Working with clients with Borderline Personality Disorder'.

This year, new links have been established with the Senior Tutor Network through attendance at and input into their meetings. This provides a direct pathway to updating and informing personal tutors about the work of the Counselling Service and what we offer to students.

Involvement in the support work of the Graduate School in the form of training input for PhD supervisors and an annual workshop for doctoral students offers another example of preventative work which is of help to students and the university community in general.

Closer links with the work of the Students' Union through contact with the Welfare Officer, work with Nightline and invited input and feedback to our own Equality, Diversity and Inclusion sub-committee from Students' Union representative groups has influenced our approach and effected changes in our waiting areas and work with clients. We have also increased our presence at student fairs through the provision of information stalls.

Membership on the Staff Equality and Diversity Committee and the Leadership and Management Academy Development Group has enabled the team to keep abreast of activities occurring within the University as a whole which is of direct benefit to our work with students and staff.

External liaison

We have also been involved with the Ambition Nottingham programme developed by the Widening Participation Group in their work with Year 11 students. Individual members of the team continue with the voluntary work (as listed) in the community. We have met with a number of IAPT services to discuss alternative points of referral for students and staff.

China campus links

The Head of the Counselling Service (Ningbo) visited the service in July 2017. There has been continued communication via Skype and face to face meetings to discuss the service provision for students of the University as a whole.

Malaysia campus links

Claire Thompson, Head of Student Welfare, and I visited the UNMC Counselling Service in April 2017 due to the resignation and redeployment to other roles of key staff members. I have continued to provide collegial support and assistance with the recruitment of replacement team members to fill the vacated posts throughout the year.

Higher Education links and visits

I took up my position as a member of the HUCS executive committee in June 2017. This has given me further insight into the work of service heads across the HE sector and furthered opportunities to share good practice and contribute to the counselling profession working in Higher Education.

Provision of training and work experience

The service has provided a high quality training placement for three students in advanced training.

Contributions to research and academic scholarship

Wright, C, Maylor, U and Watson, V (in press) Black Women Academics and Senior Managers Resisting Gendered Racism in British Higher Education, In Olivia N. Perlow et al. (Eds): Black Women's Liberatory Pedagogies, Springer

Continuing professional development

The following training qualifications have been successfully completed by members of the team:

- Acceptance and Commitment Therapy (ACT) training
- Group work training
- Reflective Practice in Organisations Diploma

Plans for the academic year 2017-18

- Improved website and promotion of services especially groups and workshops
- Improved signposting and web presence

- Partnership with Nottinghamshire's' Sexual Violence Support Services: running a pilot hosting drop in sessions and appointments one day a week
- Recruitment of Counselling Associates to manage peaks in demand
- Enhance links with welfare officers
- Explore feasibility and relevance of online provision
- Further use of Titanium facilities
- Respond directly to our statistics and feedback. Continue to work through our annual plan
- Continue provision of the highest quality counselling service and making good use of our resources.

Challenges for 2017-2018

Cuts in our current resources or a failure to enhance them puts pressure on the service and presents challenges. Limited administrative resources impacts what we can offer and when we can offer it. Some consideration needs to be given to the possibility of reaching saturation point in terms of meeting ever rising demand.

This year has been a time of turbulence and change during which we have dealt with the essential clinical work and goals of the service alongside staff absorbing the impact of changes in key roles; inducting those staff into work in a confidential setting, delivering an excellent service; managing increased demand and increased workload, providing a counselling and consultative service to the university community and implementing a full CRM system whilst remaining a cohesive and hardworking team.

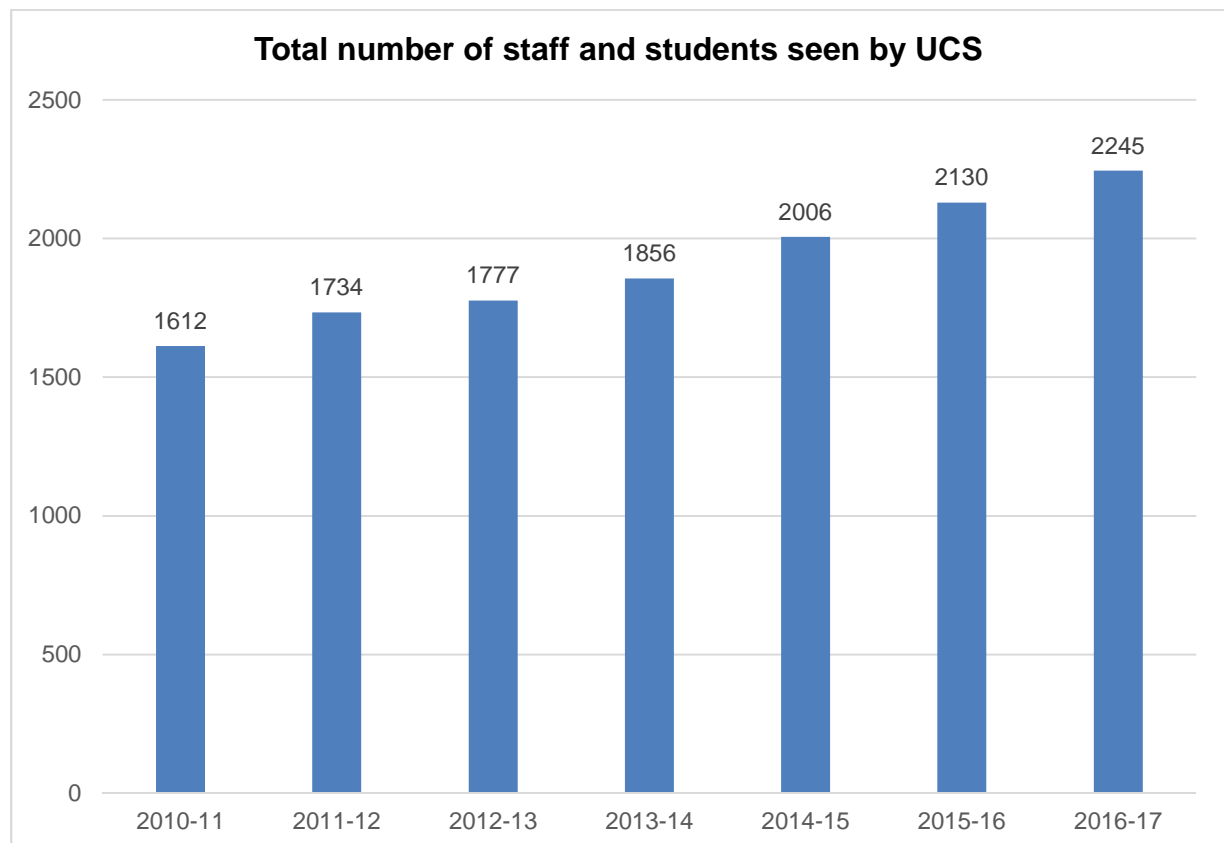
I continue to be in awe of the capacity, creativity and fortitude of the counselling service team I have the pleasure and privilege to lead. Their willingness to explore ways of developing and improving the service we provide maintaining its integrity is an inspiration.

Val Watson
October 2017

Statistics

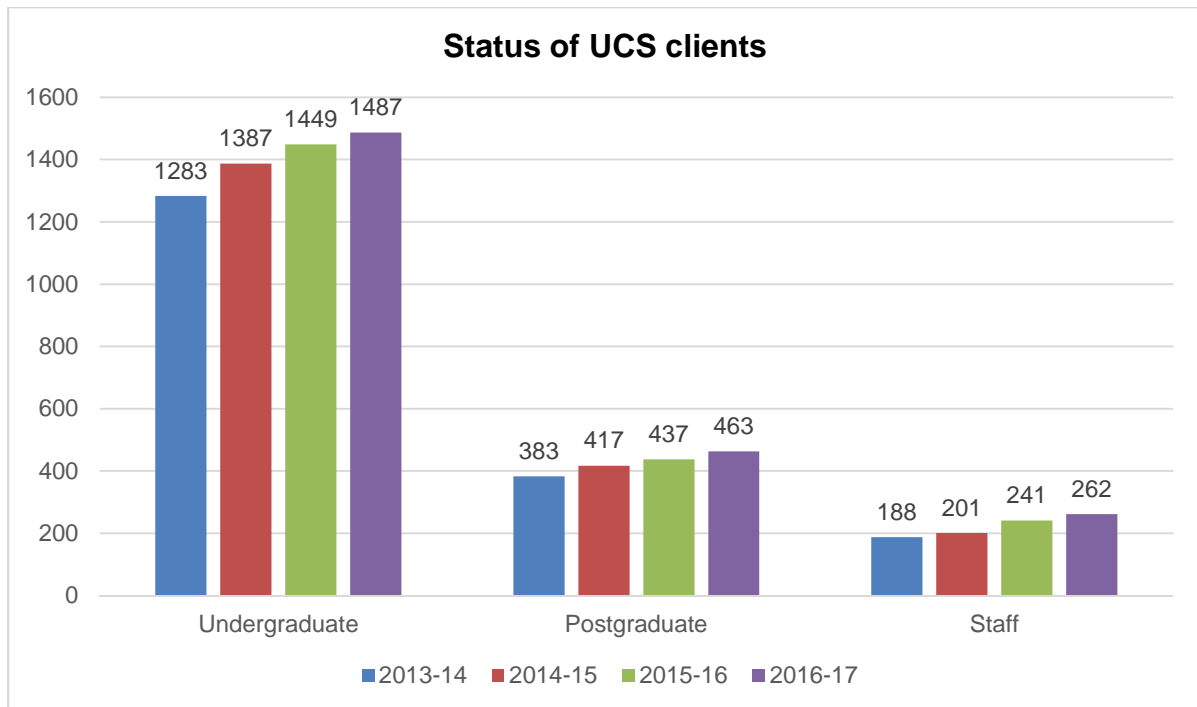
The statistics reported in this section are drawn from comprehensive data recorded for each student and member of staff who contact the University Counselling Service (UCS) and attend for at least one appointment. We also collect parallel data for students who attend our therapeutic groups and workshops, and these statistics are included in the groups and workshops section of the Annual Report.

Increase in numbers



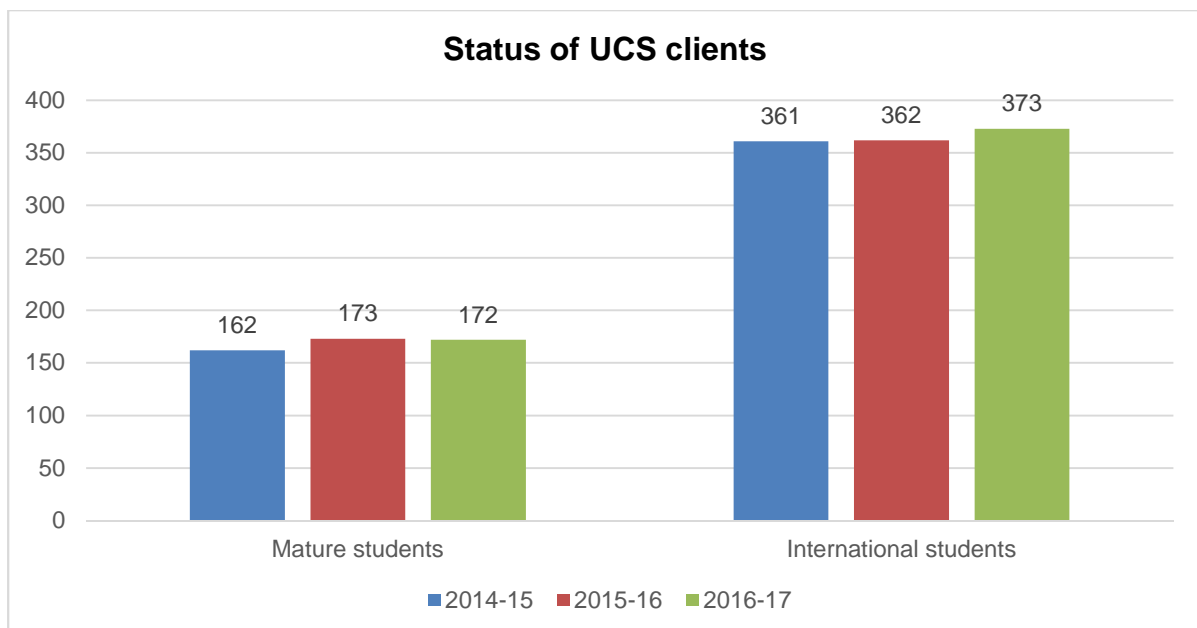
We record the School and Department that undergraduate and postgraduate students come from, and the data confirms that all Schools and Departments use the Service.

UCS registered 5.4% more clients than last year, and the number waiting for ongoing counselling continued the trend in the reduction of waiting times since 2013/14.



There was an 8.7% increase in staff clients for 2016-17, which have been around 10% of total clients for 5 years. The number of University staff members who came for appointments was 262 (3.5% of the staff population). It is important and encouraging that staff from all areas of the University use the service - academics, senior managers, administrative staff, operations and facilities staff.

The total number of male clients registered, staff and students, is similar to last year (66.4% female and 33.5% male), showing this is a small % decrease on previous years.



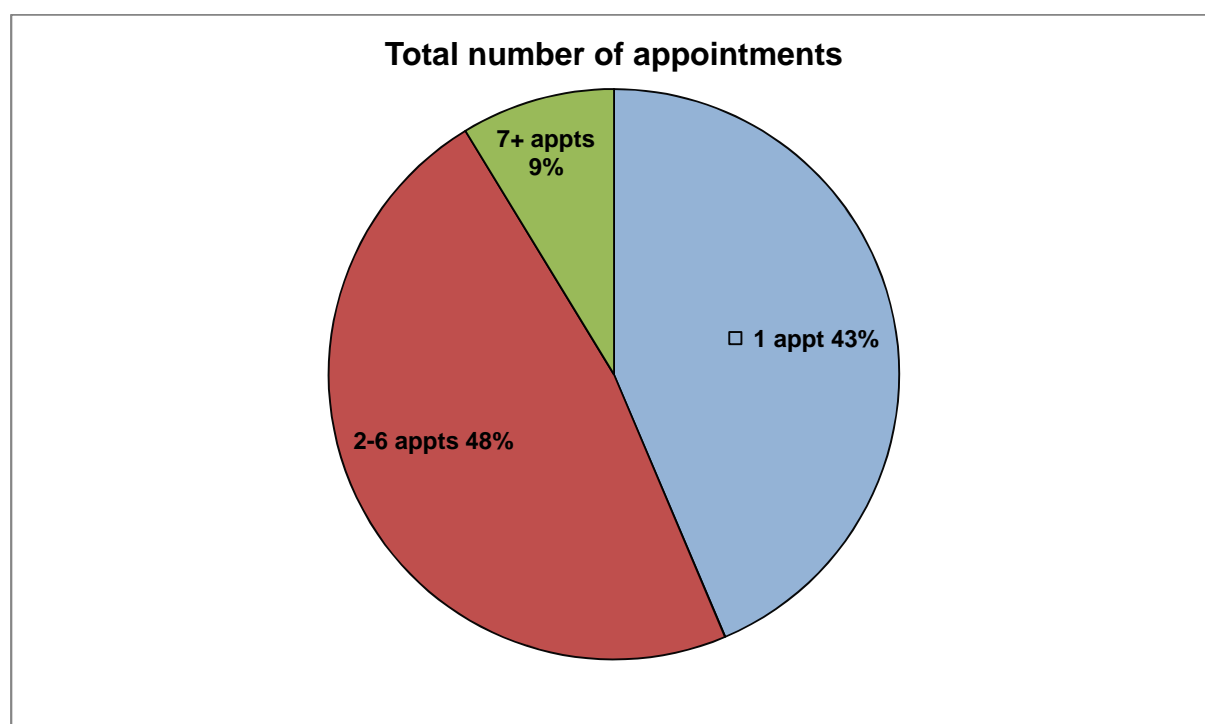
It is important to continue to ensure that international and mature students are well informed about the existence of the Counselling Service and what we provide.

UCS has offered this through a presentation given to students as part the International Students Welcome Week organised by the International Office.

Waiting times

The waiting time between the initial appointment and the first ongoing appointment was recorded during the year. 54.2% of clients were offered an ongoing appointment. The mean wait in weeks was 3.3 weeks showing a reduction since last year (3.99%).

Number of appointments offered



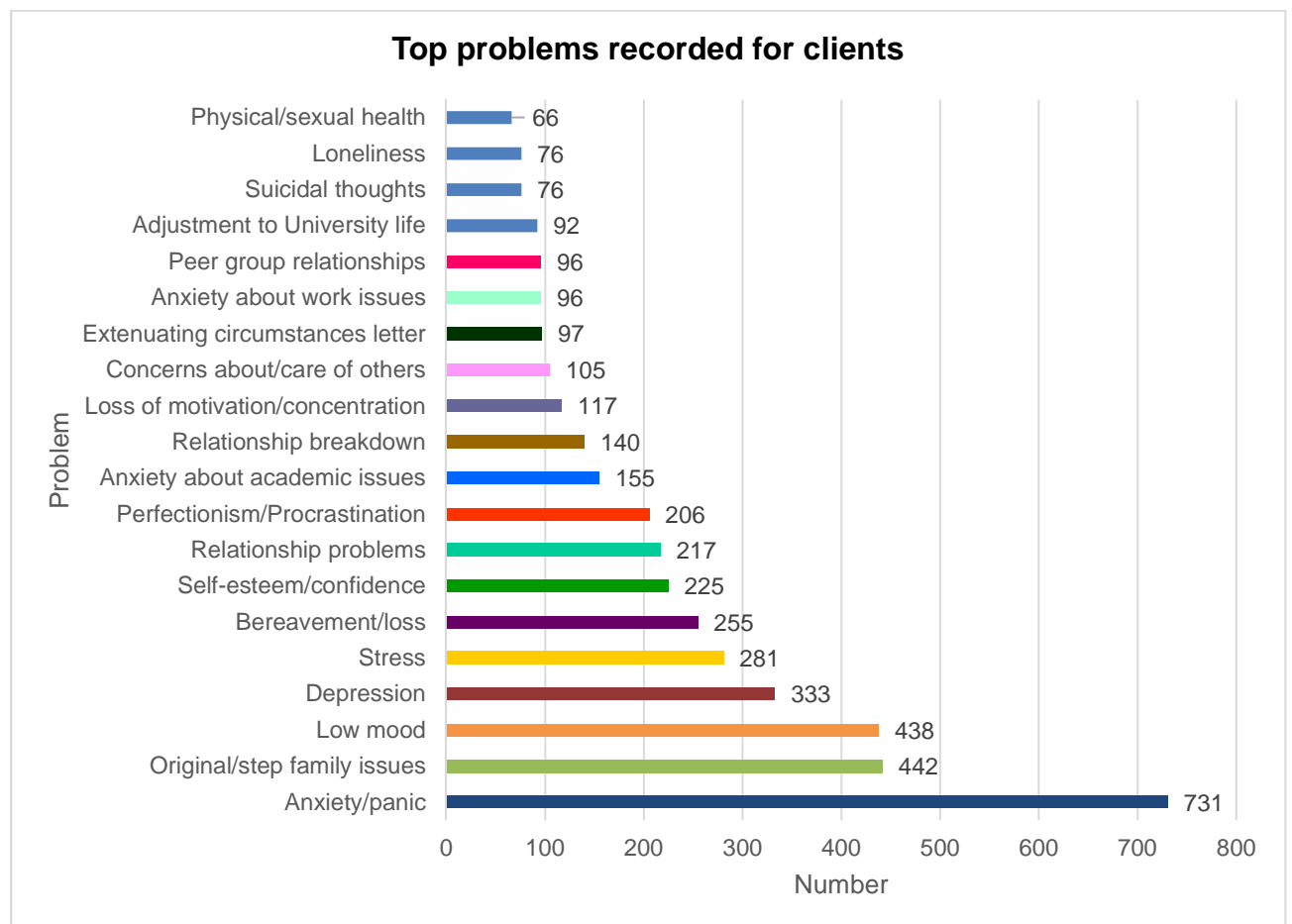
43.6% of clients attended for just one appointment. This represents those students and staff who only need to come for one appointment to resolve their situation, and includes those who were referred to one of the University Counselling Service groups, workshops or to other sources of help within the University and beyond where this was appropriate. This figure also includes those who were offered additional appointments but only attended for one. There is always a proportion of students who attend UCS for one appointment only to request extenuating circumstance evidence.

47.8% of students and staff came for between two and six sessions. This is a combination of those who came for short term therapeutic work which gives sufficient opportunity for working through moderate emotional and mental health problems, and other clients, mostly students, who attend for intermittent appointments spaced out during the academic year with the aim of maximising the effect of counselling in support of their academic study.

8.6% of staff and students were seen for more than eight sessions. The pressure of numbers means that this extended work is only offered to those with the more serious concerns. We believe that it is important to continue to offer this where needed.

Presenting problems – a summary

(There may be more than 1 concern presented by each client).



Client feedback

Highlights

- 74% of respondents were satisfied or very satisfied with the counselling and service they received
- 26% of student respondents said that counselling was “an important factor” or “the most significant factor” in helping them stay at university.
- 40% of staff respondents said the counselling was “an important factor” or “the most significant factor” in helping them stay at work or get back to work

How we get feedback

All students and members of staff who use the Counselling Service are sent an invitation to complete an anonymous SurveyMonkey© questionnaire shortly after their last appointment.

In 2016/17, 1470 invitations to complete the survey were sent out and 269 responses received; a response rate of 18.3%. This shows a slight increase compared to 2015/16 (17.9%). We registered 2245 clients during 2016/17, which means that 12% of our total client group gave us feedback. This is a slightly lower figure than in 2015/2016 (12.7%) and is largely attributable to a small reduction in the proportion of clients being sent survey invitations for logistical reasons.

Once submitted, each feedback form is reviewed. Any general trends or comments are fed back to the team as a whole. Individual counsellors receive a copy of feedback forms if they are specifically named in the comments section. Clients submitting feedback are given an opportunity to request a response. These forms are handled by the Head of Service.

Client feedback is extremely valuable to the service, enabling us to monitor satisfaction continuously and make improvements where necessary. It also provides counsellors with an opportunity to reflect on their own practice.

The comments below give a flavour of the type of feedback we receive:

“The counselling was the best thing I ever did at university. It helped me feel at ease with myself and helped me through a difficult time I was going through.”

“I found the counselling sessions invaluable with a very skilled and caring counsellor. I was able straight away to get some perspective on my problems”

“Friendly, kind staff who helped me out in my time of need. Made me feel less trapped in a situation where I did not have much power, couldn’t have got through it without their advice.”

“I found myself again, when I was lost.....loved it, it’s never too late to seek guidance.”

“It is a truly fantastic service. Very professional and I would strongly recommend it to anyone in need..... I feel very lucky that we have such a service in the work place.”

“Came at a time when I needed it the most and didn't have to wait too long for first appointment. Counsellor was excellent and really supportive!”

“The staff were very kind and helpful to me from booking the appointment, greeting, the counselling itself. All great. Helped me to come to terms with everything”

“The only thing that's inconvenient is the waiting time in between scheduling appointments, but I realize this is due to the massive number of students using the service and that the counselling service is doing the best they can.”

“I am very grateful you provide this service, there was a good chance without it I would have dropped out of studies”

Sarah Olds
University Counsellor

Counselling provision at other campuses

In addition to the service based at 'The Orchards', the University Counselling Service provides individual counselling to students and staff (and occasional workshops) at Jubilee Campus, Sutton Bonington Campus and the School of Medicine and Health Science at Derby Royal Hospital.

Derby Campus

The service at Derby is based in the Medical School at Royal Derby Hospital, where it has use of a private counselling room.

Counselling consultations are offered by appointment at Derby, every Tuesday and Friday, throughout the year.

70 clients used this service in 2016/17 (65 in 2015/16).

The service is used mainly by undergraduate and graduate entry nursing (GEN) students; graduate entry medical students (GEM); undergraduate students in Medical Physiology and Therapeutics and University staff based at Derby.

Patricia Eschoe was recruited to UCS in March 2017 and she joined Heather Nelson in delivering counselling to the staff and students at the Royal Derby Hospital in April 2017.

Patricia's appointment enabled service provision at Derby to be increased by 0.5 days per week. Sadly, Patricia will be leaving UCS in September 2017.

Presentations and workshops were offered to nursing students based at Derby, as part of their curriculum, on 'Staying the course', 'Effective communication on placement' and 'Building Resilience and Maintaining Compassion'.

Jubilee Campus

Counselling consultations are offered on one day a week by appointment at Jubilee Campus every Friday during term time.

47 clients used the service at Jubilee in 2016/17 (33 in 2015/16).

The service on Jubilee Campus is used mainly by international students (with a high proportion of mature and post-graduate students) and staff.

UCS has use of a private counselling room with a nearby waiting area. Adrian Langham is the counsellor at Jubilee.

Sutton Bonington Campus

Counselling consultations are offered by appointment at Sutton Bonington, every Wednesday and Friday, throughout the year (2 days per week).

97 clients used the Service at Sutton Bonington in 2016/17 (70 in 2015/16).

The counselling service at Sutton Bonington is available to students and staff of the Schools of Veterinary Medicine and Biosciences.

The counselling room at Sutton Bonington is situated in a quiet area of the Main Building, with an adjacent waiting area, which offers privacy. The counselling room can also accommodate workshops for small groups of students.

Jane Titterton was recruited to the Counselling Service in February 2017 and she joined Sarah Olds in providing the counselling service at Sutton Bonington in March 2017, replacing Heather Nelson.

Following the initial launch in 2016, Sarah Olds has developed a successful programme of 'lunch time bites' – 45 minute lunchtime workshops, designed to enable students at SB to have access to UCS workshops. The workshops address areas relevant to SB students, including building resilience, sleep strategies, mindfulness and creative techniques for stress management.

Heather Nelson
Counselling Co-ordinator

Groups and workshops

The University Counselling Service has continued to develop its programme of groups and workshops during 2016 -17. Our aim is to provide easy access to a wide range of helpful resources that are designed to enhance student wellbeing and productive study.

The groups and workshops programme has been developed over a number of years using student feedback and our experience of the sorts of problems that students encounter during their time at university. We timetable events so that we can deliver resources at key points in the academic year and target particular problem areas that we know students struggle with.

We have several counsellors trained in Mindfulness practice and during 2016-17 were able to offer 3 evening 'Exploring Mindfulness' workshops per term. We hope to increase the number of these workshops and also to extend this provision to staff members in the coming year: Our new 'Breathing Space' workshops will take place at lunchtimes. We have also run evening workshops on 'Managing Depression' and 'Self Esteem' once a term. These are extended workshops and run over two evenings, a week apart, enabling students to test out what they have learned in the interim. The evening workshops have proved popular and we will continue to develop this aspect of provision.

We are always looking to introduce new and innovative ways of working therapeutically. Our 'Being Outdoors' workshops offer students and staff the opportunity to approach their difficulties from a different perspective using sensory awareness as a medium through which challenges can be thought about and addressed.

During the past year we have introduced the Open Group. This therapeutic group takes place once a week throughout the academic year with some option to continue through vacation periods and is provided for students who are struggling to make the transition to university life or who may be feeling isolated, unable to form meaningful relationships whilst they are here. This can arise for a number of reasons and is often the result of longer-term difficulties. Group work is a very effective way of working therapeutically with young adults as it relies on collaborative working and encourages group members to develop their independence and autonomy. We plan to introduce a second Open Group in the coming year. Our two 'Managing Relationships' groups continue to provide support to up to 24 students a year who require support with this fundamental element of adult life. The Postgraduate Men's Group also provides valuable support to an under represented group in our client population.

Having tried an online system for students to book onto workshops we discovered that there were significant numbers of students reserving places but then failing to attend. Places for workshops are in high demand and are limited according to room capacity. In order to encourage a more consistent attendance rate we decided to return to a more personalised way of booking onto workshops and as a result, our sense is that fewer places are being wasted. This has meant that we have not been

able to collect detailed statistics for this year's programme but feedback collected from attendees has been overwhelmingly positive. (See Feedback and Evaluation Section of Annual Report).

At Sutton Bonington we have been looking at ways of providing workshops to students that take place at times that fit with their timetables. 'Lunchtime Bites' is a range of short workshops that cover topics that students have told us they would like help with.

There are other 'tried and tested' workshops that have not been mentioned in this brief and which run with consistently good attendance and feedback from students. We are always looking to keep our provision interesting and stimulating for students and hope to establish an in-house system of pooling workshop resources so that counsellors can share materials and best practice.

Lucy Rowley
Groups & Workshops Coordinator

Groups and workshops feedback

Highlights

- 81% of students who attended were very satisfied or satisfied with the workshop
- 98% of respondents said that they would recommend the workshop to another student

The feedback process

Following attendance at most of the University Counselling Service workshops, students receive a request to provide feedback via a brief SurveyMonkey© questionnaire. For a small number of workshops and the groups, forms are given directly to attendees by the facilitator. In 2016-17, 64 students responded to the invitation to provide feedback. This represents a response rate of 10.5% of the total number of students (550) who attended groups and workshops in 2016-2017.

On the whole, the feedback provided is very positive and often provides useful suggestions for future planning. In response to the question “what aspects of the workshop did you find particularly helpful?” students seemed to value the opportunity to share their experiences with their peers more than any other aspect. This helped them to feel less isolated. Students also appreciated the discussions and exercises in small groups and the opportunities to practice different breathing and mindfulness techniques. Some students suggested longer workshops to provide more space for discussion and practice. The quality and relevance of the content presented in the workshops was also frequently highlighted. Finally, a considerable number of respondents found the facilitators to be friendly, engaging and supportive.

Workshop facilitators are encouraged to monitor SurveyMonkey© feedback throughout the year in order to make any appropriate adjustments.

Sarah Olds
University Counsellor

Continuing professional development

As part of the team's working standards all our individual counsellors complete their CPD in accordance with the guidelines set out by their relevant accrediting bodies- such as UKCP and BACP. This not only sets a standard for good practice, but also enables counsellors to incorporate training that meets their needs and ongoing development.

Team members have attended CPD events around a variety of subjects including advanced levels of Acceptance and Commitment therapy, a third wave Cognitive Behavioural Therapy (CBT) based therapeutic approach incorporating mindfulness and compassion with behavioural activation. Others have completed training sessions in working with trauma, neuroscience and attachment, which are relevant to our client group. The team have also explored different ways of working with common themes we see in clinical work such as anxiety and depression. Some of these working methods have been incorporated into our groups and workshops programme. These have been well received and offer students practical skills to help them develop healthier self-management styles.

UCS team members are experienced practitioners with a rich and diverse skill set that enables them to effectively and safely meet the difficulties of our client group. We have seen an increase in students with pre-existing complex and enduring mental health needs.

In addition to CPD undertaken by individual counsellors we hold several in house training events annually. We aim to provide training that meets the service needs and offers practitioners the chance to explore and reflect on their practice in a collaborative learning environment.

This year's CPD event was working with people with Emotionally Unstable/Volatile Personality, exploring risk and ways of engaging sometimes difficult and challenging clients. We extended this event to the Mental Health Advisors enabling us to work more collaboratively with other support services and to explore different ways of working.

Future CPD for the team has been arranged to explore the topic of suicidality and associated themes. This is particularly relevant to the student population as suicides in university students and young people continue to increase annually².

² https://www.theguardian.com/education/2017/sep/02/suicide-record-level-students-uk-universities-study?CMP=share_btn_link

Appendix 1 – Our staff

This year has seen a number of staffing changes due to administrative staff leaving and counsellors retiring.

Current staff – Counsellors

Anne Brewin, BACP
Alison Hammond, BACP, UKCP, UKAPI, BACP-UC
Adrian Langham, BACP
Rob Manners, UKCP
Kathryn Morris-Roberts, UKCP
Heather Nelson, BACP
Sarah Olds, UKCP
Daniel Pitt, UKCP
Lucy Rowley, BACP, BACP-UC
Rob Sharp, UKCP, Survivors UK, PTUK
Jane Titterton, HCPC
Val Watson, BACP – Senior Accredited, UKCP, HEA, RPiO
Affiliations: BACP-UC, BAPCA, BACP (Workplace), C&YP, HUUS
Myra Woolfson, UKCP
Mel Wraight, BACP – Senior Accredited, Be Mindful Registered Mindfulness Teacher

Current Staff – Reception

Davina Malcolm
Caz Stevenson (temporary)

Trainee / Placement counsellors

Julia Palmer
Jackie Philippides
Maggie Shen

Temporary administrative staff

Maxine Hall
Nicki Thomas
Wendy Willan

This year we also said goodbye and wish them all the best with their futures to the following staff members:

- Sarah Brumpton- recruited to another university post
- Patricia Eschoe- work/life balance
- Sarah Marston- relocated to south west England
- Tahmina Noor- returned to education

External activities

Adrian Langham	<ul style="list-style-type: none"> • Rape Crisis Counsellor • Advisory Panel on Sexual Violence Service
Kathryn Morris-Roberts	<ul style="list-style-type: none"> • External Examiner to Gestalt Centre London • Marker for Metanoia Gestalt Programme • Peer Reviewer for British Gestalt Journal • Equine Assisted Psychotherapist • CPD facilitator in 'Being Outdoors' workshops
Daniel Pitt	<ul style="list-style-type: none"> • School Parent Governor
Val Watson	<ul style="list-style-type: none"> • Faith in Families Social Work Team Consultant-voluntary • Contacts Counselling – supervisor - voluntary
Myra Woolfson	<ul style="list-style-type: none"> • Chair of East Midlands University Jewish Chaplaincy Board

Internal roles and activities

Anne Brewin	<ul style="list-style-type: none"> • Titanium Implementation Team • Stalls for Welcome Week
Alison Hammond	<ul style="list-style-type: none"> • Health & Safety Officer (to April 2017) • Little Green Button Coordinator • Statistics Lead • Titanium Implementation Team
Adrian Langham	<ul style="list-style-type: none"> • CPD Coordinator • Jubilee Campus Counsellor • Equality Diversity and Inclusion Committee
Davina Malcolm	<ul style="list-style-type: none"> • Health and Safety Officer (from April 2017) • DSE Assessor (from March 2017) • First aider • Titanium Implementation Team
Kathryn Morris-Roberts	<ul style="list-style-type: none"> • Cross campus liaison for 'Being Outdoors' workshops, • Writing a blog for Estates • Supporting staff self-care initiatives: meditation/creativity lunch time sessions • UCS Social Committee • Equality Diversity and Inclusion Committee

Heather Nelson	<ul style="list-style-type: none"> • Co-ordinator for satellite sites • Derby campus counsellor • First aider • UCS Policy Reviewer • Staying the Course presentations (nursing / midwifery) • Welcome Fairs (Sutton Bonington campus)
Sarah Olds	<ul style="list-style-type: none"> • Feedback Coordinator • Apps list researching & updating • UCS Social Committee • Groups & Workshops Co-Coordinator (from June 2017) • First Aider (until April 2017) • DSE Assessor (until March 2017) • Clearing Volunteer • Jubilee Campus promotional stand (PGCE Week) • Sutton Bonington campus counsellor
Daniel Pitt	<ul style="list-style-type: none"> • UCS Social Committee • Titanium Implementation Team • Equality Diversity and Inclusion Committee
Lucy Rowley	<ul style="list-style-type: none"> • Groups and Workshops Coordinator • Student Support Forum Co-facilitator • Supervisor for trainees/placement and associate counsellors • Trainee Placement Co-ordinator • Outreach stalls for UCS • Outreach stalls at University Park and Sutton Bonington • Open Group
Rob Sharp	<ul style="list-style-type: none"> • Equality Diversity and Inclusion Committee Chair • Open Group Co-facilitator • Trainee Placement Co-ordinator • Students' Union Liaison • Hall Tutor training • Supervisor for trainees/placement and associate counsellors • EDISS Committee Meeting • Nightline Staff Supervision and training
Jane Titterton	<ul style="list-style-type: none"> • Sutton Bonington campus counsellor
Val Watson	<ul style="list-style-type: none"> • Head of Service • Senior Tutor network • Widening Participation -

	<ul style="list-style-type: none">• BME staff Network Chair• SEDC Committee member• Equality Diversity and Inclusion Committee
Myra Woolfson	<ul style="list-style-type: none">• Student Support Forum Co-facilitator• UCS Publications editor

Appendix 2 – Client survey summary

The client survey was a hard copy survey left in the waiting area and completed by clients either before or after their appointment. There were 80 responses.

This year's survey included a section on our groups and workshops programme.

Bookings

How did you find out about the service?

Website	Tutor	Staff Member	Welfare	Friend	GP	Other
39.5%	9.9%	8.6%	6.2%	18.5%	13.6%	3.7%

How did you make the appointment?

Telephone	In person
91.0%	9.0%

How satisfied were you with your experience of making an appointment for your counselling consultation (CC)?

Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
46.2%	46.2%	5.1%	2.6%

How long did you wait for your CC?

Up to 1 week	up to 2 weeks	over 2 weeks
39.0%	40.3%	20.8%

Environment

How important is the waiting area to your experience of the service?

Very important	Important	Not very important	Of no importance
15.0%	50.0%	32.5%	2.5%

Was the waiting area suitable?

Yes	No
96.3%	3.8%

How important is it for you to have the counselling service located in its own building, away from other Student Services?

Very important	Important	Not very important	Of no importance
58.8%	31.3%	7.5%	2.5%

Website

Did you use the Counselling Service website?

Yes	No
87.3%	12.7%

How helpful did you find the information on the website?

Very helpful	Helpful	Not very helpful	Very unhelpful
25.0%	64.7%	10.3%	0.0%

Social Media

Are you aware the Counselling Service uses social media to share information

Yes	No
10.0%	90.0%

Workshops and groups

Are you aware that we offer a programme of groups and workshops for students?

Yes	No
73.1%	26.9%

Are you aware that any UoN student can attend the workshops whether or not you have had counselling

Yes	No
42.9%	57.1%

We provided some free text spaces and some selected responses are provided below.

Booking your counselling consultation

What would make it better?

- The largest response was to allow for online appointment bookings.

Environment

What would make the waiting area better?

- The recently installed water cooler was acknowledged and appreciated.
- It was requested the area had more natural light.

How important is it for you to have the counselling service located in its own building, away from other student services?

- 90% of respondents stated it was important or very important that we retained our own building, this represents a 5% increase on last year.

Social media

Are you aware the Counselling Services uses social media to share information?

- 90% of respondents were not aware that the UCS used social media which is 2.5% better than last year (92.5%)

Groups and workshops

This section was new this year. Encouragingly the majority of respondents were aware of our Groups and Workshops programme, however, over half were unaware that any student could attend not just those who used the service for one-to-one counselling. There were also suggestions for future topics which will be reviewed as part of the next programme and also highlighted areas to provide additional resources.

Davina Malcolm
Administration Coordinator

Appendix 3 – Abbreviations & Acronyms

Appt(s)	Appointment(s)
BACP	British Association for Counselling and Psychotherapy
BACP-UC	British Association for Counselling and Psychotherapy (Universities and Colleges)
BAPCA	British Association for the Person-Centred Approach
C&YP	Children and Young People (BACP Division)
CPD	Continuing Professional Development
EDISS	Eating Disorders in Students Service
FTE	Full Time Equivalent (36.25 hours)
GPTI	Gestalt Psychotherapy Training Institute
HCPC	Health and Care Professions Council
HEA	Higher Education Academy
HEI	Higher Education Institute
HUCS	Heads of University Counselling Services
IAPT	Improving Access to Psychological Therapies
IGA	Institute of Group Analysis
IPPR	Institute for Public Policy Research
PTUK	Play Therapy UK
RPiO	Reflective Practice in Organisations
SEDC	Staff Equality and Diversity Committee
UCS	University Counselling Service
UEB	University Executive Board
UKAPI	United Kingdom Association for Psychotherapy Integration
UKCP	United Kingdom Council for Psychotherapy
UKRC	United Kingdom Register of Counsellors
UNMC	University of Nottingham Malaysia Campus
UNNC	University of Nottingham Ningbo Campus (China)

