



Annual Report 2004-05

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Head of Service report

During the academic year 2004/5 the University Counselling Service has benefited from its new accommodation in Trent Building, University Park. The move to a suite of rooms on the ground floor of Trent Building in September 2004 just prior to the start of the academic year was a very positive one enabling the work to be established in rooms of suitable size and proportion, and with good access for disabled students and staff. The Service now comprises a well signposted entry from a central corridor of Trent Building, a small but sufficient waiting area, an office for the Service Administrator and Receptionist, a kitchen and nine rooms. All of the rooms have thick walls and therefore ensure the confidentiality and privacy so important to our work. One of the rooms is large enough for group work.

One concern in moving to such a central location was that staff and students might be deterred from accessing the Service from a busy corridor. The fact that the number of staff and students who contacted us increased in 2004/05 suggests that this was not the case, however we will continue to monitor the effects of the central location of the Service.

During the last few years the demand on the Service has increased considerably but these increases in demand have not been matched by corresponding increases in counselling and administrative staff. We were pleased therefore to be able to appoint two new members of staff to the University Counselling Service within this last year. Val Watson joined the team as a full time counsellor in November 2004. Margaret Tindall came to take up the newly created post of term time Receptionist in September 2004. Margaret's role is to provide

reception cover, as well as general clerical and administrative support. At times this role involves responding immediately to students and staff who are in great distress, and Margaret has very quickly established herself in this role. Alongside the Service Administrator, Ruth Kneale, we have a very efficient and sensitive presence which is so vital for that first point of contact with the Service.

In annual reports it is characteristic to highlight changes in staffing; however I would also like to include the existing staff of the University Counselling Service. The counselling staff of the Service has remained remarkably constant over the years with four members of the Counselling Service having been in post for over ten years. All of the counselling and administrative staff are professionals dedicated to using their skill in the service of the University community. This provides a stability which is a strength in a student community which is constantly changing.

- *Objective – to ensure maximum access through providing counselling in the School of Nursing at the Queens Medical Centre, Mansfield, Lincoln, Derby and Boston, and at the Sutton Bonington campus.*

The number of appointments offered to the School of Nursing has increased from 267 in 2003/04 to 444 in 2004/05. Many of the nursing students come from families where they are the first to go to University and so the work with them supports the University's widening participation strategy.

Heather Nelson, the Counselling Coordinator, has continued to develop the service to the School of Nursing in response to the particular

characteristics of the student group and the demands of the course.

The Sutton Bonington campus is undergoing considerable change due to the establishment of the new Veterinary School in 2006, and Anita Bartys has excelled this year in maintaining her work there during these disruptive changes.

- *Objective – to ensure maximum access through providing appointments throughout the year and evening sessions during term time*

During the academic year 2004/5 the Service has remained open throughout the year, and appointments have been offered on Monday and Wednesday evenings in term time. It is of note that Staff often contact us at the start of the summer vacation. Our statistics show that International students continue to use the Service in good numbers often bringing particular challenges due to a constellation of difficulties they are experiencing. In the aftermath of the Indian Ocean Tsunami on Boxing Day 2005 the University Counselling Service responded by employing a temporary sessional counsellor to work with us and offer additional appointments for the first few months of 2005. We held a meeting to offer support and guidance to staff of the University who were helping students affected by the disaster. A new leaflet *Surviving Trauma* has been written and is available on our web-site.

- *Aim – to fulfil a role within the University which is preventative and developmental through the provision of groups and workshops*

As part of the service offered to the University community we run a series of workshops and therapeutic groups. During the academic year 2004/5 the number of workshops offered increased and the demand for these was encouraging. Particularly of note is a new workshop *Managing Depression* which incorporates three linked

workshops with the expectation that participants will attend all three. Cognitive behavioural strategies form part of the content, and there was a good sustained attendance and excellent feedback at the end of the three workshops.

The workshops and therapeutic groups fulfil a role in the work of the Service which is complementary to the individual work. Peer relationships are a vital part of student life, but they can be problematic for some students. In a therapeutic group relationship difficulties can be explored and the peer group forms part of the helping process supported by the group facilitator.

- *Objective – to offer ongoing counselling, when appropriate, usually within 12 weeks*

We strive to minimise the length of wait for appointments, and during this year a waiting list form has been introduced. The form is given at the initial appointment and helps our clients to make a considered decision whether they wish to accept an ongoing appointment when this is offered. The returned form signifies both an affirmative response and also a good level of commitment.

It is very encouraging that during the academic year 2004/5 the 50 percentile figure for waiting time for a regular appointment was 3.5 weeks.

- *Aim – to offer a service which is accessible and appropriate*

The University Counselling Service is conscious that awareness of the existence of the Service and of our work with both staff and students is incomplete within the University community. In addition to our regular publicity we have begun to use the Student Portal to advertise the Service and our workshops, and have found this to be a very effective means of communicating important information to the student population. The re-publication of the *Who? What? Where?*

Guide by Student Services for 2005/6 should also help with this. Our six mental health leaflets initially published in 2003 have proved so popular and been so well used that this year we have reprinted all six. The leaflets further advertise the existence of the Service within the University.

As in previous years a feedback survey was conducted during this last year to help us appropriately evaluate our Service. The outcome of this survey is documented in the Client Feedback Report on page 9, and I would like to thank Mel Wraight for the work she has done in analysing the data collected and compiling this report.

- o *Aim: To work at the interface between the personal and the institutional; to understand the academic environment which may exacerbate or help to contain the difficulties of those who study or work within it, and to deepen the understanding of the University community of how individual difficulties may affect academic or work performance*

We welcome the opportunity to work with other departments in the University and, within the constraints of confidentiality, with individual tutors who may have referred to the Service. Students are usually most effectively supported by their Schools where tutors are aware of any difficulties which may impair their ability to study. In most cases students are willing to inform their tutors or give consent for their counsellor to do so when appropriate. Where this permission is not given, the wishes of the student are respected in order that our duty of confidentiality is not compromised. We are very aware that the demands on tutors are considerable and increasing, and have this year reprinted and distributed the booklet *Identifying and Responding to Students in Difficult: A Guide for Staff* to all new staff in order to help tutors and other staff in their work supporting students.

Although the provision of a counselling service to the whole University community remains our primary function the Service also contributes to the work of the University in a number of other ways. We are represented on several committees, offer a consultancy service to staff with pastoral responsibility, contribute to policy development and provide training opportunities for staff. Our position within the Registrar's Department allows us to maintain regular contact with colleagues and keep in touch with University developments on a regular basis. I would like to extend my thanks to the Registrar, Keith Jones, to the Academic Secretary, Alan Hart, and to the Head of Student Services, Robin Dollery, for their support for our work.

"The University Counselling Service provides an excellent service overall. The staff are experienced and professional with what can be difficult issues." *Student's Union Survey 2004/5*

This comment on the work of the Service by the Students Union is very encouraging, and the survey additionally refers to the fact that the stigma involved in contacting the Service is low. This reflects our perception of our role within the University which is not of a "sticking plaster" service where to contact us constitutes failure, but rather that the work that we do is a positive complement to the academic endeavour.

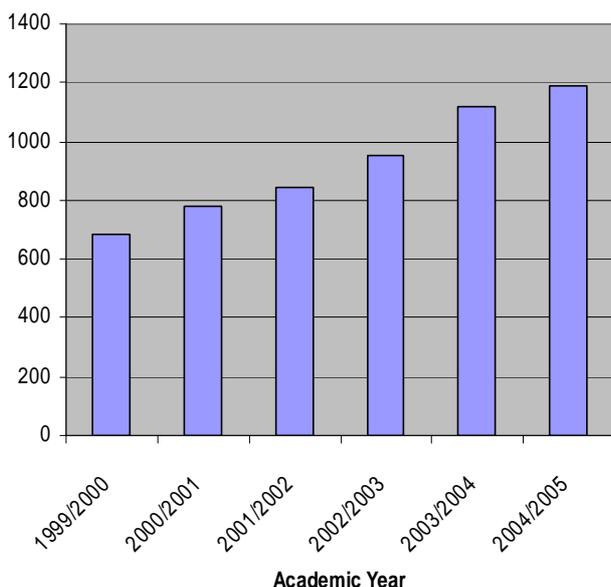
The University of Nottingham is engaged in facilitating the maturation of each individual, and this involves a rich academic and emotional balance.

Pat Hunt
Head of the University Counselling Service

Statistics for the academic year 2004 - 2005

The total number of staff and students seen for individual counselling in 2004/5 was 1190. This is a rise of 6.5% from the previous academic year when the total was 1118. Over the course of the last five years there has been a marked increase in the number of members of the University community being seen in the Service. In the academic year 1999/2000 681 people were seen by the Service, and there have been increases in each of the intervening years. The graph below illustrates the increased use of the Service.

Total number of staff and students seen by the University Counselling Service



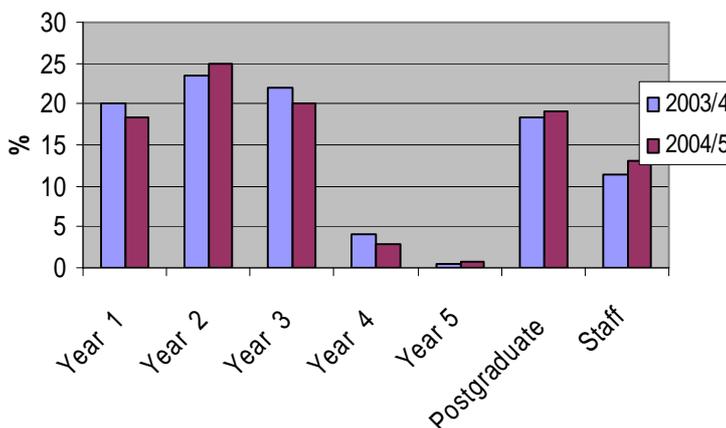
Of the 1039 staff and students included in the analysis 70% were women and 30% were men. These figures need to be understood within the context of the gender balance within the whole University population. In 2003/4 the student population was 56.6% women and 43.4% men, and in the staff community there were 51.6% women and 48.4% men.

The gender imbalance among those who use the Service has remained remarkably constant over the years with the range being between 71% women and 29% men in the academic year 1999/2000, and 64% women and 36% men in 2002/3. This pattern is consistent with counselling services in other universities and also in the wider community.

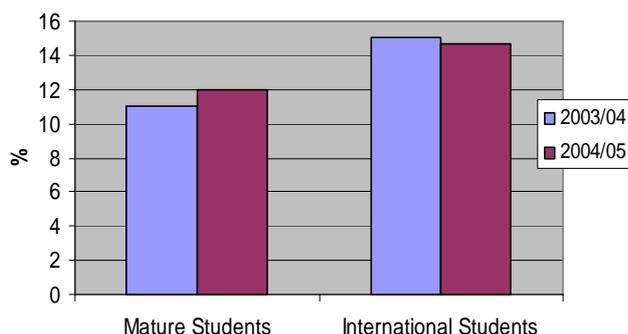
77.7% of the students and staff were seen for the first time, 7.4% were continuing counselling from the previous year and 14.9% had been seen previously in the Service and were returning for further help. As can be seen from the graph below of the year and status of clients, all sectors of the University make use of the Service, and the different groupings recorded use it roughly in proportion with their numbers within the whole University community. Staff, international students, mature students and postgraduate students continue to make good use of the Service. We record the School and Department that all students come from and the data collected confirms that all Schools and Departments use the Service.

Year and status of University Counselling Service clients

Status of University Counselling Service Clients



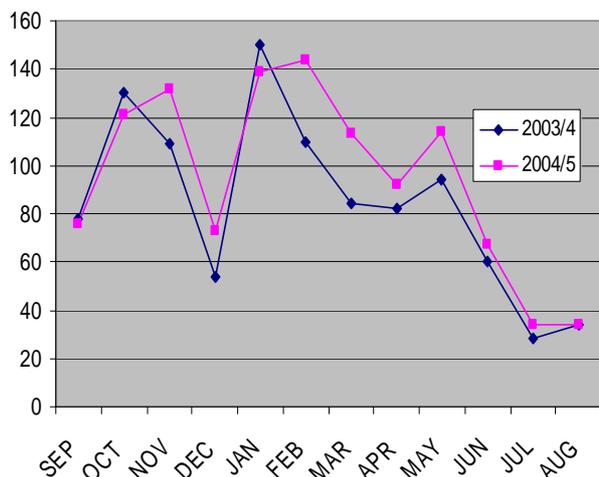
Status of University Counselling Service Clients



Peak periods

The graph below records the month of first contact with the Service. The overall picture is consistent with the last few academic years with peak periods being in October, November, January and February. The fact that the University Counselling Service remains open throughout both term time and vacations is reflected in these figures as significant numbers of staff and students make their initial contact with us in the vacations.

Month of First Appointment



Waiting times

We are encouraged by the reduction in our waiting times during the last academic year. Over the course of the whole year the 50 percentile figure for the length of time spent on the waiting

list was 3.5 weeks. This is a reduction of one week from the 50 percentile figure of 2003/4 of 4.5 weeks.

With the level of demand which the University Counselling Service experiences it is very challenging to keep the waiting times for appointments low. We recognise that any wait can be difficult; however a balancing factor is that a period of time between the initial appointment and the ongoing appointments can be a valuable reflective space.

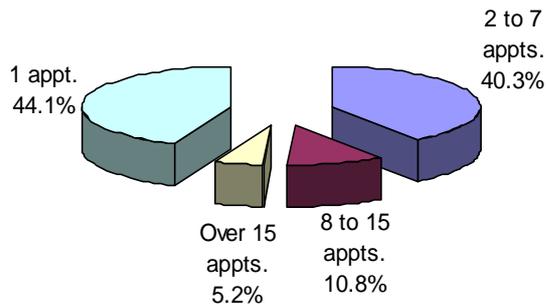
For the first time the wait for an initial appointment was recorded in 2004/5. The mean average wait between the first contact with the Service and the initial appointment was 3.7 working days. Our aim is to offer an appointment within one week, and therefore in 2004/5 we comfortably met this target overall. Clearly a mean average figure does not reflect every individual's experience of making contact with us. There were a number of staff and students who were not offered an appointment within one week due to the fact that at busy times in the year the pressure on available initial appointments increases, and also a student's ability to attend for the appointment offered decreases due to their commitments. At the other end of the spectrum there were staff and students who were offered an appointment in less than 3 working days, and sometimes this was on the same day. We continue to offer emergency appointments where the need is more immediate, and refer to specialist services when this is appropriate.

The number of people on the waiting list at the end of the year was 34, compared to 78 in the academic year 2003/4. Whilst clearly this represents a substantial reduction we aim to reduce this figure to a minimum. The 34 were all students who had all been offered a choice whether to begin to receive a series of weekly appointments towards the end of the academic year 2004/5 or to wait until September to begin their appointments, and all 34 had elected to begin in September. We were able to

offer ongoing appointments to all staff and students who were able to come in the summer vacation.

Number of appointments offered

Analysis of the total number of appointments as a percentage

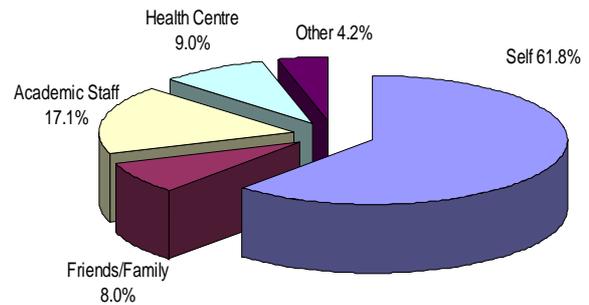


The percentage figures for the total number of appointments each client has remained remarkably consistent from one academic year to the next. The most common number of appointments is one (in 2004/5 the percentage figure was just over 44%). Many of these people receive the help that they need to resolve their situation within one session; others may be appropriately referred on or may be offered regular counselling within the Service but not take this offer up. 40.3% came for between two and seven sessions suggesting that focussed short term work gives a substantial proportion of those whom we see sufficient opportunity to work through their conflicts and difficulties. We are able to offer a long term therapeutic approach where this is needed and appropriate (16% in total), and as our aim is to meet the diverse needs of the whole University community this represents an important component of the work of the Service.

Sources of referral and contact with other agencies

Main sources of referral to the UCS

The majority of students and staff (61.8%) refer themselves to the Service.



Of the other sources of referral the percentage from the Health Centre has decreased slightly from 11.5% in the academic year 2003/4 to 9.0% in 2004/5.

Liaison with and referral to other support services in the University is an important element in our work. Our relationship with Cripps Health Centre remains strong, and we meet each term to discuss topics of mutual interest and concern. We continue to benefit from the work which Dr Richard Turner, Consultant Psychiatrist, conducts within the University. Although the work of the Service extends beyond the remit of the Student Services team (due to our work with staff) we particularly value our position within the Students Services management structure and the support given by the Head of Student Services, Robin Dollery.

Presenting Problems

A wide range of difficulties are brought to the Service. 21.6% of the concerns presented were academic or work problems (19.8% in 2003/4). This includes anxiety about academic issues and exams, considering leaving or transferring course, and requests for a letter of extenuating circumstances. Our work in this area is vital in relation to retention levels in the University, and many students stated that the help they received from our Service helped them to continue with their academic work and studies.

39.1% of the concerns were personal and emotional including anxiety, depression and suicidal thoughts (41.3%

in 2003/4). From our feedback survey 78% of respondents reported an improvement in their effectiveness in dealing with emotional issues. Whilst academic development remains the primary focus of university life each individual's emotional development is important and has both direct and indirect influence on the attainment of full academic potential.

27.9% of concerns were about relationships, and this includes relationships with peers, family, colleagues and also bereavement and loss of relationship (29.6% in 2003/4). From the feedback survey 71% stated that their effectiveness in relationships with others had improved. 11.4% of concerns were specific issues which include eating difficulties, and alcohol and drug use (10.2% in 2003/4). Overall from the feedback survey 85% of

respondents reported an improvement in their general sense of well being.

Summary

The figures and statistics quoted here represent the culmination of a year's work of systematic recording of the contact that the University Counselling Service has with each client. My thanks for these statistics go to all the members of the Counselling Team. My particular thanks and commendation go to Anita Bartys, whose mathematical expertise has led to the development of rigorous and effective methods of recording, collating and analysing the data so that a comprehensive record of the year's work can be presented in the annual report.

Pat Hunt
Head of the University Counselling Service

Counselling Co-ordinator's report 2004-05

The University Counselling Service serves the whole University community including the Sutton Bonington campus, the Medical School at Derby, the School of Nursing and the Academic Division of Midwifery (based at various hospital sites). Heather Nelson is the Counselling Co-ordinator with responsibility for co-ordinating and developing the service at sites other than University Park, Anita Bartys offers individual counselling at Sutton Bonington.

A key role for the Counselling Co-ordinator is to ensure that students and staff have reasonable access to counselling, wherever they are based. In addition to the Service at University Park individual counselling sessions are offered at Sutton Bonington, Boston, Lincoln, Mansfield and Derby. The number of appointments offered to students and staff at these sites increased from 269 in 2003/2004 to 444 in 2004/2005 and there is a high take up of appointments all year round. In order to make the best use of limited resources counselling is offered on a regular day each week, consequently it is no longer possible to offer appointments at Duncan MacMillan House, City Hospital or Grantham Hospital.

Providing an appropriate service requires an understanding of the needs of the students and staff at these sites. Nursing and Midwifery courses attract a higher proportion of mature students, including single parents, who are often juggling study and work with the demands of family life and child care issues. Those who choose to enter professions where they care for others, sometimes find it more difficult to ask for help and support, consequently they often present in crisis and are at greater risk of dropping out than other students. The Counselling Co-ordinator attends the induction days for new Nursing, midwifery and medical students to reinforce the message that caring for themselves is a vital aspect of

caring for patients and to inform them of the network of tutors and support services in the University.

Vocational courses, such as Nursing, Midwifery and Medicine, require that students spend much of their time in work placements in addition to carrying out the academic requirements of the course. Students have to arrange their lives around shift patterns and they do not have extended vacations, so if problems emerge there are few opportunities for recovery. Nursing, midwifery and medical students find it difficult to organise regular counselling sessions because of the competing pressures on their time, hence they are more likely to require flexible, short-term counselling interventions.

In addition to individual counselling, Assertiveness and Stress Management workshops are offered at the different sites. These workshops are designed to address the particular concerns of Nursing and Midwifery students and to enhance their coping strategies and skills within a supportive group setting. These workshops are very well attended and the feedback demonstrates their value to the students.

Personal tutors and mentors offer front line support to their students and this is particularly helpful at those sites with limited access to the support services at University Park. Consultation and liaison with staff is a key aspect of the Counselling Co-ordinator's role and the Listening and Responding course is occasionally offered to staff who are not able to access the courses at University Park.

Heather Nelson
Counselling Co-ordinator

Client feedback 2004-05

The University Counselling Service is committed to providing a high quality service that is responsive to the needs of the University community. Students and members of staff who use the University Counselling Service are sent a brief questionnaire approximately one month after their final contact. The questionnaire invites clients to comment on their experience, so that the team can identify areas of dissatisfaction and those aspects we are getting right. Respondents may remain anonymous or give their name if they wish.

The primary aim of this exercise is to obtain feedback 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.

The questionnaire addresses issues raised by respondents in previous years and covers areas known to be of concern. It also offers space for respondents to add comments or raise issues not covered by the questions and provides valuable qualitative data.

Response rate

A questionnaire is posted to the majority of our clients, with exceptions where it is not possible or appropriate to do so. This year 625 questionnaires were posted and 249 were returned (before August 1st 2004) representing a 40% return rate. This is a high response rate for a postal survey and means that we are receiving feedback from 21% of our total client group.

Respondent profile

83% of respondents were students and 20% were staff (some postgraduates identify as both). Of those who said they were students 73% were undergraduates and 27% were postgraduates. This broadly reflects the overall profile of the client group of the Counselling Service.

Female respondents (76%) outnumber male respondents (24%) which broadly reflects the tendency for there to be a female/male imbalance in usage of the Service. We are very aware that male students and staff in difficulties are less likely to approach the Service. Helping men to acknowledge difficulties and seek help is a problem for most health and welfare providers and is part of a wider social issue.

The respondents are a self selected group in that the completion of questionnaires is entirely voluntary. The profile broadly represents a cross section of the client group with staff being slightly more likely to complete a questionnaire.

Service administration

91% of respondents agreed that it was easy to find out about the Counselling Service, only 4% disagreed. The remainder recorded a 'neutral' response. In additional comments a small number of clients called for more publicity to raise awareness of the Service and help overcome the stigma of seeking help. In general however, there is an expectation that a counselling service will be readily available. The University Counselling Service developed a series of booklets on 6 key areas of mental health which were distributed widely throughout the University including; the Chaplaincy, Cripps Health Centre, Students' Union and Student Advice Centre, Study Support, libraries, International Office and various Schools of the University. These booklets help to raise the profile of the Service further still and provide support for those groups less likely to approach us in person. The booklets have proved very popular and funding was secured this year to re-print them.

Our administrators and receptionist are the first point of contact for clients and as such 'set the tone'. 93% found the reception staff helpful and they were described as 'friendly'.

First appointment

85% of respondents agreed that they had been offered an initial appointment within a reasonable time period, although 9% felt this had not been the case.

Assessing and responding

This first appointment may offer some immediate space for thinking and provide some relief and may help the person to identify a course of action to take. For some this appointment is sufficient to enable them to deal with the issue they have brought.

Alternatively, the first appointment may result in a place on the waiting list for regular counselling, a recommendation to workshops or group-work, or another appointment to continue the assessment process. In a few exceptional cases, assessed under criteria concerning immediacy of crisis or risk, people may be referred straight to ongoing counselling without a waiting period. Sometimes an initial appointment resulted in an agreement that the services of the University Counselling Service were not the most appropriate to the client's needs. Referrals can also be made to other University services and medical or psychiatric services.

The counsellors aim to offer a useful therapeutic intervention within a brief time scale and new clients are offered an initial contract of up to 6 sessions. Where necessary, longer term counselling is available.

34% of respondents had attended one appointment only, 46% had attended between 2-7 sessions and 20% had attended more than 7 sessions. 78% of respondents felt they had had sufficient time to address the issue they brought to counselling. Some clients will have ended their counselling prematurely through leaving the university.

It seems that the large majority of respondents are satisfied with the number of sessions offered and that the flexibility in the system allows the counsellors to offer a response that in most cases

matches clients' needs and expectations accurately. It is not always the case that the more sessions a client receives the more satisfied they will be. The appropriate assessment of need is more important. Some of those clients who attended only one session will have agreed with their counsellor that more sessions were needed but not necessarily at the University Counselling Service. We provide information on seeking help elsewhere and in some circumstances we may directly refer to other services.

Overall, over three-quarters of our respondents felt they had had sufficient time to address the issues they brought to counselling. Coupled with high levels of satisfaction with the quality of counselling (85% were satisfied, 7% neutral and 8% dissatisfied) this would seem to indicate a high level of accuracy in assessment of client need.

Waiting times

69% of respondents, who were offered ongoing counselling after the initial appointment, agreed that this was offered within a reasonable time. 19% were dissatisfied with the length of time they waited for further appointments, while 12% felt neutral about the waiting time. There were some clients from the beginning of the academic year who had to wait much longer than usual before being offered regular counselling appointments, having been affected by the backlog created by the previous year's high demand. Some of them used their feedback form to express their dissatisfaction with the delay and describe the additional distress this caused them.

The University Counselling Service has always faced the challenge of providing a quality service with finite resources. Some waiting is inevitable when a service, which is perceived to be helpful, is free of charge and easily accessible. A brief waiting period offers time to reflect prior to counselling, which can be therapeutically valuable. However, we are aware that those using the Service wish to be offered help as quickly as possible.

Clients on the waiting list are encouraged to seek appropriate support from the University's wider system of pastoral care and from the health centre or local GPs. It is the quality and strength of this broader support network that, in part, makes it possible to manage the high demand for counselling.

Environment

Our permanent home in the Trent building provides a high quality of accommodation. Some of our counselling is delivered at sites off main campus and the suitability of this accommodation for counselling is variable. We do our best to manage the issues that arise from this.

Comment on feedback forms has included negative feedback on the accommodation provided for the Service. Next year we will be monitoring this issue more closely by asking clients at which venue they were counselled.

The quality of the counselling relationship and the counselling process

The quality of the relationship built with the counsellor is a vital component in the effectiveness of the contact.

Clients were asked to evaluate the quality of the relationship with their counsellor. 91% agreed that the counsellor understood their concerns and how they felt and 94% agreed that the counsellor had created a safe atmosphere in which to explore their concerns.

In respect of the counselling process, 86% agreed that the counsellor had helped them gain a better understanding of their behaviour and feelings. 77% of respondents agreed that the counsellor had helped them become more aware of their choices while 65% agreed that the counsellor had helped them to make changes.

Many respondents used the feedback form as an opportunity to thank their counsellors personally and valued the relationship they had experienced and the help they had received. Many

respondents made positive comments about their counsellors; having found them to be 'supportive', 'attentive', 'unbiased', 'objective', 'understanding', 'patient', 'respectful', 'professional' and 'caring'.

Other respondents were less satisfied. Negative comments referred to uncomfortable silences, insufficient emphasis on providing information, making changes and taking action and feeling that the counsellor didn't understand or failed to appreciate how bad they felt. A few people had clearly not experienced their counsellor as at all helpful or understanding. Some respondents had expected more from counselling or something different, although others had realised through coming to the Service that it was not a panacea or the solution.

The counsellors aim to match their interventions to the needs of the individual client wherever possible and the therapeutic relationship between client and counsellor is of vital importance. However, clients come with different expectations and goals and sometimes there may be a genuine mismatch between counsellor and client. Publicity states clearly that the Service and the individual counsellors are keen to address problems where these are identified and clients may (and do) request to see a different counsellor. Sadly, some clients may not feel able to raise the issue at the time. As counsellors we can use any criticism provided through this feedback mechanism to reflect on our practice.

In general, the comments suggested an informed understanding of the counselling process and the counsellor's role. However some felt they had taken a risk or overcome their own scepticism or fear in coming to counselling, not knowing how it might help and had been genuinely pleased and surprised to find it helpful.

Difficulties and problems

Clients were asked to comment on the nature of the problems they had brought to counselling. 97% of respondents

reported that their problems affected their emotional life, 81% reported that the problem affected their social life and 84% reported that their difficulties affected their academic or work performance. Some problems affected people in all aspects of their lives.

Effectiveness of counselling

Counselling does not aim to make decisions for people or take control but to increase an individual's ability to manage his or her own life. Counselling had enabled some respondents to address issues that were interfering with their work: sometimes this meant being able to cope better, for others a positive outcome involved a change of direction or time out to recover.

Several respondents felt the value of the service for them lay in its relative objectivity. The effects of counselling may take time to translate into action or changes in the way someone feels. Counselling is only one factor amongst many that operate in a person's life to bring about change. It is therefore difficult to say that an improvement or deterioration is a direct result of counselling. Bearing this in mind, 85% of respondents reported an improvement in their general sense of well being. More specifically, 78% of respondents reported an improvement in their effectiveness in dealing with emotional issues, 71% stated that their effectiveness in relationships with others had improved and 73% felt

that counselling had helped them to continue with their work or studies.

Sometimes profound life changes were the outcome of counselling, but more often it was small changes in attitude or behaviour or a different way of seeing things, that made a difference. Some situations cannot be resolved but respondents reported that they had found ways of living with the situation.

Satisfaction with the University Counselling Service

Overall the level of client satisfaction with the Service remains high: 85% of respondents reported satisfaction with the quality of the counselling they received and 91% of respondents agreed that they would recommend the Service to a friend. In personal comment several respondents said they felt reassured by knowing the Service was there and they could return if they needed to.

Some people were disappointed that counselling could not solve the problem for them or did not offer the solution they desired as quickly as they might wish. However, the feedback demonstrates that the majority of respondents found counselling to be helpful to some extent and several respondents described the service as 'invaluable', 'excellent', 'very helpful'.

**Mel Wraight
Counsellor**

Appendix 1

STAFF

Pat Hunt (Head of Service) 1.0

Counselling team

Anita Bartys 0.8

Marion Dillon 0.8

Alison Hammond 0.6

Helen Kerry 0.6

Heather Nelson 1.0
(Counselling Coordinator)

Lucy Rowley 0.4

Valerie Watson 1.0

Myra Woolfson 0.6

Melissa Wraight 1.0

Support staff team

Ruth Kneale 1.0
(Service Administrator)

Margaret Tindall 0.5
(Term-time only)

Trainee Placement

Ian Clulow 0.2
Sept 2004-June 2005, term-time only)

Membership of Professional bodies

Association for University & College Counselling

Anita Bartys

Marion Dillon

Alison Hammond

Val Watson

Melissa Wraight

British Association for Counselling and Psychotherapy

Anita Bartys (Senior Accredited counsellor)

Marion Dillon (Senior Accredited counsellor)

Alison Hammond

Heather Nelson (Accredited counsellor)

Lucy Rowley

Val Watson (Accredited counsellor)

Melissa Wraight (Accredited counsellor)

British Association for the Person- Centred Approach

Val Watson

Gestalt Psychotherapy Training Institute

Helen Kerry

The Higher Education Academy

Val Watson

United Kingdom Council for Psychotherapy

Pat Hunt

Helen Kerry

Myra Woolfson

Alison Hammond (student member)

United Kingdom Association for Psychotherapy Integration

Alison Hammond

Appendix 2

Continuing professional development

Anita Bartys

Workshops and short courses for students:

Coping with exam anxiety
Managing depression

Workshops and short courses for staff:

Listening and responding to students in difficulty
Counselling Associates

Publicity talks/fairs:

Sutton Bonington new intake (UG/PG)

Meetings/Liaison:

Careers Advisory Board
Sutton Bonington Student Services group

Professional Development:

UCS team training day: *Procrastination*
University of Nottingham ILM/Apple training

Marion Dillon

Workshops and short courses for students:

Managing depression
Personal development group
Managing the stress of university life

Workshops and short courses for staff:

Listening and responding to students in difficulty

Meetings/liaison

Group work for Counsellors in Higher Education meetings
Cripps Health Centre GP meetings

Professional development:

Constructing a new self – a CBT approach to personality disorders
AUCC Conference
Monthly attendance at reading group for therapists in Lincoln
UCS team training day: *Procrastination*

Alison Hammond

Workshops and short courses for students:

Managing the stress of university life

Workshops and short courses for staff:

Counselling Associates

Meetings/liaison:

Cripps Health Centre GP meetings

Professional development:

UCS team training day: *Procrastination*
Psychiatric placement with local CMHT
Integrative Psychotherapy training
Workshop on using CORE

Pat Hunt

Workshops and short courses for staff:

Training for new hall tutors
Tsunami response forum

Publicity talks/fairs:

Welcome week presentation for International students
Welcome week presentation for European students
Introductory presentation for IT students

Policy/Steering Groups:

Student Services Management Team
Student Affairs Committee

Meetings/liaison:

Registrar's consultation meetings
Academic Secretary's consultation meetings
Cripps Health Centre GP meetings

Professional development:

Management and leadership day conference, facilitated by Grubb Institute, at University of Westminster
Statutory regulation day conference, King's Fund, London
Reflections on Adolescence, Lecture
UCS team training day: *Procrastination*

External commitments:

Member, Heads of University Counselling Services National Forum
Member, Heads of University Counselling Services Regional Group
Chair, Hallam Institute of Psychotherapy
UKCP delegate to European Association of Psychotherapy
Conference presentation: *Defensive processes enacted through mountaineering and their impact on climbers*

Helen Kerry

Workshops and short courses for staff:
Counselling Associates

Meetings/liaison:
Coordination for welcome events, stalls and introductory talks
Cripps Health Centre GP meetings

Professional development:
Membership of professional development group
Supervisor for trainee placement

Heather Nelson

Workshops and short courses for students:
Assertiveness for student nurses and midwives
Managing difficult situations (midwifery students)
Stress management for student nurses and midwives

Workshops and short courses for staff:
Listening and responding to students in difficulty

Publicity talks/fairs
Introductory talks to new student intakes

Meetings/liaison:
Various meetings with School of Nursing, Academic Division of Midwifery and Derby Medical School staff
Staff/Student consultative meeting, Boston School of Nursing

Professional development:
UCS team training day: *Procrastination*
Workplace counselling in the public sector, Regional Forum, Chesterfield
Research that makes a Difference, BACP Annual Research Conference

External commitments:
Secretary of Staff Counselling Special Interest Group (AUCC)
AUCC Executive residential meeting

Lucy Rowley

Workshops and short courses for students:
Managing relationships group

Workshops and short courses for staff:
Listening and responding to students in difficulty

Policy/Steering Groups:
Group therapy discussion forum (online)

Meetings/liaison:
Cripps Health Centre GP meetings

Professional development:
Vaughan Association of Psychodynamic Psychotherapists lecture: *Where are our siblings in psychoanalytic theory?*
Meeting of Minds conference

Val Watson

Workshops and short courses for students:
Coping with exam anxiety

Workshops and short courses for staff:
Training for new hall tutors
Listening and responding to students in difficulty

Professional development:
How to break the cycle of depression: seminar
AUCC Conference
Meeting of Minds conference
UCS team training day: *Procrastination*

External commitments:
External Examiner - University of Plymouth (Cornwall College) - Advanced Certificate and Diploma in Counselling
Contributed a chapter to forthcoming publication, Autumn 2005 – a revised version of *Race Culture and Counselling* edited by Colin Lago and Joyce Thompson.

Myra Woolfson

Meetings/liaison:
Cripps Health Centre GP meetings

Publicity/Talks/Fairs:
Welcome week presentation for International students

Professional development:
Hallam Institute of Psychotherapy – film and lecture *A Streetcar Named Desire*

Conference: *Reviewing Cure: what is the goal of psychotherapy?*
British Association for Behavioural and Cognitive Psychotherapies: *Rethinking chronic fatigue syndrome*
UCS team training day: *Procrastination*

Melissa Wraight

Workshops and short courses for students:

Managing the stress of university life

Workshops and short courses for staff:

Training for new hall tutors

Listening and responding to students in difficulty
Counselling Associates

Policy/Steering Groups:

Advisory Group on Disability

Meeting/liaison:

Cripps Health Centre GP meetings

Professional development:

Public lecture on eating disorders by Em Farrell, Lincoln Psychotherapy Service

Christine Padesky: *Constructing a new self: cognitive therapy with personality disorders*

UCS team training day: *Procrastination*

Appendix 3

Calendar of workshops and groups 2004-05

Sepember	October	November	December	January	February
Listening and Responding to Students (for staff)	Stress Management	Stress Management	Stress Management	Stress Management	Stress Management
Hall Tutor training	Personal Development Group	Personal Development Group	Personal Development Group	Personal Development Group	Personal Development Group
		Listening & Responding to Students (Secretarial	Exam Anxiety	Managing Relationships	Managing Relationships
					Managing Depression
March	April	May	June	July	August
Stress Management	Stress Management	Stress Management	Listening and Responding to Students (for staff)		
Personal Development Group	Personal Development Group	Personal Development Group	Personal Development Group		
Managing Relationships	Exam Anxiety				