

# **University Counselling Service**

## **Annual Report 2007-2008**

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# Head of Service Report

## Summary

- Continuing high demand for University Counselling Service, and responsive developments in service delivery
- Development of the groups and workshops programme
- Decision to extend counselling provision to the Jubilee campus
- Contribution to the development of counselling provision on the Malaysia and Ningbo campuses

## Introduction

One of the hallmarks of a successful University Counselling Service is sustained provision which is well attuned to the needs of the university community that it serves. This does not necessarily make headline news in terms of change and innovation, but is the ground base nature of the work which we do. The core therapeutic provision of one to one sessions accounts for the vast majority of our work and time. The individual appointments we offer are fully booked year round, and through this we deliver an effective service in response to student and staff mental health problems and emotional difficulties.

The level of demand on UCS increased substantially in 2007/08 continuing the pattern of growth year on year which we have now seen for over ten years. Such high demand continues to have an impact on the length of wait for an appointment, and we persevere with the complex balancing act of offering effective provision for the level of mental health and emotional problems being experienced with the need to keep waiting times as low as possible.

Following a particularly demanding year in 2006/07 some changes were made to service delivery, and this has had the desired effect of bringing about a reduction in the waiting time for ongoing appointments. The length of wait for initial appointments increased slightly however, but the overall picture is that the staffing level within the Service no longer matches the demand on us. I am very pleased to report that the UCS submission for additional permanent counselling staff has been successful for the year 2009/10.

## Jubilee Campus

One of our aims is to offer a service for staff and students of the whole University. We offer an on-site service to the School of Nursing at Boston, Lincoln, Derby and Mansfield, and also to Sutton Bonington. Students and staff at the Jubilee campus have until now come to UCS at University Park. With recent building development on the Jubilee campus the decision was taken to open a Student Services Centre (SSC) in the new Amenities building. Following on from this UCS have

decided to offer a one day provision linked to SSC. This will hopefully benefit students and staff of the Business School, and Schools of Computer Science and Education who can now choose to come either to University Park or Jubilee. This represents a service enhancement for the Jubilee campus.

## **Staffing**

Our receptionist Della Cope left the Service in May 2008 to take up a new post outside the University, and we are very pleased to welcome Sarah Brumpton as our new receptionist. Sarah has moved from within the University and has previously worked in both the Centre for Career Development and SChEME.

## **Groups and workshops programme**

In 2007/08 the UCS Groups and Workshops programme expanded further, and this forms an important complementary strand to the provision of individual counselling that we offer to the University. The groups and workshops programme has been in existence for over ten years, and in that time it has grown steadily from a few workshops to a substantial programme involving most of the UCS team in its delivery and content. Workshop themes are wide-ranging, and are based on the problems commonly presented by students. The workshops are well subscribed and a successful therapeutic intervention for many clients. Until now the statistics we have collected for groups and workshops have been limited, but in 2008/09 we will be collecting more comprehensive statistics on this area of our work.

## **University life**

Whilst it is an important feature of our Service that it stands alone, our links with other areas of the University are vital. During this year we have developed our work with the Mental Health Advisor (change of title but the same role as Mental Health Support Worker reported on last year). Myra Woolfson, one of the counsellors, has acted as a mentor to Claire Thompson, and this link has been helpful in the development of a careful integration between UCS and the Mental Health Advisor.

With the opening of the very successful Student Service Centre in Portland Building we were involved in training the reception staff, and this has led to us benefitting when students are well referred through to our Service from SSC. Robin Dollery has continued to give ongoing support for and encouragement of our work throughout this year, and we value this.

Our strong links to Cripps Health Centre continue to be very important and we are fortunate in being able to have regular meetings with the GPs. Dr Adam Connor is now responsible for liaison between the Health Centre and the University, and we appreciate his committed work in this role so far.

We offer a consultation service for academic and support staff when they are concerned about individual students, and this is well used by staff of the University. We also continue to offer workshops each vacation to a group of members of staff, the Counselling Associates, who have completed our "Listening and Responding to Students in Difficulty" course. Both of these areas of our work support staff in responding appropriately to students in distress, and in deciding when referral to a

specialist service might be needed. Parents contact us quite frequently, especially at the start of the academic year. Whilst we cannot give information about students who are known to the Service, we are able to offer general information and advice about their concerns. One of the counsellors has been involved in the early development of a Carer's network in the University, and has worked with Suzanne Morton in SEDU and Clare Martlew from HR to develop this initiative as a possible resource for all staff of the University.

We benefit from our position within the Registrar's Department enabling us both to keep in touch with University developments on a regular basis, and to contribute our perspective to the discussion of problems and the implementation of policy and procedure. We are grateful for the support which Dr Paul Greatrix and Stephen Dudderidge give to our work.

### **Contribution to the profession at a national level**

The work of the national organisations in the fields of counselling and psychotherapy underpins the delivery of ethical, clinical practice within our Service, and from within the team we have made a number of contributions at a national level in 2007/08. I have been a member of the HUCCS (Heads of University Counselling Services) Executive Committee for a second year, and am now Treasurer to that committee. Mel Wraight, has had an article published in a professional journal ("Why tamper with perfection?" AUCC Journal May 2008). The article reports on the pilot project within UCS to develop the Perfectionism workshop. Val Watson has contributed a chapter to

the book "Cultural Infusion, Existential Therapy and Traditional Healing" edited by Clemmont Vontess, to be published by Toronto Press.

### **Malaysia Campus**

In March 2008 I visited the University of Nottingham's Malaysia campus at the invitation of Paul Boardman (Director of Administrative Support Services) and Shamini Nadarajan (Counsellor). I was given a very warm welcome by all staff that I met, and especially by Paul and Shamini. The profile of counselling on campus is very positive thanks mainly to Shamini's work. Since the opening of the Malaysia campus she has been covering both counselling and disability single handed, but the recent appointment of Tan Ee Lene, Counselling Psychologist, has opened up the possibility of developing a Counselling Service. Shamini, Ee Lene and I were able to work together to establish a set of policy documents.

In discussion we agreed that the next developmental steps should be:

- The employment of an administrator/receptionist to meet and greet clients, make appointments and ensure the smooth running of the Counselling Service. An administrator was appointed in July 2008.
- Extend the current accommodation to three rooms.
- In the medium term to work towards creating a dedicated Disability Officer post, with the beneficial effect for Shamini that this will release her from covering both disability provision and counselling to focus on her counselling work.

It is a positive development that the Counselling Services on the Nottingham and Malaysia campuses are working to similar policy documents, albeit in environments with different social, cultural and education traditions.

### **China Campus**

The University of Nottingham campus in Ningbo, China is growing rapidly and in 2007/08 for the first time a counsellor worked on the campus for a period of two months. The response was positive from both staff and students, and it seems timely now to put sustained counselling provision in place on the Ningbo campus. This will be a particular challenge as there is little counselling or psychotherapy available in China at the present time, and careful thought and planning is already taking place in working towards establishing sustained counselling on the Ningbo campus. The task is to develop a counselling service which is both culturally congruent and also has integrity in fulfilling the professional codes of ethics and practice.

### **Conclusions**

The academic year 2008/09 marks a time of change for the University with our new Vice Chancellor, Professor David Greenaway, taking up his post. In the challenges which lie ahead we will continue to make our contribution to the primary task of the University which is enabling students and staff to fulfil their learning, teaching and research.

The Government think tank "Foresight" has recently produced a report on Mental Capital and Wellbeing which outlines the results of an independent look at the best available scientific evidence on the factors that influence an individual's mental development throughout life. The executive summary states: "An individual's mental capital (*cognitive and emotional resources*) and mental wellbeing critically affect their path throughout life. Mental capital and wellbeing are intimately linked: measures to address one will often affect the other." This is something which we intuitively know. The work of the University Counselling Service, complementing the academic endeavour of the University, contributes to the development of mental capital in both staff and students by addressing emotional and mental health problems, enhancing mental wellbeing and enabling the success of both individuals and the University.

**Pat Hunt**  
**Head of the University**  
**Counselling Service**

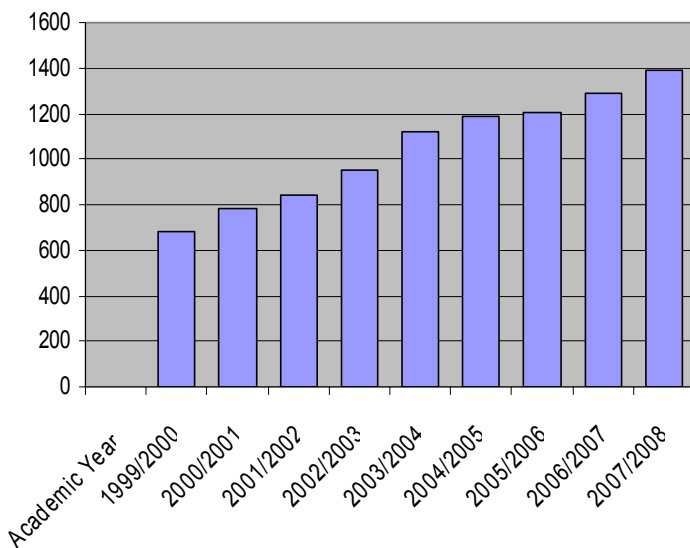
# Statistics for the Academic Year 2007–2008

## Introduction

The University Counselling Service (UCS) team collect comprehensive statistics on an annual basis. These are used in three ways: to inform the University about our ongoing work; for our own use in evaluating the effectiveness of the Service in meeting our aims and objectives; to feed into a national collection of statistics which is completed annually by the AUCC, the national body for University and HE Counselling Services.

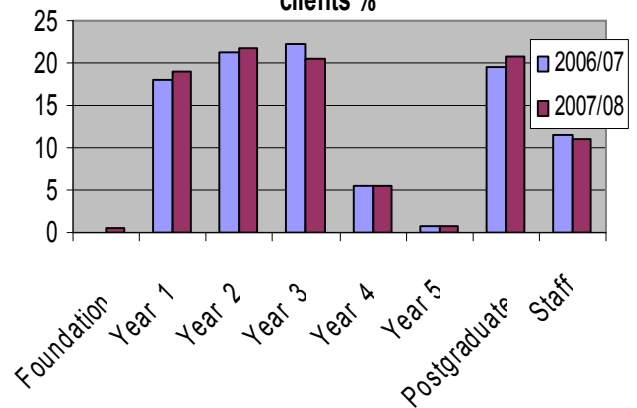
## Increase in numbers

Graph 1: Total number of staff and students seen by the University Counselling Service



For the tenth consecutive year the total number of students and staff of the University seen by the University Counselling Service has increased. Between 2004/05 and 2005/06 there was the smallest increase, from 1180 to 1201 (1.8%), and between 2003/04 was the largest increase from 953 to 1118 (17.3%). We saw a total of 1391 clients between 1 August 2007 and 31 July 2008. This was a 7.4% increase on the previous year when the total was 1295.

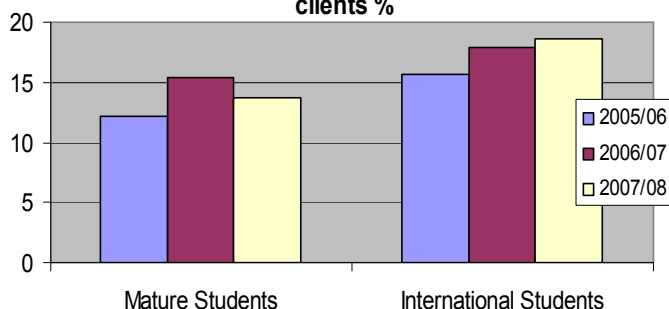
Graph 2: Status of University Counselling Service clients %



The increase in the proportion of male students and staff coming for appointments has been sustained. In the year 2005/06 the proportion was 29% men and 71% women, and last year the proportion had risen to 33.1% men. In 2007/08 33.2% of those who attended were men. In the University as a whole there are more women than men, and this is true for both students and staff. In addition 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. For a number of years we have been addressing the disproportionate use of the Service by

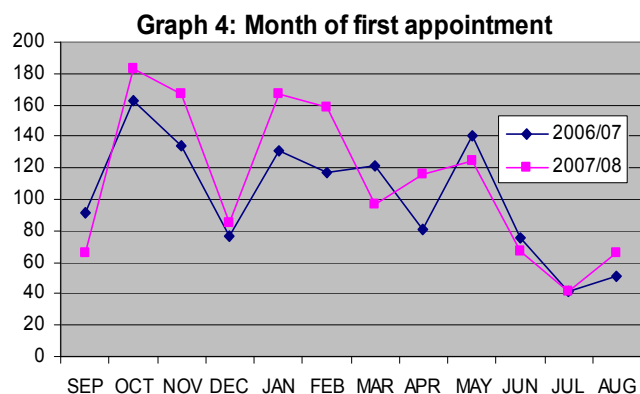
male students. This is continuing and extending with a new initiative of talks on UCS at induction sessions for new students in Schools and Departments with a high proportion of male students.

**Graph 3: Status of University Counselling Service clients %**



Both the number and the proportion of international students who use our Service has increased steadily over the last few years - 14.5% in 2004/05, 15.7% in 2005/06, 17.9% in 2006/07 and 18.6% in 2007/08. International students, who form a very significant proportion of the student community at the University of Nottingham, have both particular and diverse needs. Many students come from countries which do not have a tradition of counselling and psychotherapy and in consequence the presentations given by the University Counselling Service in Welcome Week are an important opportunity to inform them about the Service.

### Peak periods



Last year 65.9% of the total number of staff and students who attended for appointments came in the six peak months of October, November, January, February, April and May. During term time we offer evening appointments on two days in the week, and this increases the total number of appointments offered. 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 vast majority of staff and students (89.3%) attend for counselling on University Park. The percentage usage at Sutton Bonington is 2.4, and this is an important figure to monitor over the next few years as the School of Veterinary Medicine grows in size. The combined attendance from the Boston, Derby, Lincoln and Mansfield campuses is 8.3%, with Derby having the largest attendance of 3.4%. 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.

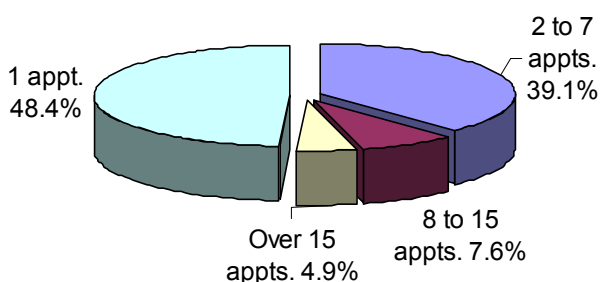
### Waiting times

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 less than four weeks, which is well within our Service objective of offering ongoing appointments within twelve weeks. The 90 percentile figure was 11.6 weeks, which is a reduction from the figure in 2006/07 of 13.5 weeks by

almost two weeks. This is a pleasing result as our aim is to minimise the waiting times, and is a consequence of a change in management of the appointments offered. The average waiting time for an initial appointment was 5.65 days.

### Number of appointments offered

Graph 5: Analysis of the total number of appointments as a percentage



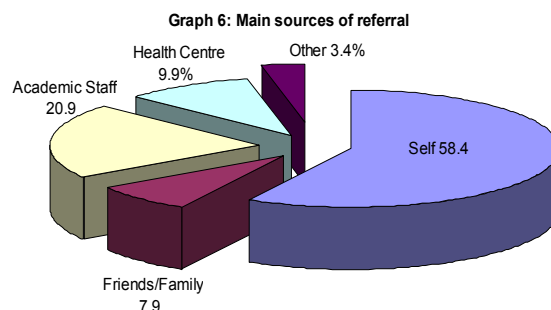
77.5% of students and staff were seen for the first time, 8.0% were continuing counselling from the previous academic year and 14.5% had been seen previously in the Service and were returning for further help.

Our aim is to meet the diverse mental health needs of the whole University community, and the pie chart showing the number of appointments offered gives a representation of how wide this diversity is. Almost half (49.2%) of the students and staff who contacted us came for one appointment only, and they either received the help 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 is a very problematic area of our work. I

reported on our concerns in relation to extenuating circumstances in the Annual Report of 2006/07 when we had received 192 requests for EC evidence. The number of requests in 2007/08 was still very high at 173. Most of these requests came at exam times and there was an inevitable knock on effect on the length of wait for appointments.

37.7% came for between two and seven sessions, weekly appointments with a time limited, focused therapeutic frame which gives sufficient opportunity for working through moderate emotional and mental health problems. 12.9% of staff and students came for longer term therapeutic work, the appropriate response to more serious mental health, relationship and/or emotional problems.

### Sources of referral and contact with other agencies



The Mental Health Advisor post has now been in place for more than a year I am able to report on our referrals to her during the course of the year. There is the possibility for direct liaison between counsellors and the Mental Health Advisor and vice versa, and this has become an important reciprocal referral route. The number of students referred to the Mental Health Advisor last year was 16. 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.

Referrals from Cripps Health Centre have remained at a steady level of just under 10%, and referrals from academic staff and hall wardens reduced slightly from 23.2% in 2006/07 to 20.9% in 2007/08.

### **Presenting Problems**

In 2007/08 21.8% of the problems presented were academic or work related (in 2006/07 this was 21.6%). 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 work 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.

37.3% of presenting problems were personal and emotional (36.7% in 2006/07). 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 2007/08 there were 37 presentations where suicidal thoughts were factor.

29.0% of concerns were about relationships (28.4% in 2006/07) and this includes current relationships with family, unresolved conflicts and difficulties with family of origin, relationships with spouse or 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 2007/08 11.9% of presenting problems were in this category (13.3% in 2006/07).

I would like to thank Anita Bartys and Alison Hammond who have conducted the majority of the work of processing the statistics this year.

**Pat Hunt**  
**Head of the University**  
**Counselling Service**

# Counselling Co-ordinator's Report

The University Counselling Service offers individual counselling to students and staff based at the Sutton Bonington campus and serves the School of Nursing, the Academic Division of Midwifery and Derby Graduate Entry Medical School at Mansfield, Derby, Lincoln and Boston.

## Sutton Bonington

The one day a week provision at Sutton Bonington (SB) has continued to be well used. Capacity has met demand most of the time but at peak times a waiting list has been in operation for those needing ongoing support. Some students opted to be seen at University Park instead of the SB campus if they were not available on a Thursday and a further small number of students, normally based at SB, chose to be seen in the main service at University Park for reasons of confidentiality or convenience.

The total number of clients seen Sutton Bonington and University Park was 61 students plus 4 members of staff (an increase from the 2006/07 figure of 56). The majority were seen for between 1 and 7 sessions and 2 clients were offered longer term support.

## Derby, Boston, Lincoln and Mansfield

It can be particularly difficult for nursing, midwifery and medical students to attend regular counselling appointments due to the nature of their course and placements, so a degree of flexibility is required. Nursing, midwifery and the Graduate Entry Medical School attract a high

proportion of mature students, who are often juggling study and work with the demands of family life and child care issues. Those who choose the caring professions often find it difficult to ask for help so this group of students is at particular risk of presenting in crisis or dropping out of their course, and it is important to respond promptly.

UCS has established a consistent and accessible service at the different sites with year-round provision, as the standard academic year does not apply to this student group. UCS secured HEFCE funding for an additional 0.5 day per week at Derby from September 07 to June 08. This enabled the Service to manage the increased demand at Derby and funding has been renewed for the next academic year. The number of clients (students and staff) seen for counselling in 2007/08 was: Derby (46), Boston (19), Lincoln (22) and Mansfield (26).

UCS was represented at the welcome events for new students at the different sites. Assertiveness and Stress Management workshops for nursing and midwifery students were offered at Boston, Mansfield, Derby, Lincoln, City Hospital and QMC. The Listening and Responding workshop for staff was offered at Boston this year.

**Heather Nelson**  
**Counselling Co-ordinator**

# Groups and Workshops Report

*'I found the workshops to be very useful. The coping techniques were very good and handouts helpful.'*

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 other people experience similar difficulties and students gain self confidence by supporting one another.

*'Having a set number of people in the group was helpful as we all built up trust and felt more comfortable talking about our relationships.'*

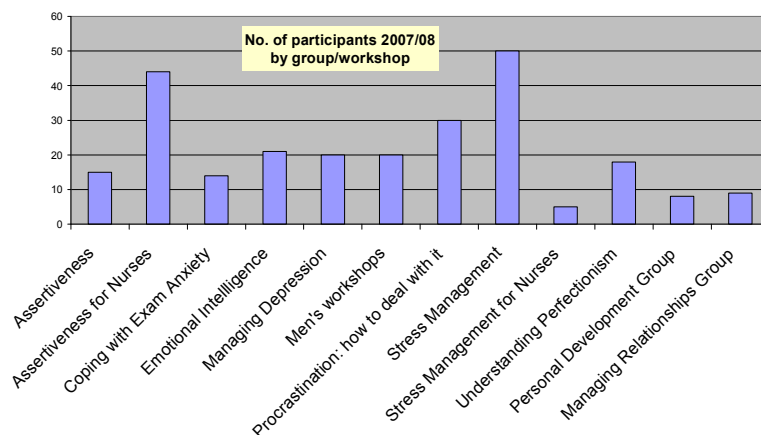
University life requires students to participate in many different group situations and the skills required form an important basis for life. Although working in groups and workshops can be challenging it is also very rewarding. It takes courage and commitment on the part of the students to attend and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

The number of groups and workshops has gradually increased over the years in response to student need. We have identified difficulties common to many students and thought carefully how best to help them resolve their problems.

This year we increased the number of workshops run during the summer term. We also offered two workshops aimed at postgraduate students shortly after the end of term. These workshops were well attended.

*'I found the workshops to be really useful because I was able to talk to lots of people who deal with things in a similar way to me.'*

## Groups and Workshop Programme 2007/08



**Stress Management**  
2 linked workshops, run 4 times  
Number of attendances: 75

**Coping with Exam Anxiety**  
2 single workshops, run twice  
Number of attendances: 14

**Managing Depression**  
3 linked workshops, run twice  
Number of attendances: 57

**Understanding Perfectionism**  
2 linked workshops, run once  
Number of attendances: 32

**Procrastination: how to deal with it**  
2 linked workshops, run once  
Single session workshop, run once  
Number of attendances: 38

**Assertiveness for Nurses**  
Workshops run in Nottingham, Boston, Lincoln, Mansfield and Derby  
Number attendances: 101

**Stress Management for Nurses:**  
Run at Lincoln  
Number of attendances: 8

**Assertiveness (new workshop)**  
2 single session workshops  
Number of attendances: 15

*Emotional Intelligence* (new workshop)

2 single session workshops  
Number of attendances: 21

*Men's workshops*

4 single session workshops  
Number of attendances: 20

*Personal Development Group*

Therapeutic group, 1.5 hours per week, run term-time October to June  
Number of attendances: 204

*Managing Relationships Group*

Therapeutic group, 1.5 hours per week, for 8 weeks  
Number of attendances: 54

*Total number of attendances for workshops and groups in 2007-08: 664*

## **Workshop provision for staff**

Organised through the University's Staff and Educational Development Unit (SEDU) we offer 'Listening and Responding to Students in Difficulty', a full day workshop for academic and non academic staff.

Due to the level of demand we have increased provision from 3 to 4 workshops a year. 47 members of staff attended the four workshops at University Park in 2007/08. A similar workshop tailored to the needs of staff at the School of Nursing was run in Boston attended by 16 staff members.

## **New developments 2008/09**

In response to demand, we have decided to run the 'Managing Relationships' group and the workshops on 'Perfectionism' twice in 2008/09. We are also planning a new eight week group for final year undergraduate students.

## **Evaluation**

Since it's inception in 1996 the UCS programme of groups and workshops has grown steadily and involved more members of the team. Student and staff participation and post involvement questionnaires indicate that this is a successful part of our provision.

During this academic year we have begun an evaluation process by:

1. Seeking detailed feedback from group and workshop participants at the end of their involvement and at a one month interval beyond their participation.
2. Seeking feedback from individual team members about their perceptions and involvement in the groups and workshops programme

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

*The Groups and Workshops leaflet for 2008/09 is available from the University Counselling Service and is also on the UCS website:*

[www.nottingham.ac.uk/counselling](http://www.nottingham.ac.uk/counselling)

*'I found the group extremely helpful and I'm really glad I went.'*

**Marion Dillon**  
**Groups and Workshops**  
**Co-ordinator**

# Client Feedback 2007-2008

## Summary

- Overall satisfaction with the quality of counselling offered remains very high
- The majority of respondents reported a sense of improvement in their difficulties
- Dissatisfaction with waiting times has decreased
- Satisfaction with number of counselling sessions offered has increased

## 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. 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.

## Response rate

This year 699 questionnaires were posted and 242 were returned (before August 1<sup>st</sup> 2008) representing a 35% return rate. This means that

we are receiving feedback from just over 17% of our total client group.

## Respondent profile

The respondents are a self selected group in that the completion of questionnaires is voluntary. The respondent profile broadly represents a cross section of the overall client group.

Male	25%
Female	75%
Students	78%
Staff	22%
Undergraduate	25.5%
Postgraduate	74.5%

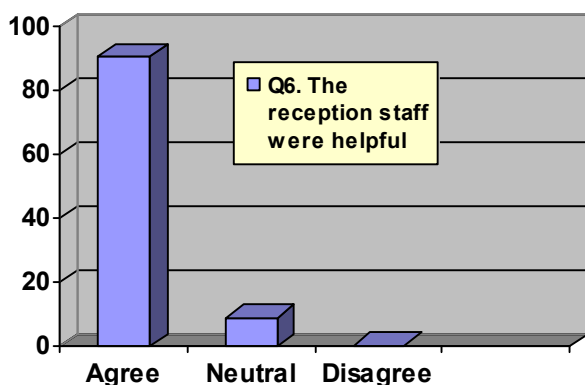
## Service administration

- *88% felt it had been easy to find out about the University Counselling Service.*

Our administrators are a vital part of the Service and use their experience and skill to provide an appropriate initial response to a person seeking help. They are usually the first point of contact for clients and as such "set the tone". Most clients find the reception staff helpful (Figure 1) and

many make positive comments on the welcome they received.

Figure 1:



### First appointment

The Service aims to offer an initial appointment within 7 working days of first contact. In practice a first appointment is often offered within 1-5 days of contact and some provision is made available for urgent situations.

- 88% of respondents agreed that they had been offered an initial appointment within a reasonable time period.

### 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.
- 80% reported that the problem affected their social life.
- 81% reported that their difficulties affected their academic or work performance.

Some problems affected people in all aspects of their lives.

### Waiting times

Overall satisfaction with waiting times has increased.

There are periods of high demand during the academic year when waiting time increases and vacations can add to the length of time before someone can be seen for regular counselling.

- 77% of respondents agreed that ongoing counselling was offered within a reasonable time.

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 and this 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.

### The quality of the counselling relationship and the counselling process

- 87% responded that the counsellor understood their concerns and how they felt.
- 92% reported that the counsellor had created a safe atmosphere in which to explore their concerns.

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 using a variety of questions. *81% felt 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.*
- *69% said that counselling had helped them to make changes.*

Many respondents used the feedback form as an opportunity to thank their counsellors personally and value the relationship they had experienced and the help they had received. Many respondents made very positive comments about their counsellors; having found them to be "supportive", "friendly", "helpful", "understanding" and "professional". Some people reported that they felt counselling had helped them stay on their course or in their job under difficult circumstances. Several referred to gaining a better understanding of themselves, growing and developing or learning to cope with problems. The benefits of the workshops and groups programme were also mentioned by several respondents.

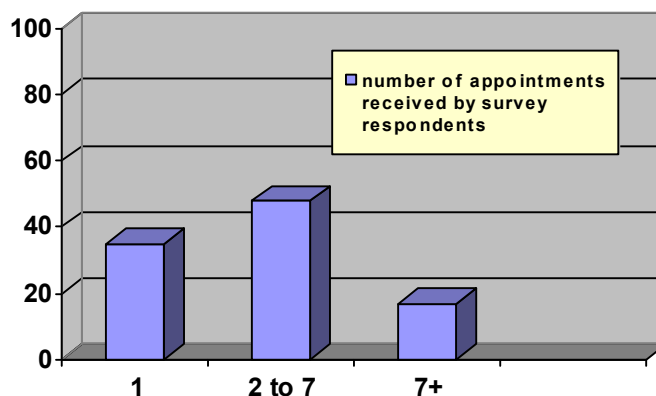
The large majority of respondents were satisfied with the number of sessions they were offered.

- *80% of respondents felt they had had sufficient time to address the issue they brought to counselling*
- *20% felt they had not had sufficient time to address the issue they had brought to counselling*

Figure 2 shows that 35% of respondents had attended one appointment only, 48% had attended

between 2-7 sessions and 17% had attended more than 7 sessions. Some clients will have ended their counselling prematurely through suspending their studies or leaving at the end of their university career.

Figure 2:



## Dissatisfaction

Most of those who expressed dissatisfaction were unhappy with the length of time they had to wait for their appointment.

- *6% did not feel they had been offered an initial appointment within a reasonable period of time.*
- *14% felt they had waited too long for regular appointments*

Several respondents were also disappointed that the number of sessions offered was limited. Some felt their needs had not been met because of demand on the Service. Some felt that they had not been understood fully or that counselling had not helped with their problem. Specific criticisms are considered by individual counsellors, the Head of Service or the team as a whole as appropriate.

The University Counselling Service operates under a professional code of practice and encourages clients to raise concerns. As counsellors we can use any criticism provided

through this feedback mechanism to reflect on our practice.

### **Counselling outcomes**

- *82% of respondents reported an improvement in their general sense of well being.*
- *81% of respondents reported an improvement in their effectiveness in dealing with emotional issues.*
- *71% stated that their effectiveness in relationships with others had improved.*
- *68% felt that counselling had helped them to continue with their work or studies.*

Counselling had enabled some respondents to address issues that were interfering with their work: sometimes this meant being able to cope better and stay at work or on their course, for others a positive outcome involved a change of direction or time out to recover.

Overall the level of client satisfaction with the Service remains high.

- *83% of respondents reported satisfaction with the quality of the counselling they received*
- *87% of respondents would recommend the service to a friend.*

**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, BACP, 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, UKCP [Student member], AUCC, CCYP)

Myra Woolfson (UKCP)

Mel Wraight (BACP)

### Support staff team

Ruth Kneale

Della Blewitt

### 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	United Kingdom Association for Psychotherapy Integration
UKCP	UK Council for Psychotherapy

# Appendix 2

## Professional Activity

### External commitments

- HUCS (National Heads of University Counselling Services) (PAH)
- Treasurer, HUCS Executive Committee (PAH)
- External examiner, Nottingham Trent University (VW)
- Membership of Integrative Psychotherapy professional development group (HJK)
- Psychotherapy reading group (LR)
- Visiting tutor, Nottingham Counselling Service (RJS)
- Windmills career and personal development sessions for doctors (RJS)
- Independent Adoption panel member, Catholic Children’s Society, University volunteering scheme (VW)
- Presenter, Samaritan’s Purse International Relief, University volunteering scheme (RK)

### Meetings/networking

- Consultancy meetings regarding development of workshops for male students (RS)
- Graduate School liaison on workshop content (VW, MW)
- Meetings with Cripps Health Centre GPs (ALB, MMD, AHH, PAH, HJK, LR, RS, MW, MCW, VW)
- Meetings with SU Welfare Officer (PAH)
- Meetings with Business School Support Worker (PAH)
- Mentor to Mental Health Advisor (MW)
- Planning meetings to set up carers’ support network (MW)
- Sutton Bonington Student Support group (ALB)
- Trent Users’ Group (RK)
- Workshop and Group planning meetings (RK)

### Policy/steering groups

- Registrar’s Department Head of Sections Committee (PAH)

- Student Services Management Team (PAH)
- Mental Health Advisor Steering Group (PAH)
- Work and Wellbeing Review Group (PAH)
- Advisory Group on Disability (MCW)
- Groups and Workshops working group (MMD, LR, VW)
- Groups and Workshops evaluation project (MMD, VW)

### Publicity talks/fairs

- Graduate School Welcome Event (RK)
- Hall tutors training (MCW)
- International Students Welcome Week induction presentation (PAH)
- International Students Welcome Week fair (PAH)
- New students induction Sutton Bonington campus (ALB)
- Presentation to new intakes of student midwives and nurses at Derby, Nottingham, Lincoln, and Mansfield (HN)
- Presentation on the University Counselling Service at the launch of the Nottingham NHS Practice Learning Teams (HN)
- Welcome talks for Schools of Nursing, Computer Science (RJS)
- Welcome Event for new staff (RK)

#### **Staff initials key:**

ALB	Anita Bartys
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