



University Counselling Service Equality Diversity and Inclusion Strategy

The University of Nottingham (UoN) is committed to a policy of equal opportunities for all. UoN, of which the Counselling Service is an integral part, promotes and supports many initiatives in all areas of equality.

As a service accredited by the British Association for Counselling and Psychotherapy we are additionally committed to working within the BACP Ethical Framework [BACP: Ethical Framework for Counselling Professions](#) which acts as a guide in relation to the ethics of equality, diversity and inclusion within a counselling context. An awareness of diversity issues in counselling is important to ensure we are abiding by the principle of 'Justice', which is a core aspect of BACP's Ethical Framework.

- We appreciate the variety of human experience and culture
- We strive for the fair and adequate provision of services
- We act in line with the principle of justice - fair and impartial treatment of all clients and the provision of adequate services.

In accordance with University policy, the Counselling Service aims to create an environment that enables all students to participate fully in their student journey. In the pursuit of this aim, the University Counselling Service will be guided by UON's EDI priorities which provide the strategic vision and direction to ensure we are inclusive by design. We will be additionally supported and guided by a range of resources including UON's EDI in Practice.

[University of Nottingham EDI Strategic Plan](#)

[University of Nottingham EDI in Practice](#)

We recognise the barriers that some students can experience in accessing counselling and we remain committed to reducing these barriers to support equal access for all students. We recognise that that our work in achieving this is an ongoing journey as opposed to a final destination and that EDI needs should be considered in all the work we do. We aim to achieve this through thorough data analysis, engaging with the student voice and ongoing training and development both for the counselling team and the wider University.



In particular we:

- a. endeavour to demonstrate equality, value diversity and ensure inclusion for all students
- b. avoid directly or indirectly discriminating against clients and colleagues
- c. accept that we can all experience unconscious bias and recognise the importance of self-inquiry, personal feedback and professional development
- d. Make adjustments to overcome barriers to accessibility, so far as is reasonably possible, for clients of any background wishing to engage with our service
- e. recognise when our knowledge of key aspects of our clients background, identity or lifestyle is inadequate and take steps to inform and educate ourselves through reliable resources
- f. Aim to allocate specific Counsellors, where possible, to students who have requested or may benefit from working with a counsellor from a particular background or lived experience

Feedback and analysis:

To support our EDI Strategy and make ongoing improvements. We will actively seek feedback by:

- engaging with the student voice including regular liaison with the Students Union who act as our critical friend and a voice for the student body
- monitoring service usage based on characteristics including gender, sexual orientation, age, ethnicity and disability and take steps to improve accessibility to underutilising communities through active outreach and our program of groups and workshops
- collecting anonymous student feedback to monitor student experience and service standards and reflect on areas for improvement
- regularly meet with referrers, academic schools and professional services to raise awareness of our service provision, gain feedback on service provision and consider demand for new services or developments

Review : August 2025

Reviewer: Senior Counsellors – Clinical and EDI Leads