

**UNIVERSITY OF BRADFORD / BRADFORD COLLEGE COUNSELLING
SERVICE**

**ANNUAL REPORT
2012 / 13**



Contents

Overview	3
The Counselling Team	4
Staffing	4
Core Team.....	4
Successes this year	5
Benchmarking:	5
You said, we did.....	6
Staff Clients:	6
Student clients:	7
Service Plan 2013 / 2014	8
Overall statistics – University / College Students and Staff	9
University Students.....	12
University Staff.....	14
Appendix 1a	17
Client Evaluation Data 2012 / 2013 – Students	17
Client Evaluation Data 2012 / 2013 – Staff	31
Section 5: About the Counselling and your Counsellor.....	37
Appendix 2	43
Equality Monitoring 01.08.12 / 31.07.13	43
Appendix 3	51
Waiting List Report 01.08.12 / 31.07.13.....	51
Outcomes	53

Overview

The Counselling Service has yet again seen a large number of staff and students from the University and College for one to one counselling; additionally we have run a comprehensive workshop and group work programme; and finally we have contributed widely to the staff development programme.

The Counselling Service plays an important part in the student experience, supporting them to achieve their potential and succeed and remain on their courses. Similarly the Counselling Service contributes to staff wellbeing and is instrumental in helping many staff to remain successfully and productively at work and return from long term sick leave.

Thus we see ourselves as clearly providing Learning Support to students and contributing to the Wellbeing at Work agenda for staff.

This is supported by our processes and procedures; all clients are assessed to establish the level of potential risk (of harm or of leaving their course / going off sick) and the impact that their difficulties are having on their study or work. At the end of the counselling all client are asked to evaluate the counselling they received in terms of improvements in their studies or work, remaining on the course or at work, and improvements in their current or future employability.

The work is focussed and clients are encouraged to articulate what they want the outcome of counselling to be. The process of focus begins at the assessment appointment. The aim of the counselling service is to promote and support learning and workplace performance rather than to provide purely developmental therapy – this however may be an outcome of the work.

The average number of appointments used by each client (including cancellations and non-attendance) was 4.7. Basing these solely on appointments that were attended the average drops to 3.7

Our DNA (Did Not Attend – ie gave us no notification of non-attendance) rate this year was 11.5% - this is disappointingly high and we will continue to work to reduce it. In a recent straw poll of HE counselling services regarding DNA rates, services reported between 6% and 15%; non-attendance is a perennial problem in free services

Clients who are assessed as needing longer term work than is offered through the service and where it is not particularly impacting their work or studies will be encouraged and assisted to find therapy externally.

The service is predicated on clients attending on a voluntary basis within a confidential setting. Counselling as an activity requires these two elements in order for individuals to feel able to confront their difficulties in safety.

The Counselling Service is able to be responsive to fluctuations in client demand and aims to provide an assessment appointment within 3 working days. Waiting time for ongoing counselling at peak times averages 13 working days, although some clients will be given higher priority and seen more quickly. This compares with waiting times of several weeks for fairly basic interventions on the NHS or several months for longer term psychotherapeutic work. A student who is at risk of leaving because of their homesickness, anxiety or depression will probably have left before being seen on the NHS. Currently only 35% of patients enter the IAPT programme in Bradford in under 12

weeks from referral, and the standard for the NHS is 13 weeks to assessment and 18 weeks to ongoing counselling.

The Counselling Team

Staffing

The following staff made up the Counselling Service Team in 2012 / 2013

Core Team

Marv Dailev	Head of Service
Nina Wright	Full time Counsellor
Pip Mobbs	Half time Counsellor
Peter Wakefield	Half time Counsellor
Yvonne Messenaer	0.6 Counsellor
Gillian Butcher	Counselling Service Administrator
Cathie Raw	Counselling Service Administrator

Associate Counsellors

Angie Pedley	In post
Barbara Rundle Smith	In post
Ed Moody	In post
Heather Bradley	In post
Jen Edwards	Left 13 th February 2013
Kim Priestley	Left 9 th May 2013
Patsy Flannigan	In post
Ria Foster	In post
Sue Manning	In post

Trainee Counsellors

Agnes Ndebele	Appointed 2 nd November 2012
Alosa Kaimacuate	Appointed 5 th October 2012
Brian Lambert	In post
Daisy Minton	In post
Emma Dunn	Left 25 th October 2012
Gazala Saleem	Appointed 17 th April 2012, left 7 th December 2012
Jude Wadley	Left 6 th July 2013
Judith Marlow	In post
Ruth Holmes	In post

Susan McBurney In post

Tricia Kapur In post

Successes this year

This year we achieved Accredited Service status through the BACP*. The assessors were impressed by the comprehensive nature of the submission and Service and wrote:

“This is an excellent submission, showing a service that is well organised, with clear policies and procedures for staff (including trainees and associates) and service users. The University of Bradford Counselling service is commended for its commitment to widening access to its provision. The Equality Impact Assessment is detailed, thorough and could serve as a model for other services. The website is another strength with video clips providing transparency about the service. The inclusion on the website of provision for online appointment booking, provision for queries by email, the range of self-help leaflets, and links to useful websites on and off campus all provide a valuable resource for students (including part time students who often have limited access to counselling) and staff.”

Benchmarking:

Service uptake

This year 4.6% of all enrolled students presented at the counselling service; in a survey of HE Counselling Services that was conducted by BACP-UC* last year, 58% of all respondents saw 5% or fewer of the student body, placing us about midway in this particular table. Variations will occur based on the demographic of the student / staff population and the range of other support services available.

Waiting list

Waiting times for initial assessment was within 3 working days and the average waiting time for ongoing counselling was 13 days.

Research conducted by the lead advisor for BACP-UC found that in HE counselling the waiting time for an assessment was 9 days and on average 63 days in the NHS.

Waiting times for ongoing counselling in HE was 16 days and 84 days in the NHS.

Staffing

Staffing levels in HE and FE counselling services is extremely variable, tending to be higher in HE than FE. Bradford relies heavily on unpaid Associate Counsellors and also offers 9 placements for counsellors in training; managing this team of 20+ unpaid and (some) unqualified staff makes a substantial demand on core counselling staff time. Many services also use sessional counsellors to manage increases in demand, so it is not easy to provide coherent benchmarking. Thus we appear to be similarly staffed to some institutions of comparable size and are less well staffed than others. According to the BACP-UC survey the majority of services employ between 2 and 3 counsellors; however there is a blip of 8 institutions who employ between 5 and 6 counsellors.

There is no data provided to make correlations with institutional size. The University of Bradford funds 2.8 fte Counsellors, the remainder is funded by Bradford College.

Presenting issues

The issues that students and staff presented most commonly were Depression, Anxiety and difficulties with Relationships (which can include harassment and bullying). This is comparable across the sector.

Costs

Currently there is no clear data regarding Service costs across the sector although there is limited comparative data from service to service. A recent exercise conducted by HR indicated that our pay scales compare closely with those of other services.

Outcomes of counselling

A survey conducted in 2011 / 12 by BACP found that the vast majority of students thought that attending counselling helped them to stay at University or College (81%); improved their academic achievement (79%) and their overall experience of being a student (83%); and had helped them to develop employability skills (78%). These results are replicated almost exactly through the evaluation questionnaire sent out to all clients at the end of counselling at Bradford, using the same set of questions as were used in the study. The full evaluation report can be found on the counselling service website.

In another piece of research conducted by BACP across the HE sector in 2012, students were found to have similar levels of “caseness” (ie the level and type of presenting problem) as patients presenting at Primary Care. Outcomes revealed that 75% of students compared to 71% of primary care patients were improved or recovered following counselling.

DNAs

The evaluation system CORE (Clinical Outcomes in Routine Evaluation) measures DNA rates and is used nationally within the HE / FE sectors and NHS plus others. The average DNA rate across these sectors is 17% with a range of 7% – 34%. The average in this counselling service is 11.5% comparing favourably across a national picture as well as within the sector (see above).

You said, we did.....

All clients are offered the opportunity to comment about the service they have received both in terms of the physical service and the impact that the counselling may or may not have had. Clients are invited to tell us their positive and negative impressions so that we can develop the service where possible in response to this.

The following themes emerged from the evaluation questionnaires

Staff Clients:

- The entrance has been unpopular with many staff and student clients – we have endeavoured to improve this by having a corridor built with the entrance co

located with the Advice Centre entrance (unfortunately the AC has now been relocated and there is uncertainty about what the space will be used for).

- Staff have asked for greater flexibility in the way we offer appointments – the service has designed an enhanced and more tailored service for staff that build in flexibility.
- Staff have asked for coaching following the counselling – this is provided for in the new offer.
- Staff have expressed concerns about bumping into their students in the counselling service – we have rooms that we can use at the College, the SOM and the Student Health Service, if coming to the main service proves a barrier to access.

Student clients:

- The entrance is again high on the list (see above).
- Clients have asked for space to sit in after the counselling and for mirrors to check they look ok when they join their friends. Clients can compose themselves in our waiting area if appropriate and mirrors are provided.
- Some clients complain that we are too rigid with appointment times and missed appointments – we make sure that we explain clearly from the outset the consequences of arriving late or missing an appointment, and provide this in written form and on the website.
- Clients complain sometimes that the counsellor “just listened” – while we make it clear that we do not give advice or tell people what to do, we are working with counsellors to provide counselling that is focussed and proactive (where appropriate) so that clients can engage in the process of change as quickly as possible.

BACP – British Association for Counselling and Psychotherapy.

UC – Universities and College.

BACP –UC a division of BACP (formally AUCC – Association of University and College Counselling).

Service Plan 2013 / 2014

Targets	Steps	When by
Reduce failed appointments	Monitor individual counsellor work. Ensure clarity with clients. Training for counsellors	Throughout year
Offer psycho educational groups	Run groups that are timely and / or enhance the work of the service based on need	Exam times, throughout year
Contribute to staff development programme to build capacity in staff	Contribute to the planning of the programme, based on knowledge of staff need	Nov 2013
Monitor uptake by staff following launch of enhanced service	Track via Titanium, including non-counselling consultations	Throughout the year
Report on staff survey conducted October 2013	Run BOS report	By Dec 2013
Collect data from staff about depression, stress, anxiety and work related issues	Ensure data is recorded properly by all counsellors	Throughout year
Develop links with staff in schools and departments to promote service	Contact welfare staff, attend assemblies etc	Throughout the year

Overall statistics – University / College Students and Staff

NUMBER OF	UNI 12 / 13	UNI 11 / 12	COLL 12 / 13	COLL 11 / 12	TOTAL 12 / 13	TOTAL 11 / 12
Clients	683	707	161	170	844	877
Students full-time	572	591	98	97	670	688
Students part-time	12	19	21	24	33	43
Students Total	601	610	123	121	724	731
Staff full-time	67	73	25	36	92	109
Staff part-time	14	24	11	13	25	37
Staff Total	82	97	38	49	120	146
Appointments	3379	3363	900	887	4279	4250
DNAs	400	363	94	94	494	457
C / N or R / S	418	386	105	102	520	488
Drop-in appointments	110	106	62	43	172	149
Assessments	632	605	109	126	741	731

Group work participants	56	54	7	6	63	60
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Total clients	683	707	161	170	844	876
Appts made, DNA or C / N	100	101	45	44	145	145
Total contacts	839	862	213	220	1052	1082

PRESENTING CONCERNS	12 / 13 UNI	11 / 12 UNI	12 / 13 COLL	11 / 12 COLL	12 / 13 TOTAL	11 / 12 TOTAL
Abuse	25	38	8	13	33	51
Academic	91	104	10	9	101	113
Anxiety	188	153	31	37	219	190
Addictive behaviours	5	4	0	3	5	7
Depression	98	95	27	27	125	122
Loss / Bereavement	50	70	20	24	70	94
Other mental health conditions	8	13	1	2	9	15
Physical health	9	14	7	2	16	16
Eating disorders	6	5	5	4	11	9
Relationship difficulties	97	102	23	23	120	125
Self & identity	55	52	21	10	76	62
Sexual issues	2	6	2	0	4	6
Transitions	9	12	1	1	10	13
Welfare & Employment	22	21	3	9	25	30
Self Harm	6	14	5	5	10	19

- Anxiety, Depression and difficulties with Relationships continue to be the main presenting concerns

University Students

FURTHER DETAILS	2012 / 2013 - 601	2011 / 2012 – 610
Male	232	193
Female	369	417
Disability	59	114
Returning client / previous use of counselling	293	244
UK	478	487
EU	39	53
International	77	70
25+	202	220
21-24	166	250
19-20	200	111
16 - 18	22	29
Undergraduate	475	502
Postgraduate	106	108
BY SCHOOL (% percentage of school total)		
EDT	51	41 (2.2%)
SCIM	37	38 (3.7%)
SLS	135	144 (4.8%)
SLED	3	14 (3.9%)
SOHS	81	88 (6.0%)
SOM	70	81 (4.9%)
SSIS	209	204 (9%)
BY YEAR OF STUDY (%)		
Year 1	37%	35%
Year 2	30%	27.5%
Year 3	28%	33%
Year 4 and above	5%	4.5%

- The proportion of male to female students using the service has improved this year and reflects more closely the student population than in the previous year

- The number of younger students (19-20) using the service has increased with a corresponding decrease in the number of older students (21-24). This however is not replicated in the numbers coming by year of study.

University Staff

82 total

REFERRAL DETAILS	2012 / 2013 - 82	2011 / 2012 – 97
Male	21	24
Female	61	73
Disability	12	18
UK	78	94
EU	3	1
International	1	2
Returning client / previous use of counselling	78(includes clients who are in both categories)	81(includes clients who are in both categories)
STAFF BY SCHOOL / PLANNING UNIT	2012 / 2013	2011 / 2012
SLED	4	6
SOHS	12	13
SOM	5	3
EDT	5	8
SLS	9	10
SSIS	6	12
SCIM	5	3
CS	38	42
BY JOB FAMILY		
Academic	24	27
Academic Related	14	20
Admin	34	39
Ancillary	8	8

Referral sources

	2011 / 2012	2010 / 2011
Department	9	5
HR	3	1
Disability Office	2	1
GP	0	0
Chaplaincy	0	0
Self	41	38
Staff Union	0	0
Occ Health	5	10
Website	14	13
Friend / Colleague	16	6
Leaflet / Poster	2	3
Other	6	7

Work related issues



	2011 / 2012	2010 / 2011
Work related	26	34
Demands of job	5	19
Lack of control	3	14
Lack of support	3	16
Unacceptable behaviour eg bullying	11	9
Lack of understanding of role	1	3
Lack of information re change	4	3



- The most obvious drop in uptake of the service has been in SSIS, compared to the previous year.









Appendix 1a



Client Evaluation Data 2012 / 2013 – Students





Section 1

1. Where do you study?			
University:		88.1%	74
College:		11.9%	10













2. Are you?			
Male:		33.3%	28
Female:		66.7%	56
Prefer not to say:		0.0%	0

3. How would you describe your ethnic origin?			
Indian:		3.6%	3
Pakistani:		10.7%	9
Bangladeshi:		0.0%	0
Other Asian background:		3.6%	3
Caribbean:		0.0%	0
African:		14.3%	12
White & Black Caribbean:		0.0%	0
White & Black African:		2.4%	2
Other African background:		0.0%	0
White & Asian:		0.0%	0
Other Mixed background:		0.0%	0
White British:		44.0%	37
White Irish:		0.0%	0
Other White background:		15.5%	13
Arab:		1.2%	1
Chinese:		0.0%	0
Gypsy/Traveller:		0.0%	0




Prefer not to say:		3.6%	3
Other (<i>please specify</i>):		1.2%	1
Half Caste, African and Pakistani (Mix)			





















4. What is your age range?			
Under 16:		0.0%	0
16-18:		3.6%	3
19-20:		17.9%	15
21-24:		36.9%	31
25+:		41.7%	35
Prefer not to say:		0.0%	0

Section 2

5. How did you find out about the Counselling Service?			
Department / Tutor:		N / a	9
Disability Office:		N / a	7
HUB:		N / a	5
International Office:		N / a	5
Friend:		N / a	16
Self:		N / a	19
Induction:		N / a	7
Leaflet/Poster:		N / a	15
Chaplaincy/faith advisors:		N / a	0
Student Health Service:		N / a	9
Student Union:		N / a	6
Website:		N / a	14
Other (<i>please specify</i>):		N / a	10

Section 3

6. For the following questions, please use the grid below.			
6.a. I had a positive experience of the Counselling Service			
Strongly Disagree:		2.4%	2
Disagree:		1.2%	1
Somewhat Agree:		11.9%	10

Agree:		39.3%	33
Strongly Agree:		45.2%	38
6.b. I thought the general environment of the Counselling Service was conducive to counselling			
Strongly Disagree:		1.2%	1
Disagree:		1.2%	1
Somewhat Agree:		3.6%	3
Agree:		44.0%	37
Strongly Agree:		50.0%	42
6.c. The Receptionists were friendly and helpful			
Strongly Disagree:		2.4%	2
Disagree:		0.0%	0
Somewhat Agree:		0.0%	0
Agree:		25.0%	21
Strongly Agree:		72.6%	61
6.d. I found that making appointments was straightforward			
Strongly Disagree:		1.2%	1
Disagree:		1.2%	1
Somewhat Agree:		4.8%	4
Agree:		31.3%	26
Strongly Agree:		61.4%	51
6.e. I obtained an appointment in a reasonable time			
Strongly Disagree:		1.2%	1
Disagree:		2.4%	2
Somewhat Agree:		7.2%	6
Agree:		32.5%	27
Strongly Agree:		56.6%	47

7. Do you have any further comments about your experience?
X made it very clear that it was on MY terms which made me relax more, I didn't have to talk about anything I didn't want to and only had to take as many sessions as I was comfortable with.
I appreciate the service that was rendered to me today and have started implementing the advice already.
I found that it was unsettling to not be able to attend my apt during uni breaks. Also, I feel more notice should be given when counsellors are leaving, I found it very stressful to have to meet a new counsellor and found myself unable to open up about traumatic things.

I liked that the service was easily accessible comparing to NHS where I had to wait a couple of months for the first session. The staff was very friendly and extremely helpful!!
I received excellent services through counselling. without who i would not still be in attendance. they have been very supportive.
I think it has been long and quite hard. But I feel refreshed and have, since finishing counselling, decided to pursue a career in counselling.
I was told that I would be put on a waiting list of about 4 weeks after my initial meeting. The staff strongly apologised for the potential wait (despite me feeling the waiting list time was short!). I was then further impressed when I was informed later that my first meeting was in the same week as my needs assessment meeting! The whole process was very quick and organised and it made me feel my needs were accepted and taken seriously. I was very impressed!
i wasn't aware that my sessions had finished ... still awaiting x2 appointments. Christmas was in the middle of my sessions - i was offered one by text but couldn't make it - i did let them know via text reply but have heard nothing since.
It was crucial at a time when I had no one to turn to. It kept me sane. Thank you!
It was not clear what the sessions would look like; I would have liked a different form of counselling.
It was useful but I felt like I was taking the session rather than the counsellor and I could second guess the process which i didn't feel opened the doors I'd wished it had.
my counsellor was fantastic. The service is very helpful
X was excellent and really helped me through my grieving process.
Overall really positive
Overall, an excellent service. My initial chat was undertaken on the same day as my self-referral and weekly chats continued immediately thereafter. My counsellor was understanding and professional and helped to achieve my intended outcomes in a very short time and with minimal distress. Well done.
Really nice and easy process.
Shalom
Such an amazing service I would recommend it to anybody. Friendly environment perfect position in the university and I cannot say enough positive comments about X. Thank you.
Thank you
The counselling may not be very effective in itself although the service is run in a very efficient manner. The counsellors are not very good at helping people. By definition, counselling means: (counselling) guidance: something that provides direction or advice as to a decision or course of action. The counsellors say that they are not allowed to give advice. Sometimes they don't give directions either and the person themselves are left to decide what to do. What if this person does not know what to do? What if this person is does not know of any other services to help them? Also, who will refer them to these services when they are aware of them? Some services won't allow the use of their services unless the person has been referred. The listening is important as people

do need to express their feeling and emotions as well as needs. But this alone is insufficient to solve their problems. Even though you may disagree with this, this is from a service users point of view, not a counsellors point of view.

The counselling was really helpful and I felt really well supported and understood - and the counsellor provided some really helpful information and thoughts which enabled me to my way through a problem that was really troubling me.

There should be some training given to empower people to overcome addictive behaviour

While I understand why appointments cannot be continuous I believe, from personal experience, it is beneficial when possible.

Section 4: Outcomes of Counselling

8. To what extent would you say that counselling has:

8.a. Helped you to stay at University/College? -- To what extent did counselling help?

Not at all:		1.2%	1
To a limited extent:		10.7%	9
One of many factors:		20.2%	17
An important factor:		26.2%	22
The most significant factor:		10.7%	9
N / A This was not an issue for me:		31.0%	26

8.b. Helped you to do better in your academic work? -- To what extent did counselling help?

Not at all:		2.4%	2
To a limited extent:		15.5%	13
One of many factors:		19.0%	16
An important factor:		29.8%	25
The most significant factor:		13.1%	11
N / A This was not an issue for me:		20.2%	17

9. To what extent would you say that counselling has:

9.a. Improved your overall experience of University / College? -- To what extent did counselling help?

Not at all:		2.4%	2
To a limited extent:		14.3%	12
One of many factors:		38.1%	32
An important factor:		39.3%	33

The most significant factor:		6.0%	5
9.b. Helped you to develop skills that might be useful in obtaining future employment (e.g. self understanding, understanding of others, managing difficult feelings better, increased confidence / assertiveness)? -- To what extent did counselling help?			
Not at all:		11.9%	10
To a limited extent:		11.9%	10
One of many factors:		26.2%	22
An important factor:		41.7%	35
The most significant factor:		8.3%	7









10. Please describe in more detail the ways in which counselling helped you.
Counselling helped me make an important decision concerning marital issues that I was having through weighing the pros and cons of a separation. Furthermore, it enables me to have a clear idea of what is really important and what I needed. The counsellor was very helpful.
counselling helped me to realise i can do the work that it set
counselling was good as I was able to speak to somebody that understood me for a change and knew how things can affect you
gave me that encouragement to move on. Thanks for your time .GOD Bless you in JESUS MIGHTY NAME AMEN. Shalom
Good to have someone to listen
help put thing in perspective
Helped come to conclusions I might have already had and talk about decisions & things affecting me with someone who wasn't bias
Helped me to sort out something that was really troubling me and that as getting in the way and making all my relationships and experiences difficult
Helped me to think differently especially thinking more positively about leaving university and getting a job.
Helped me towards a process of self-discovery.
Helped to vocalise thoughts and a sympathetic ear was highly appreciated!
I can't imagine my university experience without this service. I really appreciate it that I was given unlimited number of sessions as my issues were quite complex and affected all areas of my life. I can't describe how supported I felt when my life situation was so hopeless. It is not only my academic performance that has improved but also all the other areas of my life. I know that I still got a lot of work to do but the service has given me a really good starter. My counsellor was amazing. It is a loss that she is leaving. I really liked how supportive, empathic and understanding she was while on the other hand she knew how to challenge me and help me find the way to work with my problems whenever I felt lost and confused. I will be grateful for the rest of my life.













I feel more self-aware and less anxious. I feel like I understand myself better and I'm more willing to acknowledge and accept certain feelings. I feel more confident and generally much happier in myself. It helped me resolve or begin to resolve past issues which have hindered my personal growth so far
I now have more confidence in myself and have realised that I am my own person and shouldn't be controlled by others as it is my own life. It has also made me more conscious about how I behave and has helped me identify the areas I need to improve.
I was able to see things that happened in the past which are affecting me now. For example, an emotional experience might trouble me over a little issue not understanding it, but talking to the counsellor helped me to see things in the past which were triggering my emotions and that was helpful to me.
It has helped me learn coping mechanisms which I can use In order to deal with difficult situations.
It helped me accept myself, to increase my confidence and motivation and specially my ability to solve problems instead of accumulating them inside my chest.
It helped me discover more about myself. And helped me overcome lingering issues in my life
It helped me realise that i was more in control of myself than i had previously recognised.
It helped me run through own ideas
it helped me to realise that i should put myself first more often
It really helped me get things off my mind and talk through any problems I had rather then keep them in my head where I couldn't understand them
It's still too early to do a proper evaluation.
Less self-critical, or try to be.
Provided much needed support in dealing with my emotional status. X was very helpful, and used genuine empathy in a constructive and dignified manner. He is an intelligent person and was able to identify areas of concern that needed much needed attention.
Showed me that having different thoughts on my past experiences is fine and that each needs to be understood rather than feared or ignored.
Showed me that I can't force the grieving process to end, I just need to face it and let it take its course or else it will take even longer to feel better.
The counsellor helped me to clarify my feelings, understand their origins, and said things to me during our sessions that have helped me realise my true worth. The counselling service has also provided a much-needed support framework during a time when I felt most depressed and alone.
To be honest, on some occasions they were able to direct me to people or services that could help. Sometimes the service was not useful.




11. Please also tell us any ways in which you found counselling or aspects of the service unhelpful.

As per previous screen.
helped me focus on important issues and gave me ways to cope with difficult aspects of my life
I did not ask about academic things, so I cannot answer whether it is helpful or not.
I do not feel much different since attending counselling and I feel that it is not for me
I felt the counsellor I saw was judgmental and condescending. I would rather seek help off campus.
I have nothing negative to say about the Counselling Service or Staff. They were amazing!
It encouraged me no doubt but at the end of day could not solve it in-depth but GOD did. Shalom
It was very awkward in the beginning and I do not feel comfortable speaking all the time, I would have liked a CBT approach.
It was very helpful and came back home optimistic.
Kinda would've been nice to have more input from counsellor
N / A
N / A
Nothing was unhelpful.
The counsellor was too passive in the session which made it too much of a conversation rather than a structured session with outcomes.
When they don't, refuse and fail to offer advice. One of the reasons people are turning to them is because they themselves don't know what to do. This only leaves the person in the same stuck position that they was in before.
would only be offered 4 sessions which i did not feel would be enough or even touch on my issues

Section 5: About the Counselling and your Counsellor

12. Please tell us how counselling helped you.			
12.a. My ability to cope has improved -- How much do you agree?			
Strongly Disagree:		1.2%	1
Disagree:		7.1%	6
Somewhat Agree:		27.4%	23
Agree:		36.9%	31
Strongly Agree:		27.4%	23
12.b. My understanding of myself has improved -- How much do you agree?			
Strongly Disagree:		2.4%	2
Disagree:		6.0%	5
Somewhat Agree:		23.8%	20

Agree:		33.3%	28
Strongly Agree:		34.5%	29
12.c. My self esteem has improved -- How much do you agree?			
Strongly Disagree:		2.4%	2
Disagree:		15.5%	13
Somewhat Agree:		27.4%	23
Agree:		32.1%	27
Strongly Agree:		22.6%	19
12.d. I felt able to talk to my counsellor -- How much do you agree?			
Strongly Disagree:		2.4%	2
Disagree:		2.4%	2
Somewhat Agree:		10.7%	9
Agree:		32.1%	27
Strongly Agree:		52.4%	44

14. Do you think you had enough sessions to deal with your issue(s)?			
Yes:		46.4%	39
No:		22.6%	19
Don't know:		31.0%	26

15. Have you any other comments regarding counselling or your counsellor?	
Absolutely amazing in every way. And the fact that the service is always there for me is comforting to know	
As I said earlier, X my counsellor was really fantastic. I felt very comfortable with her which made sharing personal things a little easier. I feel like she has helped me tremendously	
X recognised aspects of myself that I hadn't seen myself and by helping me see them helped me understand where my feeling were coming from.	
Due to the long issues that I had, it was difficult to discuss things in detail in one hour, however X was very supportive and was able to extend my sessions by another 4 weeks during holiday period. I would recommend X to any young male. as he is down to earth and very bright.	
Even though my problem did seem like a really difficult one at the time, the 4 sessions were so helpful that I now feel confident about being able to deal with it	
I am aware that I am able to utilise the counselling drop-in service should I need it, and would feel comfortable doing so.	
I asked for further appointments but never heard anything back, didn't find the first session helpful at all and only made me feel pressured and overall worse off. i was convinced by friends that the first 2 sessions were always like that so the counsellor could build a profile.	

I don't know. I think they should be doing something about the issues raised and making more awareness in the university at least about them issues. Some people have stalls or information desks set up regarding these issues. One I haven't seen which is relevant to me is information desks on mixed marriages of people from different faiths and races as well as integration of mixed races and ethnicities. People based on these differences from their own social groups. As a result, they mix less with different races and can have different views and feelings towards them. This may not necessarily be based on any religion, but it is a cultural or traditional norm for them. (This is one of the difficulties I face) What will the counselling service do about it other than just listen which won't do a great deal to solve the matter. Perhaps they should take more practical steps and in some situations, actually give advice rather than be stubborn on what they believe is part of good practice. The advice doesn't have to be their own personal advice. It could be after further consideration, consultation, research etc... I would add but this comment is going to become too long.

I just want to say that my counsellor was really nice and trustable, and if I ever need to come back to counselling, if possible I would like to see her.

I really liked the flexibility of the service and that it helps students with all sorts of issues even as complex as mine. I really liked that there was an option to have more than 4 sessions. At the beginning I had concerns about having sessions with the counsellor of a similar age but X was just great and the work we have done was perfect for my needs.

Section 6

16. What did you find useful in your first appointment?

a large box of tissues ... and being told to cry if i need to (i couldn't stop anyway...)

Already knew counsellor from before so was a recap

Being able to get things off my chest

Ease of talking, understanding, and good environment.

Explanation of how the service has changed since I was last here.

feed back from the assessment was useful

Good intro to service. I felt comfortable talking to my counsellor.

Good introduction to what counselling is.

I found out how the counselling service worked and I was able to get across to the counsellor what exactly my needs were

I liked how welcoming was the service and how supportive and understanding was the staff.

I never came to counselling before, as I did not feel that it would work on me so, my initial meeting was more or less to let my heart out on my essays, but through time, I was able to explore myself, through extensive support of Counsellor.

It helped me to identify what step to take next i.e. go to the doctors for a check up

My counsellor was very open and helped me feel instantly comfortable and free to speak about anything troubling me.



Nothing, this is no reflection on my counsellor it was just very traumatic for me. i guess having someone who believed me
she just let me talk and get comfortable with talking to someone.
talking through what would happen which put me at ease as i had never done anything like this before
Talking to someone about my problem. It has been going on for a long time.
That I was allowed to discuss the things that were initially bothering me.
That the counsellor really listened to me and made a really genuine effort to understand
The back and forth nature of the session, and the fact that I was free to return as often as I liked
The counsellor was kind and clear with explaining situations to me. I felt welcome and at ease, which helped massively with talking about what's been affecting me.
The counsellor from whom I received the initial assessment with was excellent and understood my situation. She offered advice and guidance which was helpful for me.
The ease of getting an appointment.
The fact that you are explained that you are there to be helped. In no way your decisions will be made for you. Thank gave me a focus in to what my real problems might be...it made me think.
The organisation and explanation about how future sessions will be planned according to my own timetable.
The reception
to be able to see someone straight away at the drop in
Too much detail wasn't needed and the counsellor was very careful to not let me get too emotional during the initial appointment. Which was a good thing.
Trying to locate the main source of the problem in order to offer solution
Very good. It was a profound relief to have been able to 'off-load' immediately and I feel that it was utilised well.
Warm and welcoming. A place I felt I could be heard and listened to.

17. What did you find less useful?
Again, nothing apart from the fact that I did not agree with meeting one counsellor for introduction and another for the actual appointments. It takes a lot of courage sometimes, to just go there, it doesn't help to be bounced the first couple of appointments.
although the counsellor was very lovely and sympathised with me, I felt that I only spoke about my feelings and I did not get anything which can help me for example advice or another option other than counselling
Has been mentioned in a previous answer.

I did not get to see that counsellor again.
I didn't like when I was suggested to look for help somewhere else and that counselling service may be unsuitable for my needs. It sounded really scary and I was afraid to be left on my own but that was the only negative experience. In general the counsellor was very friendly and empathic.
I saw the same lady as I did last time so until the end I wasn't really aware it was an assessment rather than a session.
It was kind of intimidating
It would have been beneficial to see the same counsellor I saw at the initial assessment rather than see different counsellors, simply because I felt I had to start over each time. I appreciate this is difficult though and it is very beneficial to even have such as a counselling service at the university.
My counsellor attended training once between our sessions and was on annual leave for another - this may have been disruptive for some people. However, in retrospect I found this to my benefit as it allowed me time to do homework set and to come to terms with my new insights.
N / a
none
people outside in student central can see you going in .. I'm a very private person and didn't care for the walk to the entrance area ... far too open.
Switching counsellors - it was a bit difficult to re-explain my issues to a new counsellor (from my first appointment and my 1st counselling session). I wasn't sure what the new counsellor knew about me and it was a little frustrating having to re-explain in depth what I had already discussed in my first appointment.
the first proper session with my counsellor I found to be unhelpful, I talked and gained nothing from the experience
Would have loved to have more sessions scheduled.

Section 7

18. Please tell us what you thought of our other services.			
18.a. Did you find the website helpful? -- Were these other services helpful?			
Yes:		46.4%	39
No:		7.1%	6
Don't know, N / A:		46.4%	39
18.b. Did you find the leaflets helpful? -- Were these other services helpful?			
Yes:		66.7%	56
No:		6.0%	5
Don't know, N / A:		27.4%	23
18.c. Did you find the Drop-In Service helpful? -- Were these other services helpful?			
Yes:		46.4%	39

No:		2.4%	2
Don't know, N / A:		51.2%	43

19. Please add any comments you wish to make about the counselling in general.

I wish I could attend counselling each week as I feel I'm lacking a sense of support without it.

Keep up the good work people!

Thank goodness for the drop-in .. otherwise i would have gone home and never gone back to uni ... permanently.

Thank you for everything!

Thanks Shalom

The counselling service should take all comment and suggestions as they are and not something personal against the people that run this service. That was not the intent. Also... Where they can't help, they should refer the person elsewhere to someone who can.



The leaflets could be a bit more informative and contain some tips on how to deal with issues. I liked the website however, especially the self-help section.

The provision of this service cannot be underestimated. Potential breakdown averted!

Waiting room good, entrance still a bit scary but I suppose you need people to be able to find it.




Section 8

20. Would you recommend the Counselling Service to a friend?

Yes:		96.4%	81
No:		3.6%	3

Section 9

22. Are there any aspects of the Counselling Service that you think might exclude particular groups of people?

Yes:		6.0%	5
No:		61.9%	52
Don't know:		32.1%	27

23. If Yes, please tell us what you think is restricting access.

it needs to be more advertised and ensure that men are able to feel confident in expressing their feelings to people.

lack of males for males to speak to or publicising that they have a male councillors

N / a

Narrow-mindedness and not willing to understand other people as everyone is different and is in themselves an individual. Some things I have mentioned, the whole society is narrow-minded about, even elderly educated adults of both genders. Only if we explain things more publicly, perhaps they may change their point of view, but that certainly isn't the case at the moment.

sorry I am putting this here. My counsellors name is X



the counselling service is in a very busy space. it is a very personal issue to go to the counselling service therefore people may be put off by the location and the fact that friends / peers may see them entering the service.



Those who know lots of people at the university may worry about been seen going into the counselling office from the union building where lots of people sit.





Appendix 1b

Client Evaluation Data 2012 / 2013 – Staff

Section 1

1. Where do you work?			
University:		75.0%	30
College:		25.0%	10

2. Are you?			
Male:		22.5%	9
Female:		77.5%	31
Prefer not to say:		0.0%	0

3. How would you describe your ethnic origin?			
Indian:		0.0%	0
Pakistani:		0.0%	0
Bangladeshi:		0.0%	0
Other Asian background:		0.0%	0
Caribbean:		2.5%	1
African:		0.0%	0
White & Black Caribbean:		0.0%	0
White & Black African:		0.0%	0
Other African background:		0.0%	0
White & Asian:		0.0%	0
Other Mixed background:		0.0%	0
White British:		80.0%	32
White Irish:		2.5%	1
Other White background:		2.5%	1
Arab:		0.0%	0

Chinese:		2.5%	1
Gypsy/Traveller:		0.0%	0
Prefer not to say:		5.0%	2
Other (please specify):		5.0%	2
African Caribbean			
Oriental			


















4. What is your age range?			
19-25:		2.5%	1
25+:		95.0%	38
Prefer not to say:		2.5%	1

Section 2

5. How did you find out about the Counselling Service?			
Department:		N / a	13
Human Resources:		N / a	3
Occupational Health:		N / a	3
Colleague or friend:		N / a	8
Self:		N / a	11
Leaflet / Poster:		N / a	7
Chaplaincy / faith advisors:		N / a	0
GP:		N / a	0
Trade Union:		N / a	0
Website:		N / a	6
Other (please specify):		N / a	2
I have used the counselling service before			
I was aware of the service as I have told my staff about it.			

Section 3

6. For the following questions, please use the grid below.			
6.a. I had a positive experience of the Counselling Service			
Strongly Disagree:		2.5%	1

Disagree:		0.0%	0
Somewhat Agree:		2.5%	1
Agree:		22.5%	9
Strongly Agree:		72.5%	29
6.b. I thought the general environment of the Counselling Service was conducive to counselling			
Strongly Disagree:		2.5%	1
Disagree:		0.0%	0
Somewhat Agree:		0.0%	0
Agree:		27.5%	11
Strongly Agree:		70.0%	28
6.c. The Receptionists were friendly and helpful			
Strongly Disagree:		2.5%	1
Disagree:		0.0%	0
Somewhat Agree:		0.0%	0
Agree:		17.5%	7
Strongly Agree:		80.0%	32
6.d. I found that making appointments was straightforward			
Strongly Disagree:		2.5%	1
Disagree:		0.0%	0
Somewhat Agree:		2.5%	1
Agree:		10.0%	4
Strongly Agree:		85.0%	34
6.e. I obtained an appointment in a reasonable time			
Strongly Disagree:		2.5%	1
Disagree:		0.0%	0
Somewhat Agree:		2.5%	1
Agree:		10.0%	4
Strongly Agree:		85.0%	34

7. Do you have any further comments about your experience?







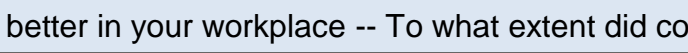





A very welcoming department- all the receptionists are very nice, and the environment is calming!











After making the initial step to get through the door, followed by the wondering if i really

needed this, I soon looked forward to the sessions and would be very proactive following them.
Counsellor who dealt with my issues / problems was a credit to the service
Extremely helpful and supportive.
I am grateful for the services that Counselling Service Department has given to me. My counsellor has been very supportive and helped me a lot.
I found X a very good listener and very perceptive. Although I had quite negative thoughts on actually attending counselling, I am very glad I decided to attend,
I found the whole experience very positive.
I found the whole process very useful and felt satisfied at the conclusion
I had a very good experience of the Counselling Service. I would strongly recommend the service to others.
I had a very positive experience and would definitely recommend to a colleague
I had all my counselling sessions at the School of Management. SoM would benefit from a dedicated room for counselling, but I appreciate that this is not, as yet, a realistic option.
I was greatly helped by the counselling experience and found my counsellor to offer both emotional and practical support, often seeing me at short notice. I could not have got through what, for me, was a very unpleasant employment experience for as long as I did without knowing the counselling service was there to support me. I was helped to put everything in perspective and for me, the decision to leave the environment which was physically and mentally making me ill was made much easier with the support of my counsellor.
I was very impressed with the service
It was a Godsend at my time of need. Thank you. The support I received is still greatly appreciated.
it was very helpful and a calm place
Many thanks for your help.
X was excellent and really helped me to gain perspective. I am very grateful for all her help.
This was a very difficult time in my life, and the counselling service really, really helped me to cope with it.
very good reminder service - text / email
Very helpful and friendly staff
X was amazing and highly skilled. The process was extremely helpful and really was a lifeline to me in a very difficult time

Section 4: Outcomes of Counselling

8. To what extent would you say that counselling has:

8.a. Helped you to stay in work -- To what extent did counselling help?			
Not at all:		0.0%	0
To a limited extent:		7.5%	3
One of many factors:		15.0%	6
An important factor:		22.5%	9
The most significant factor:		7.5%	3
N/A This was not an issue for me:		47.5%	19
8.b. Helped you to do better in your workplace -- To what extent did counselling help?			
Not at all:		0.0%	0
To a limited extent:		7.5%	3
One of many factors:		17.5%	7
An important factor:		32.5%	13
The most significant factor:		7.5%	3
N / A This was not an issue for me:		35.0%	14

9. To what extent would you say that counselling has:			
9.a. Improved your overall experience of the workplace -- To what extent did counselling help?			
Not at all:		7.5%	3
To a limited extent:		10.0%	4
One of many factors:		40.0%	16
An important factor:		40.0%	16
The most significant factor:		2.5%	1
9.b. Helped you to develop skills that might be useful in the workplace (e.g. self understanding, understanding of others, managing difficult feelings better, increased confidence / assertiveness)? -- To what extent did counselling help?			
Not at all:		5.0%	2
To a limited extent:		10.0%	4
One of many factors:		27.5%	11
An important factor:		42.5%	17
The most significant		15.0%	6


factor:			
---------	--	--	--
















10. Please describe in more detail the ways in which counselling helped you.
-Positive thinking -understanding my own needs -Being the first step in talking about my problems.
Counselling helped me to identify my problem, helped me to work out potential avenues regarding its origin, and helped me to formulate ideas to tackle it. I found counselling to be a wholly positive experience in which I surprised myself by talking at length about myself! I feel I made significant progress during my time at counselling.
Gave me support and helped me understand what I was going through.
helped me to work through an issue which was causing a professional conflict
helped to answer my own questions, talked through things which weren't making must sense to me at that time.
How to control problems and use different problem solving techniques
I don't have a particular problem with my workplace, I was under quite considerable strain in my personal life
I have experience as a trainee counsellor and being on the other end, in a real life situation was not easy, but a lot easier than it may not have been had I not had such a positive and congruent counsellor. I had to make some sharp decisions and I did not feel at all self-conscious or as if I was letting myself or anyone else down by calling it a day, as counselling helped me to vocalise that it was my work environment that was impacting extremely negative upon my health and as a consequence, my home life...
I have had lots of conflicting issues going on personally and it helped me put things in to perspective. The counsellor I had was really good, easy to talk to and very friendly.
I think I may be less self-critical in future and allow myself to 'fell' a little more rather than analyse everything so much.
I was extremely stressed and felt unable to cope with additional pressures caused by the family and work issues. After seeing the Counselling Services, I began to understand myself, my feelings and what triggered those feelings of anxiety and stress. Once I was able to understand why I felt the way I did, I then felt empowered to be able to address issues that have been impacting on my overall happiness.
I was psychologically and emotionally unable to carry on. Seeing a counsellor relieved a great deal of baggage.
I was suffering from a bereavement that I had not realised was the main cause of my problems. the counsellor helped me to realise this and to deal with it.
It gave me the opportunity to talk very personal things through with an impartial person.
It has helped me realise and deal with issues that were affecting my personal and work life
It has helped me to become more aware of what the process is that leads me to feeling stressed / depressed. This has lead me to develop strategies that I have found useful




which can be deployed when these feelings arise.
It has helped me very much in dealing with my panic attacks and other issues. The outcome was very positive and I hope it will continue to improve things in my life.
Made me feel more capable of coping
Put things into perspective and allowed me to concentrate on what I want.
reflecting helped me focus on what action to take
Reminded me that I already had knowledge of relaxation techniques and prompted me to use them again.
the approach and skill of the counsellor and methods used, for example CBT, analysis etc
To develop my confidence and understand and control my emotional responses to problems during a difficult time
To talk to someone who wasn't involved.
useful to have a "bag of tools" to use in challenging situations - simple, manageable strategies.

11. Please also tell us any ways in which you found counselling or aspects of the service unhelpful.
I could only go in my lunch hour which was stressful in itself.
I didn't find anything unhelpful- where I have said 'not at all' above the factor did not relate to a reason for my seeking counselling.
I have had nothing but a very positive experience with the Counselling Service.
N / a
N / A
none
none
None of it was unhelpful.
None, it was all positive
None. I found the experience to be wholly positive, so please thank X for all her help and input.
Not applicable.

Section 5: About the Counselling and your Counsellor

12. Please tell us how counselling helped you.			
12.a. My ability to cope has improved -- How much do you agree?			
Strongly Disagree:		2.6%	1

Disagree:		2.6%	1
Somewhat Agree:		10.3%	4
Agree:		38.5%	15
Strongly Agree:		46.2%	18
12.b. My understanding of myself has improved -- How much do you agree?			
Strongly Disagree:		2.5%	1
Disagree:		0.0%	0
Somewhat Agree:		10.0%	4
Agree:		50.0%	20
Strongly Agree:		37.5%	15
12.c. My self esteem has improved -- How much do you agree?			
Strongly Disagree:		7.5%	3
Disagree:		0.0%	0
Somewhat Agree:		25.0%	10
Agree:		40.0%	16
Strongly Agree:		27.5%	11
12.d. I felt able to talk to my counsellor -- How much do you agree?			
Strongly Disagree:		0.0%	0
Disagree:		0.0%	0
Somewhat Agree:		5.0%	2
Agree:		20.0%	8
Strongly Agree:		75.0%	30

14. Do you think you had enough sessions to deal with your issue(s)?			
Yes:		70.0%	28
No:		12.5%	5
Don't know:		17.5%	7

15. Have you any other comments regarding counselling or your counsellor?			
absolutely superb. Very skilled. A brilliant experience			
After 4 sessions I understood what my counsellor had been saying from the first session. My counsellor was helpful without being intrusive, understanding without being prescriptive. She let me come to my own conclusions, to reach the place I needed to get to in my own time.			

Brilliant, understanding, kind and helpful. Insightful helped me to see into things more clearly.
had 2 sessions but it was agreed that i could return if needed and see the same counsellors
I am not sure I was quite ready for the level at which the counsellor wished to address the issues, however the experience was helpful to me.
I felt that my counsellor was professional, empathic and compassionate. Absolutely faultless in offering what I needed.
I found X to be a very good, impartial listener and a pleasure to talk to. Please thank X for all her help and input.
I found my counsellor very friendly and understanding and the whole experience worthwhile
I greatly appreciate all your help and would not hesitate to come back if I felt any issues arise in future. I wish I had contacted the service earlier.
I have seen counsellors in the past who have been well meaning but ultimately ineffectual. This was not the case with X. She was authoritative and convincing in her approach to me which gave me a lot of confidence in her.
I really appreciated it I have been on an NHS waiting list for several months and being able to be seen in a timely manner was most helpful
I would recommend the service and would not hesitate to make further use of it myself if I felt it necessary.
I'm so lucky to be seen straight away. Suicidal thoughts had crossed my mind, just to have someone to talk with dissolved those unhelpful feelings.
It was a very positive experience for me. I am very grateful to my counsellor for helping me cope with what I'm dealing with.
My Counsellor made me feel comfortable and built me up when down
X was excellent, as were the other counsellors that I saw
Really helpful
Responsive, understanding, non-judgemental, helpful, reassuring, proactive and friendly.
Thought I may have a problem talking about my issues, but counsellor put me at ease and didn't rush me. Liked the idea that it was my choice to return for further sessions.
X has been brilliant and she has given me the support I needed. Thank you very much!
X was extremely helpful, friendly and challenging
X was really good, and would just like to pass on a big thank you to her!

Section 6: About your first appointment

16. What did you find useful in your initial appointment?









A warm friendly environment with someone willing to listen.

being able to discuss things
being able to discuss what my initial appointments were
Being able to speak about issues.
Being respected & listened to.
Easy to chat, catch up on previous issues.
Gaining an idea about the direction the counselling.
getting some breathing space before dealing with issues properly
Getting things out in the air.
Going through problems.
Good opportunity to talk at short-notice.
Good to get an introduction into counselling.
Having someone to listen to you.
How to get my confidence back.
I found out more about my concerns & issues.
Identifying main concerns & shyness factors.
Initial impression information.
It was a good way to have an introduction to counselling.
It was more helpful for counsellor to decide how to help a client.
It was very supportive at a difficult time.
made me feel confident about coming for more sessions
Talking about all my problems.
The amount of help I have available to help with Univ.
The intro was reasonably quick so there was more time left to tackle the issue at hand.
Tips
Ways to feel relaxed.
Yes.

17. What did you find less useful?
Crying.
Doesn't really help assess the complexity of my struggles.
Having to repeat issues.
It can be hard to talk about it within the time frame.
None.


Not enough time to cover everything.
Not receiving much advice in dealing problems.
paperwork

Section 7



18. Please tell us what you thought of our other services.			
18.a. Did you find the website helpful? -- Were these other services helpful?			
Yes:		62.5%	25
No:		0.0%	0
Don't know, N / A:		37.5%	15
18.b. Did you find the leaflets helpful? -- Were these other services helpful?			
Yes:		62.5%	25
No:		2.5%	1
Don't know, N / A:		35.0%	14
18.c. Did you find the Drop-In Service helpful? -- Were these other services helpful?			
Yes:		37.5%	15
No:		2.5%	1
Don't know, N / A:		60.0%	24

19. Please add any comments you wish to make about our other services.			
I haven't used the Drop / In Service.			
Meditation CD is good. Short group based sessions are good. Will make more effort to find about these.			
Various time to fit around lecture timetables.			

Section 8

20. Would you recommend the Counselling Service to a friend?			
Yes:		100.0%	40
No:		0.0%	0

Section 9

22. Are there any aspects of the Counselling Service that you think might exclude particular groups of people?			
Yes:		2.5%	1
No:		57.5%	23

Don't know:		40.0%	16
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23. If Yes, please tell us what you think is restricting access.

I felt if the way I was counselled had been applied to a woman from a cultural background where she was very oppressed she would struggle to handle what was being suggested- the constructions applied should maybe be considered in terms of the situation of the individual at the time (in my case, a personal crisis) and the background from which the individual comes on the 'a little, a lot' basis, IMO

Location makes it very obvious to students in the general seating area / cafe near the counselling office where you are going. This is somewhat off putting / embarrassing to be seen going in by large groups of people

Appendix 2

Equality Monitoring 01.08.12 / 31.07.13

Total Forms Handed In 712

University	=	584
College	=	115
Staff	=	93
Student	=	606

(13 clients did not disclose University / College / Staff / Student)

University Staff	=	63
University Student	=	521
College Staff	=	30
College Student	=	85

Age

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Age 16-18	=	41	24	0	24	15	0	15
Age 19-25	=	369	325	1	324	39	1	38
Age 25+	=	290	225	62	163	60	29	31
Prefer not to say	=	7	6	0	6	1	0	1

(5 clients did not answer)

Ethnic Origin

Asian or Asian British

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Indian	=	44	40	3	37	3	0	3
Pakistani	=	134	110	2	108	21	4	17
Bangladeshi	=	11	8	0	8	3	0	3
Other Asian background	=	19	10	0	19	0	0	0

Black or Black British

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Caribbean	=	14	10	2	8	3	0	3
African	=	71	67	3	64	2	0	2
Other Black background	=	3	2	0	2	1	0	1

Mixed

		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
White & Black Caribbean	=	4	4	0	4	0	0	0
White & Black African	=	3	3	0	3	0	0	0
White & Asian	=	11	10	1	9	1	0	1
Other Mixed background	=	19	16	0	16	2	0	2

White		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
British	=	301	223	47	176	72	22	50
Irish	=	3	2	1	1	1	1	0
Other White background	=	35	31	0	31	3	1	2

Chinese		Total	Univ Total	Staff	Student	Coll Total	Staff	Student
Chinese	=	11	9	0	9	2	2	0

Other Ethnic Group

Gypsy / Traveller	=	0						
Arab	=	6						
Any other Ethnic Group	=	3						
Prefer not to say	=	12						
Other please specify	=	15 – see table 1						
Total Responses	=	719						

(7 clients chose more than one ethnic origin group)

Religion / Belief

Buddhist	=	11						
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Hindu	=	18
Muslim	=	207
Christian	=	208
Jewish	=	1
Sikh	=	5
No religion	=	202
Prefer not to say	=	35
Other please specify	=	21 – see table 2
Total Response	=	708

Gender / Sex

Male	=	257
Female	=	449
Transgender / Other	=	0
Prefer not to say	=	2
Total Response	=	708

Sexual Orientation

Heterosexual / straight	=	621
Gay man	=	4
Bisexual	=	19
Gay women / lesbian	=	10
Prefer not to say	=	31
Other please specify	=	0
Total Response	=	685

Disability

Yes = 109

No = 570

Prefer not to say = 18

Total Response = 697

No known disability = 85

Specific learning disability (such as dyslexia or dyspraxia) = 64

General learning disability (such as Down's syndrome) = 0

Cognitive impairment (such as autistic spectrum disorder or resulting from head injury) = 9

Long-standing illness or health condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy) = 17

Mental health condition (such as depression or schizophrenia) = 53

Physical impairment or mobility issues = 13

Deaf or serious hearing impairment = 3

Blind or serious visual impairment = 5

Other type of disability = 9 – see table 3

Total Response = 258

Table 1

<i>Other Ethnic Group</i>	<i>Number</i>
Burmese	1
Indonesian	1
Iranian / Persian	1
Jewish	1
Latin	1
Middle East	2
Pakistani / Hungarian	1
Russian	1
Russian White	1
South Korean	2
Vietnamese	1
Welsh	1
White Hispanic	1

Table 2

<i>Other Religion / Belief</i>	<i>Number</i>	<i>Other Religion / Belief</i>	<i>Number</i>
Atheist	4	Methodist	1
Brahma Kumaris	1	Mixed	1
Catholic	3	Nordic Paganism	1
Deist	1	Not sure	1
Eclectic	1	Pagan	2
Jehovah's Witness	1	Spiritual / Spiritualist	2
Jewish by heritage, agnostic	1	Unitarian	1

Table 3

<i>Other Type of Disability</i>	<i>Number</i>
Anxiety issues	1
Asthma	1
Dysgraphia	1
Dyslexia	1
Hypermobility (full body)	1
Not diagnosed, difficulty reading maps, following directions	1
Past history of depression & other difficulties	1
Stress	1
Yes	1

Appendix 3

Waiting List Report 01.08.12 / 31.07.13

The waiting list started to be in operation since 1st August 2012 and began in earnest again on 1st October 2012.

Totals

In total we have had 673 clients (*672 last year*) on the waiting list (34 clients (*6 last year*) are still waiting for an appointment).

Priority

51 clients were on the waiting list with high priority (*40 last year*)

174 clients were on the waiting list with moderate priority (*178 last year*)

Counsellor Code

138 clients waiting for an appointment with specific named counsellor (*150 last year*)

326 clients have waited for an appointment with a counsellor code 1 (*361 last year*)

170 clients have waited for an appointment with a counsellor code 2 (*134 last year*)

39 clients have waited for an appointment with a counsellor code 3 (*27 last year*)

Duplicates

106 clients have been on the waiting list more than once (*99 last year*)

76 clients have been on twice (*78 last year*)

22 clients have been on three times (*17 last year*)

6 clients have been on four times (*4 last year*)

2 client have been on 5 times (*0 last year*)

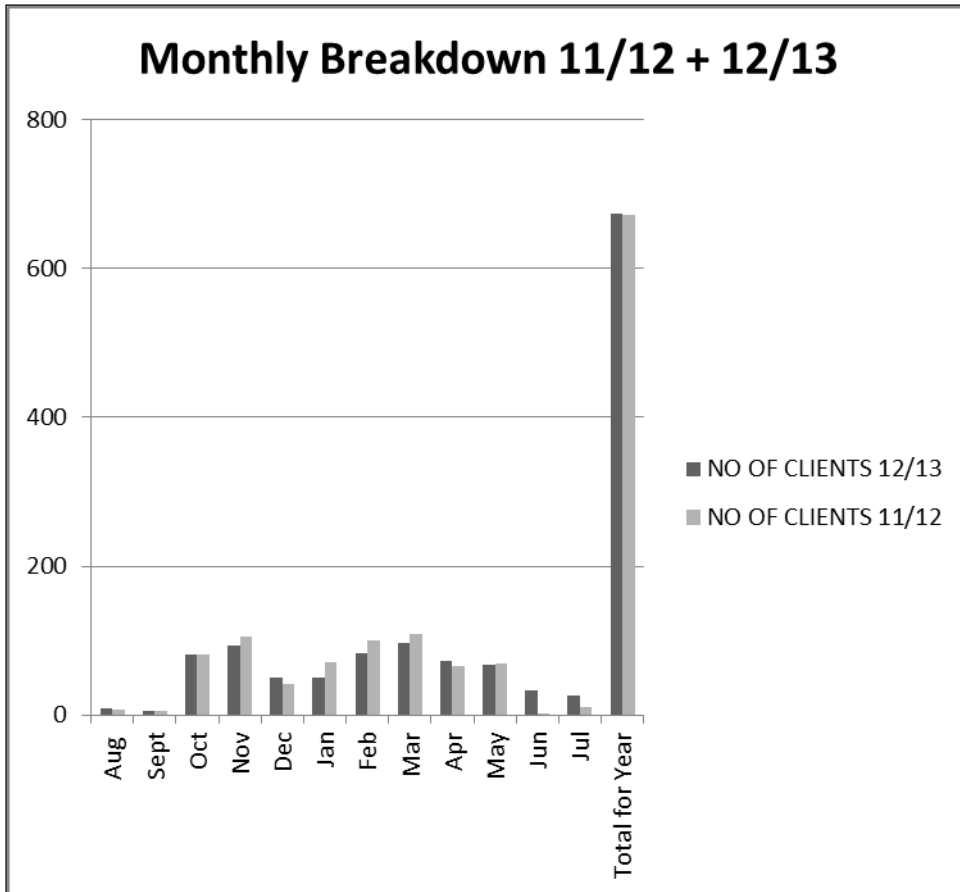
Waiting Time

The average time from initial contact to assessment appointment is 3 days (*3 days last year*)

The average time from assessment appointment to ongoing appointment is 12 days (*14 days last year*).

Monthly Breakdown

<i>MONTH</i>	<i>NO OF CLIENTS 12 / 13</i>	<i>NO OF CLIENTS 11 / 12</i>
Aug	9	7
Sept	6	6
Oct	82	81
Nov	94	106
Dec	50	42
Jan	51	71
Feb	84	101
Mar	97	109
Apr	73	66
May	67	70
Jun	33	2
Jul	27	11
Total for Year	673	672



Outcomes

388 clients attended their appointment (*396 last year*)

141 clients were offered an appointment but failed to accept / confirm (*158 last year*)

60 clients DNA (*66 last year*)

45 clients cancelled (*52 last year*)

(34 people are still on the waiting list and 5 are waiting to attend appointment in the future.)