

The Counselling Service

Annual Report 2018/19

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Counselling Service Team

Head of Disability, Counselling and Mental Health Service

Penny Aspinall (left August 31st 2018)

Dan Green (temporary post from April 2019)

Permanent staff (core team)

Gill Barlow, lead counsellor (1.0 fte)

Yvonne Messenger, senior counsellor (0.6 fte)

Stuart Yates, counsellor (0.5 fte)

Sarah Farnell (0.6 September to February)

Ann Trusson (0.6 fte February onwards)

Lauren Howard (0.4 fte February onwards)

Administrative Staff

Gilly Butcher, administrator, (0.55 fte)

Helen Trevisani, administrator (0.6 fte)

Sessional Counsellors (casual hours)

Agnes Ndebele

Brian Lambert

Rich Gaunt

Susannah Barnes

Associates and trainees

In addition to paid permanent counsellors, we use a team of associates and trainees to deliver the service. Associates are qualified counsellors who work on a voluntary basis in order to gain more experience and accrue the necessary hours in order to be eligible for BACP accreditation (or equivalent). Trainees are counsellors in training who, as an essential part of their training, need to be on a placement in order to gain the necessary experience as a course requirement. Both associates and trainees are provided with appropriate extensive supervision, training, mentoring and support in order to ensure that they provide the best service for our clients. In 2018/19 we had five associates and three trainees in the team.

About the Service

The Counselling Service provides counselling and psycho-educational training for the students and staff of the University of Bradford and Bradford College. We are a busy service, and in order to accommodate the numbers of clients and minimise waiting times, we usually offer a brief therapy model of up to four sessions for students and 6 for staff in the first instance, after a 25 minute intake interview to assess need and/or offer immediate help. We will always endeavour to extend this contract when appropriate, in cases of risk, for example, or where the work cannot be usefully or ethically contained in four sessions. Most counselling takes place at our premises in Student Central, although we do run a service where students can be seen for pre-booked Intake appointments at Bradford College three times a week. Prospective clients need to access the service through an on-line registration form; they will then be offered an Intake appointment.

Year review:

- Penny Aspinall left August 2018 and Dan Green joined the University in April 2019 as temporary Head of Disability, Counselling and Mental Health services.
- Gill Barlow became Lead Counsellor in Sept 2018.
- Peter Wakefield left the team August 2018, Sarah Farnell left February 2019, Lauren Howard and Ann Trusson joined the team February 2019.
- The service was part of the BEP programme – reception and administration roles were divided between MyBradford (reception) and the Disability Admin team (admin). Training began for MyBradford in February 2019 - to be undertaken by MyBradford from August 1st 2019. Preparation for the administration of the service to be undertaken by the Disability Admin team began in July 2019.
- Gill Barlow was involved in various projects: PGR Connect, Student Safety Steering Group, Student Health and Wellbeing SIG, Wellbeing Steering Group.
- The team collaborated with colleagues in E&D (Tiwonge Chipeta) to continue the work done in the previous year with USV react (Universities Supporting Victims of Sexual Violence – a EU wide project, involving 6 countries and 13 partner institution). The USV training on how to respond to disclosures of sexual violence was adapted for Bradford University.
- The team offered workshops for students which included, mindfulness, panic free exams, taking care of self and other, giving confident presentations, procrastination for post grads. Some of these were offered in collaboration with colleagues in Academic Skills.
- Our POD offer included Space to Breathe monthly sessions and 2 x 8 week MBSR courses, getting through anxious times, procrastination, introduction to assertiveness.
- The team were involved in promoting the service and wellbeing themes through Induction and at Open Days, Wellbeing Fairs, Freshers events at both the University and Bradford College.
- The team were involved in offering support to other teams via monthly supervision sessions. Gill Barlow supervised the mental health study coaches from the Disability Service, John Harnasch (Safeguarding Officer) and Zadha Yunis (Welfare Officer – looked after children and care leavers) from Bradford College. Sarah Farnell, later Ann Trusson, offered supervision to Dan Batchelor (SU) and his team.
- The team offered consultative support with regards to complex student cases to all staff at the University and Bradford College.

Service Satisfaction headlines

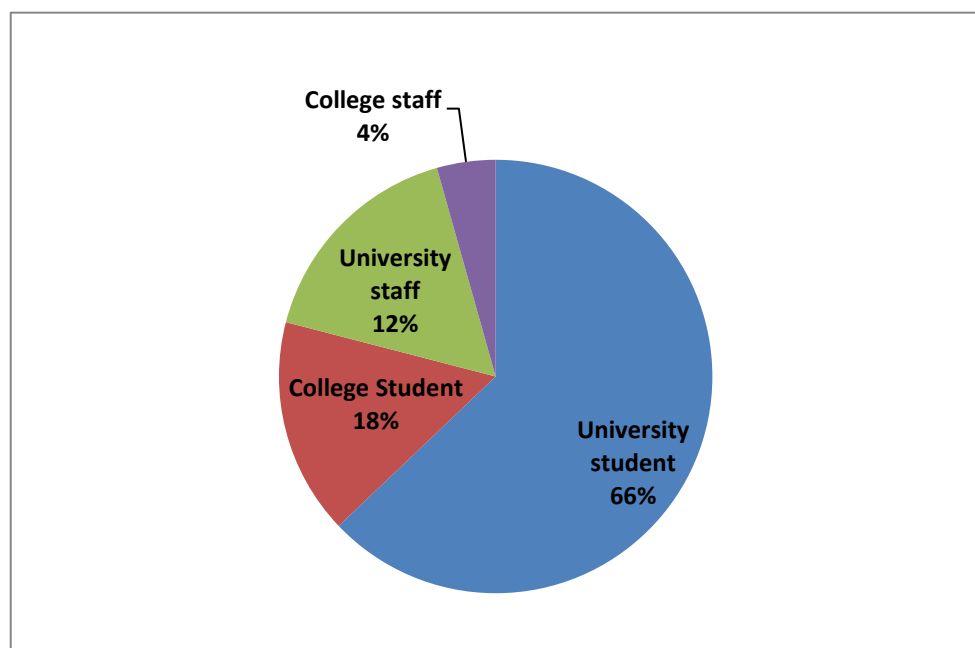
- **98%** Very happy or happy about their experience of the Counselling Service
- **64%** found counselling was the most significant factor or an important factor in helping them stay at University/College/work
- **67%** said counselling helped them do better in their academic work/work
- **77%** said coming to counselling improved their overall experience of University/ College/ Work
- **77%** said that counselling helped them develop skills that might be useful for future employment (eg building resilience, increased confidence etc)

Service Use

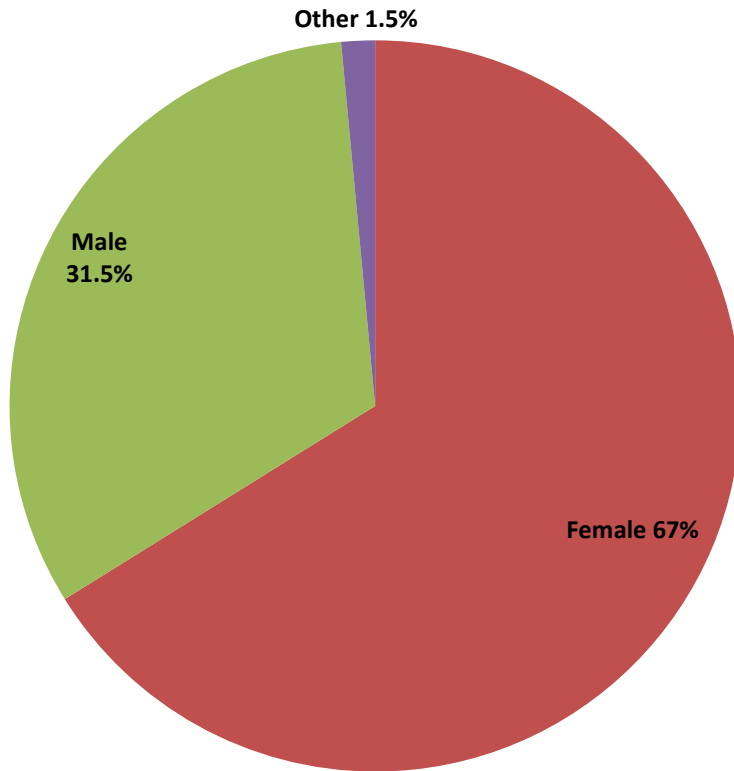
Headline Statistics

	2018/19
Individual Clients registered	1057
University students	701
College students	190
University staff	123
College staff	40
Appointments provided	4642
Appointments attended	2858
Appointments unconfirmed (offered but not confirmed by client)	780
Appointments cancelled	532
Appointments DNA	339
Workshop attendees	218

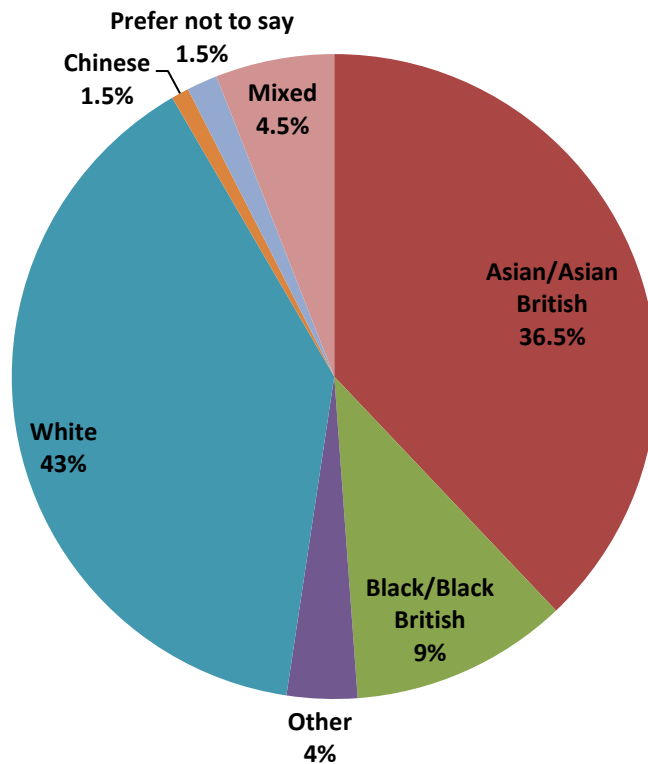
Client profile



Client Gender



Client Ethnicity



Presenting Issues

'Presenting issue' is what is identified by the counsellor at Intake as being the primary initial problem.

- | | |
|--------------------|-----|
| 1) Depression | 24% |
| 2) Anxiety | 24% |
| 3) Relationships | 15% |
| 4) Loss | 8% |
| 5) Self & Identity | 7% |
| 6) Abuse | 7% |

Risk

16.5% of all clients seen at Intake were assessed to be at risk in the following categories:

- | | |
|-------------------|----------------|
| 1) Suicide | 61% (of 16.5%) |
| 2) Self-harm | 31% |
| 3) Academic | 22% |
| 4) Risk to others | 5% |

Waiting times

- Average waiting time for an Intake (first) appointment was 4 days.
- 85% of all clients were seen within 7 days.
- The average waiting time for an ongoing counselling appointment following Intake was 10 days (this also depends on client availability).
- 53% of all clients were seen within 7 days.

Staff Counselling

- Staff client numbers: 163
- University staff 123
- College staff 40

Referrals by:

- Self 28%
- Department 26%
- Website 23%
- Occupational Health 13%

Job type:

- Academic 53%
- Administrative 31%
- Other 18%

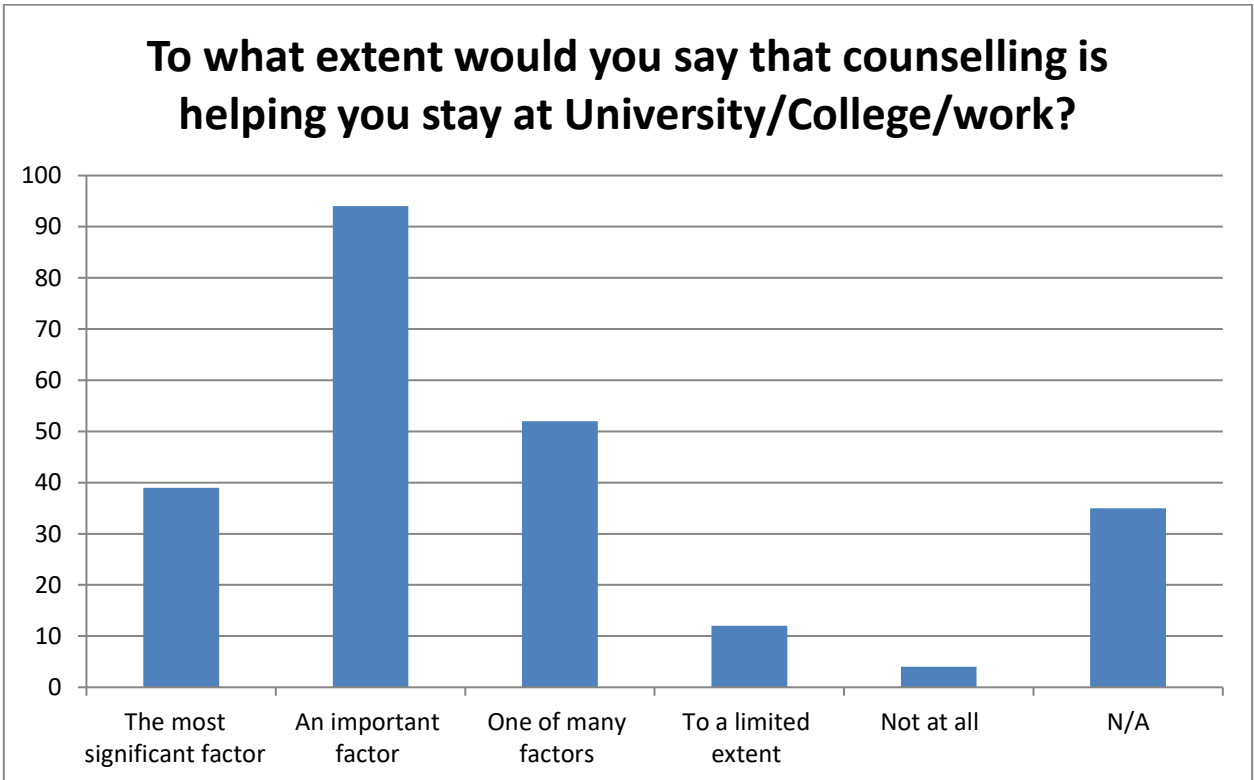
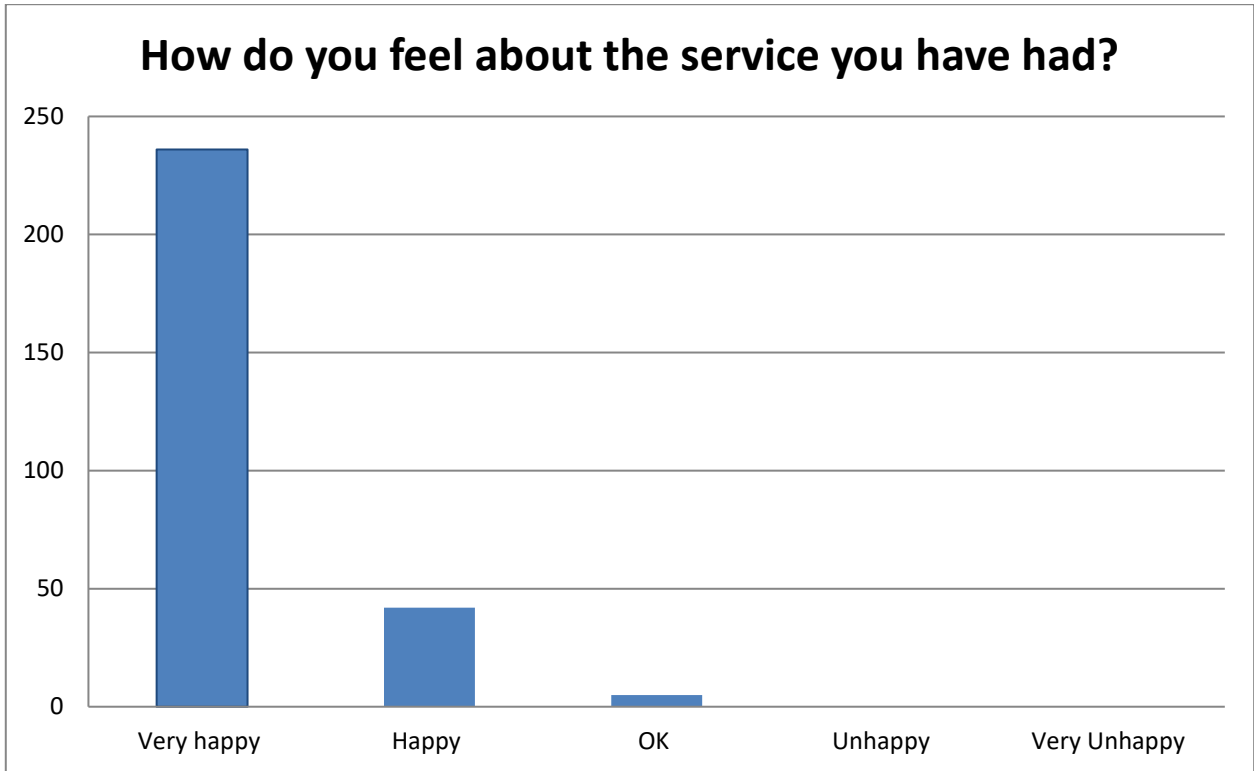
Bradford College

The University continues to work in partnership with the College to provide a counselling service for its staff and students.

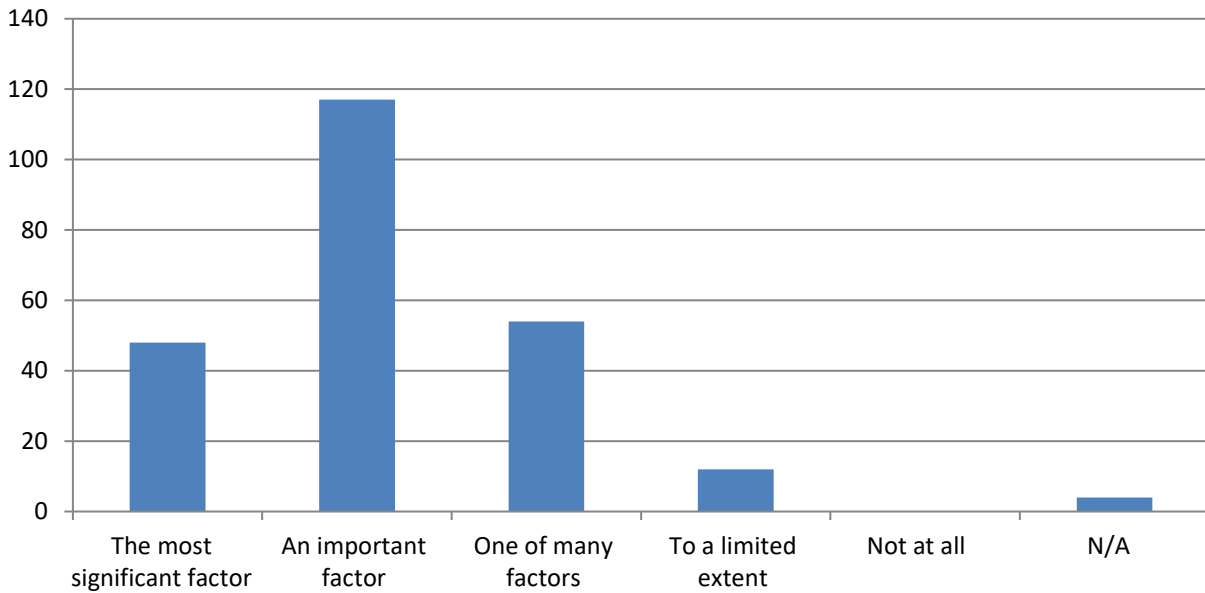
- College student numbers: 190 appointments offered: 726
- College staff numbers: 40 appointments offered: 247

Evaluation

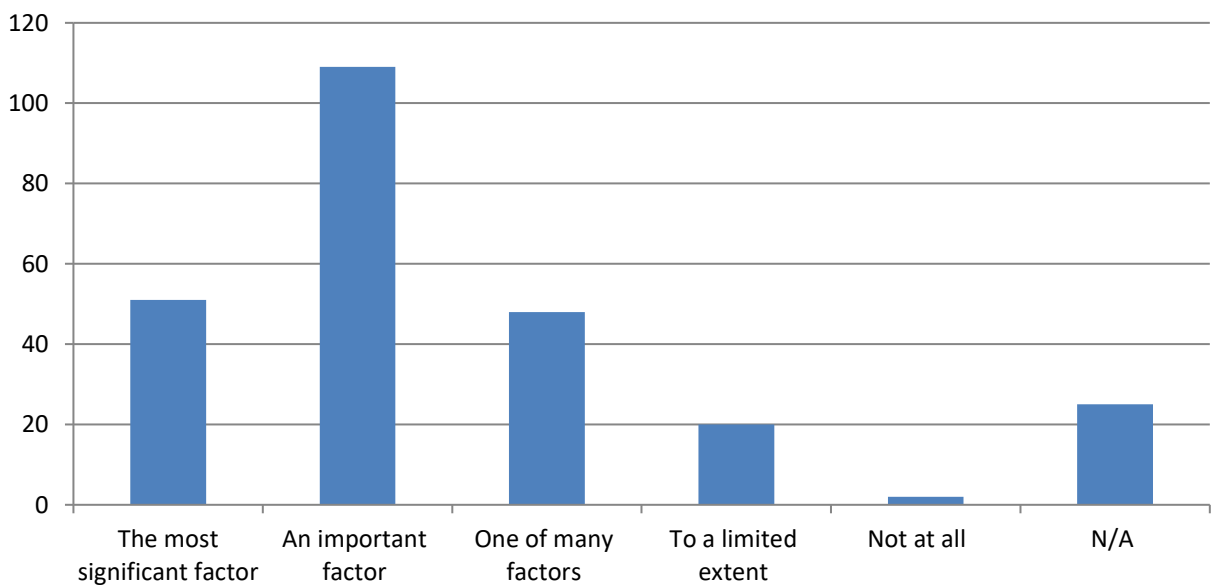
We continue to use the highly successful feedback postcards which are given to each client at the end of each contract. We also do a 'Snapshot' week three times a year where every client who uses the service that week is given a more extensive feedback form to complete. Attendees at all our workshops also complete a feedback post card.

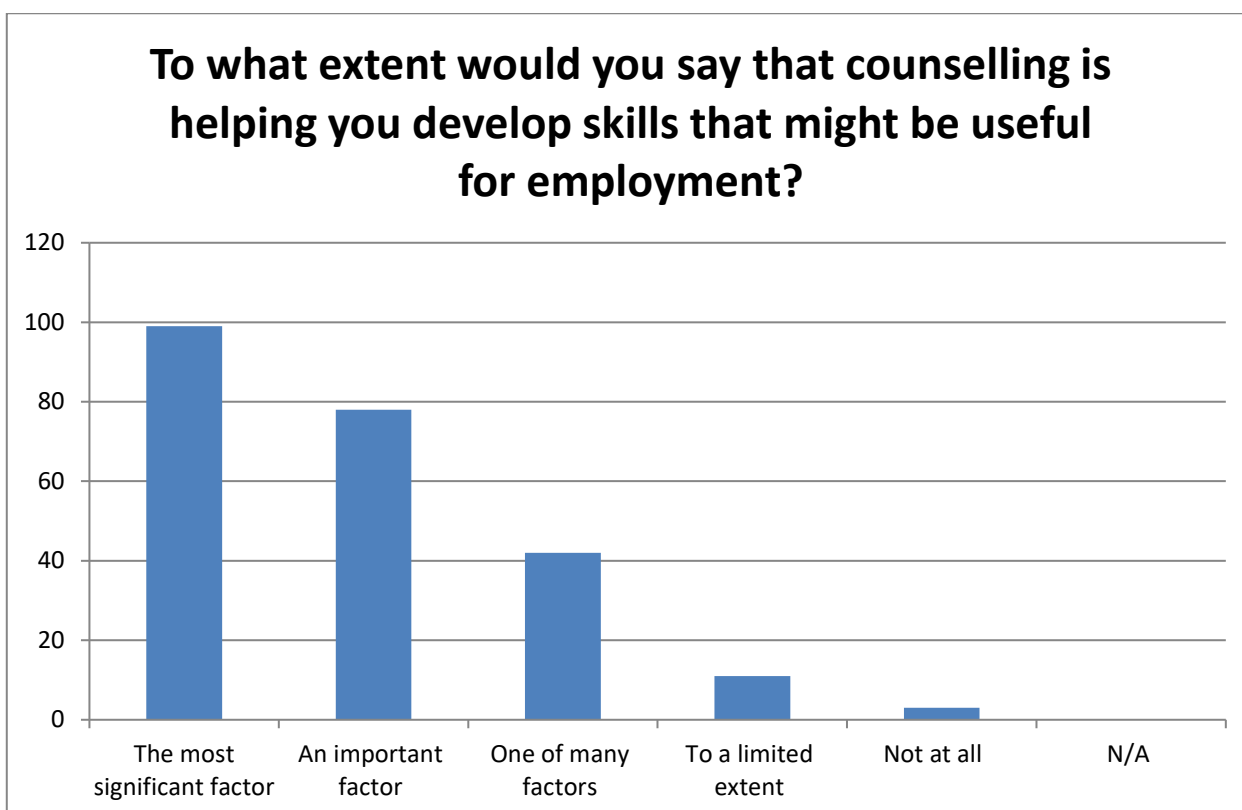


To what extent would you say that counselling is improving your overall experience of University/College/Work?



To what extent would you say that counselling is helping you do better in your work/academic work?





Feedback comments

The comments we get on both the feedback postcards and snapshot week forms are overwhelmingly positive. Here are just few:

Excellent facility offered at the university. If you have any issues, please use them.

My counsellor's expertise has helped enormously and acted as a catalyst in bringing about a huge improvement in how I feel.

Very attentive to needs, really helping me challenge the way I think and review and reflect on these to really improve how I feel overall and make changes to the way I think about things. Couldn't commend more. Thank you.

My counsellor is amazing and is fantastic at her job. The service is excellent and I am sad the restructure will change this area Location in Student Central is noisy.

This man is amazing. He has helped me break apart what I already know and organise it in a way we can both understand it to really solve the issues. 1st session too.

The Service provides a safe space where feelings are validated & the opportunities are given to look at issues from different perspectives in order to find resolution. I found the Service very supportive & helpful.

Very attentive to needs, really helping me challenge the way I think and review and reflect on these to really improve how I feel overall and make changes to the way I think about things. Couldn't commend more. Thank you.

This is my first-time having counselling, so I wasn't sure what to expect. I felt comfortable straight away and was able to express my feelings properly. This has really helped me and I would recommend the service to others. Thank you!

Speaking with my counsellor has helped me enormously to cope with some of life's challenges (redundancy/normal life/relationships). The service has been invaluable - long may it continue. I feel 10000% better than when I did at the start. Even when things get bad, I still feel like I'm in control.

The sessions that I have had have been excellent. A supportive structure has allowed me to explore elements that have challenged my emotional well-being. My counsellor's professional insight and humanity have been extremely beneficial. Thank you for this excellent service

I have graduated after 4 years. This is the best and greatest service in the university. Please keep it up. My counsellor was very supportive, and her guidance and advice were very helpful.

I feel it's a great achievement to be convinced that it's not medicine that I need to feel better in life, but in fact words and my own thought process.

Thanks to the support of the Counselling Service and my counsellor I have managed to complete my course and maintain my mental wellbeing which seemed an impossible feat. I couldn't have managed without this service.

This has been a transformative experience for me. I have strong familiarity with counsellors and counselling services through my personal and professional experiences. My experience with all the staff at this service has quite honestly been the most positive experience of such a service as I could have wished for. Thank you very much.