

**the counselling service**  
*Here to help you talk it through*

# 2013/2014 Annual Report



UNIVERSITY of  
**BRADFORD**

.....  
Directorate of Student  
& Academic Services



## Contents

Introduction	3
About the Service	3
Service Use	4
Who we are	5
What we have done	5
Staff Counselling	6
Bradford College	8
Equality monitoring	10
Evaluation	11
Appendix A: Full Data Statistics	13

## **Introduction**

2013/14 was another busy year. In total, we saw 877 clients (4,361 appointment offered), a slight increase over the previous year. We revamped our provision for staff, making the service more responsive and appropriate to the needs of the University and college staff which resulted in a significant increase in uptake of the service. The big news of 2013/14 was that Mary Dailey, the Head of Service, left at the end of July after 12 years in post. She will be greatly missed.

## **About the service**

The Counselling service continues to provide 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, we usually offer a brief therapy model of up to four sessions in the first instance, after a half hour intake interview to assess need and/or offer immediate help. We will always 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 weekly drop-in sessions at Bradford College and the Student Health Centre. Clients need to access the service through an on-line registration form; they will then be invited to book an intake interview. Alternatively, they can come along to drop-in (2-3 daily during term-time).

We also run a series of psycho-educational workshops for students on issues such as sleep, managing exam stress etc. In addition, we contribute to the People Development programme for staff.

## **Who we are**

### ***Head of Service***

Mary Dailey (now Penelope Aspinall)

### ***Permanent staff (core team)***

Nina Wright (full-time counsellor)

Yvonne Messenger (0.6 fte counsellor)

Pip Mobbs (0.5 fte counsellor)

Peter Wakefield (0.5 fte counsellor)

Gilly Butcher (0.55 administrator)

Cathie Raw (0.55 administrator)

### ***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 2013/14 we had ten associates and nine trainees in the team.

# Service Use

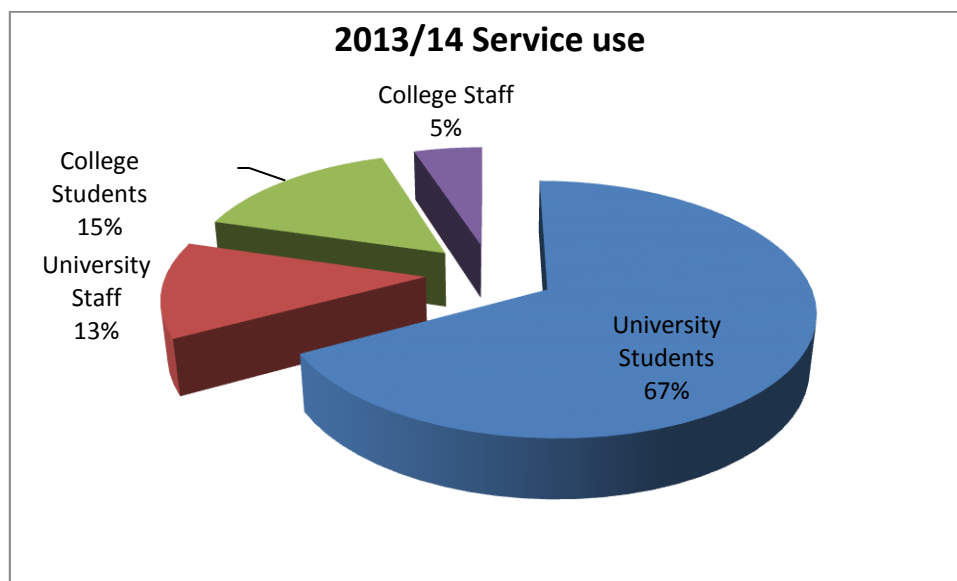
## Headline Statistics

Number of:	Univ 2013 / 14	Univ 2012 / 13	Coll 2013 / 14	Coll 2012 / 13	Total 2013 / 14	Total 2012 / 13
<b>Clients (registered)</b>	<b>698</b>	<b>683</b>	<b>179</b>	<b>161</b>	<b>877</b>	844
Students total	<b>589</b>	<b>601</b>	<b>135</b>	<b>123</b>	<b>724</b>	724
Students full-time	565	572	103	98	<b>668</b>	670
Students part-time	12	12	22	21	<b>34</b>	33
<No Response>	12	17	10	4	<b>22</b>	21
Staff total	<b>109</b>	<b>82</b>	<b>44</b>	<b>38</b>	<b>153</b>	120
Staff full-time	84	67	26	25	<b>110</b>	92
Staff part-time	21	14	17	11	<b>38</b>	25
<No Response>	4	1	1	2	<b>5</b>	3

Appointments	Univ Students 2013 / 14	Univ Staff 2013 / 14	Univ Total 2013 / 14	Coll Students 2013 / 14	Coll Staff 2013 / 14	Coll Total 2013 / 14
Clients	<b>589</b>	109	<b>698</b>	<b>135</b>	<b>44</b>	179
Total	<b>2898</b>	<b>574</b>	<b>3472</b>	<b>671</b>	<b>218</b>	<b>889</b>
Attended appointments	2060	483	<b>2543</b>	469	182	<b>651</b>
No shows	402	35	<b>437</b>	95	13	<b>108</b>
Cancelled	353	38	<b>391</b>	88	17	<b>105</b>
Cancelled by counselling service	83	18	<b>101</b>	19	<b>6</b>	<b>25</b>

As can be seen, the majority of clients are University students. Numbers show a slight increase over last year. Our enhanced provision for staff has been successful as evidenced in a marked increase in uptake. We are concerned about the numbers of appointments missed due to no shows and cancellations and are putting in initiatives for 2014/15 to address this, such as text reminders before every appointment. Full statistics can be found in Appendix A and on our website [www.bradford.ac.uk/counselling](http://www.bradford.ac.uk/counselling).



## What we have done

In addition to one-to-one counselling, the service has been involved in training and outreach initiatives.

### Group work

The service saw 145 students as part of its group-work effort which represents 176.5 hours of face-to-face contact. The students we saw were a mixture of previous clients and entirely new contacts suggesting that using twitter to publicise events has had an impact. The programme was very much as before with one new addition, a sleep workshop. This attracted very few but we know this is a huge issue for our student population and so we will run it again with noisier publicity. The Assertiveness workshops for students and for staff have proved popular.

Subject	Audience	Times run	Duration (hrs)	Attendees
Assertiveness	All Students	3	1.5	23
Counselling as a career	College students	1	1.5	40
Counselling as a Career	University Students	1	1	30
Culture Shock	International/EU students	1	1	20
Managing Stress	Graduate School	1	1	20
Panic-free exams	All students	2	1	10

### Training events

The service has been involved in delivering training over three areas.

- Staff Development/People Development training packages: *Managing Difficult Conversations*, *Counselling & Communication Skills* and *Managing Stress through Relaxation*.
- In-house training, some of which has been linked to the provision from the library covered: *Assertiveness*, *Managing Stress through Relaxation*, *Understanding Boundaries*, *Communication Skills for Security staff*, and *hall wardens and Referral Procedures for Occupational Health and Human resources staff*.
- The service delivered monthly training to the team of trainee and associate counsellors on issues pertinent to the demographic of the counselling service.

Subject	Audience	Times run	Duration(hrs)	Attendees
Assertiveness	All Staff	2	3	30
Communication Styles	Security Staff	5	1	60
Counselling Skills 1	All Staff	1	3.5	9
Counselling Skills 2	All Staff	1	3.5	7
Managing Difficult Conversations	All Staff	2	3	29
Managing Stress	All Staff	2	1	15
Managing Referral	College Staff	1	1	22

### ***Link with Unique Fitness and Lifestyle***

There are proven links between physical activity and mental health and wellbeing.

The counselling service has an ongoing agreement with Unique. Clients, who have been assessed by their counsellor as being suitable for this scheme, can be referred to Unique and can benefit from up to 3 months reduced membership there. In addition, they can access all the facilities and clubs.

### ***Community Engagement***

Over the last four years we have been developing our work with the Community Voluntary Services, the umbrella body that supports all community and voluntary work in the Bradford area.

This year they asked us to deliver two x two day training open to all workers in the participating agencies. The focus of the training was on Communication Skills, Assertiveness and Managing Boundaries in Helping Roles. The income generated was £1600 and we trained 22 participants. The training underwent inspection and achieved a Grade 1.

### ***Open days***

We have focused on widening our participation and presence at university and college open days this year, attending evening and weekend events. We have offered a more interactive approach to engaging with students and staff, including videos, quizzes and relaxation demonstrations/tools. Feedback has been positive.

### **Staff counselling**

At the end of the academic year 2012/13 our data showed that the number of staff from the University and College using the counselling service had noticeably decreased, but for no apparent reason. Staff from the University using the service had dropped from 97 to 84 and at the College from 49 to 37.

We decided that we needed to try and improve accessibility to the staff counselling service to make it more obviously different from the student service.

We talked to various departments who deal with staff concerns, including Occupational Health (University and College), Personnel and Staff Development to canvas their opinion as to what might make the service more attractive to staff clients. Ideas from these sources included increasing flexibility of appointments; ensuring staff were clear about confidentiality; having good procedures in place to facilitate signposting from HR and OH.

We also conducted a self-selecting survey, using BOS, asking university staff (who might or might not have used the service) for their response to a range of possible initiatives in the service.

Using all this information we put in place a service that reflected these needs, and devised new leaflets and postcards to give the service a separate feel.

As a result of this information we initially planned that staff would only be seen by the core team except where the issue merited ongoing work with one of our most experienced Associate counsellors; similarly we had hoped to offer all staff the option of an hour long assessment. In the event we couldn't cope with the demand and had to refer more staff than was originally envisaged to associate counsellors; however the core team continued to see all staff for initial assessment appointments and this allowed us to ensure that any need for flexibility could be factored in. We were also unable to continue to offer hour long assessment appointments as routine, and in fact discovered that when booked, they were often not needed. Trainee and newly qualified counsellors no longer see staff.

We are continuing to monitor and amend the provision for staff and have introduced more changes for 2014/15 including contacting staff after their initial request for counselling either by telephone or email to do a preliminary assessment of need and introducing an 8.30 appointment times on Wednesday and Fridays, including an 8.30 drop-in specifically for staff on Fridays.

***What staff from the University and College said was valuable about the service***

During the year we conducted a week long snapshot evaluation for all attending clients and gathered further feedback via our normal channel of a BOS evaluation questionnaire which is sent out when clients end their counselling. These questionnaires were different from the survey conducted in 2013 prior to the staff counselling re-launch.

Comments were analysed to see if there were more factors that staff would like to see in their counselling service and where the service was already meeting need. Also, to see how far the views of those staff that use the service tally with the staff in general who responded to the original survey.

In both the week and yearlong surveys, there was a positive response to the service with 100% and 98.1% respectively agree somewhat to strongly that they had a positive experience of the counselling service.

There seemed to value placed on the helpful nature of counselling in respect of issues to do with self; ability to cope, understanding of self, self-esteem.

During the snapshot week survey (when people might be at the beginning of the counselling) there was a 2:1 ratio of thinking that the number of sessions offered would be enough.

In the yearlong survey (when more people had completed the counselling) this became 9:1 with a 17% "don't know" factor.

There was a fairly consistent 40% of people finding the website useful and 60% "don't know" (it is unclear if this means they don't know about the website or whether or not they found it useful)

Looking at the qualitative comments in both the evaluation questionnaire conducted as a snapshot and throughout the year with staff clients there was a strong sense that counselling had helped in the following ways:

- Increasing self-awareness so that they could move on and manage themselves differently
- Developing self-confidence, being able to be different with others, feeling more positive
- Being really listened to, having someone impartial to talk to and feeling supported.

Further comments about the counsellors and the service were:

- That the counsellors were helpful, empathic, kind and provided a positive experience and a professional service.
- The Drop In service was found to be very accessible (although one person did not feel it met their needs)
- The relaxation CD was very helpful

What staff said was less helpful included:

- Wanting more time – longer opening hours and more sessions
- Organisational issues such as difficulties in contacting the service
- Not getting enough support  
(However this section attracted very few comments in both questionnaires; on the whole clients only commented on positive outcomes)

When asked what might restrict access the following emerged:

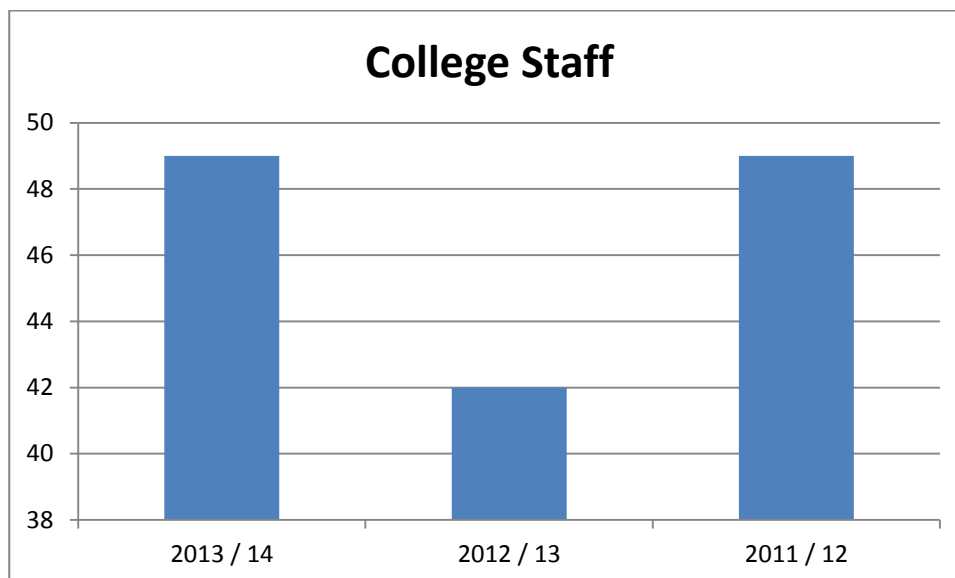
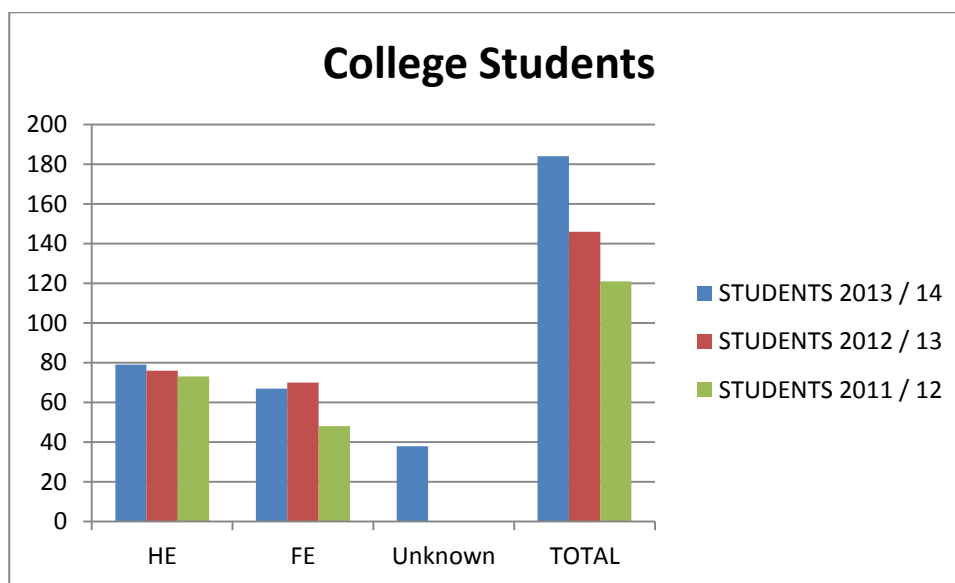
- That the service employed mainly white, female counsellors and there was nothing specifically targeted at men
- The location, potentially especially difficult for college students
- The timing of appointments

Occupational Health and HR at the University and Occupational Health at the College were asked for feedback but had nothing new to contribute in respect of the new staff offer; OH at the University continue to refer many clients and express great satisfaction with the service.

## Bradford College

### Overview of Service

Once again the service has been busy with a 23% in use over last year. The introduction of Titanium has streamlined the way manage our diary and collect statistics resulting in a far more accurate recording of actual attendance.





### ***Workshops***

In addition to one to one counselling, college students have attended workshops on Assertiveness, Managing Stress and Improving Sleep. The advertising for this is now working well through all available channels.

### ***Accommodation***

Despite moving yet again, this time to an alternative room on D Floor, the service has continued to run smoothly. Graham Bailey organised more appropriate furniture and the move proved to be smooth and successful. The room is shared with the College Guidance Service but thanks to Trine Powell from Guidance the room booking worked well. The appointment system through the University has continued to work well and providing a clear map to Student Central main counselling service had helped clients feel more comfortable in taking up ongoing counselling in the University Campus. From September 2014 the service has had the use of the Madiba room in the new David Hockney building which is working successfully.

### ***Induction/Videos***

The counselling service made ten presentations during the induction period to over 300 students at the McMillan centre. Many staff and students worked hard to create a video to publicise the counselling service but this has still to be completed.

### ***Publicity***

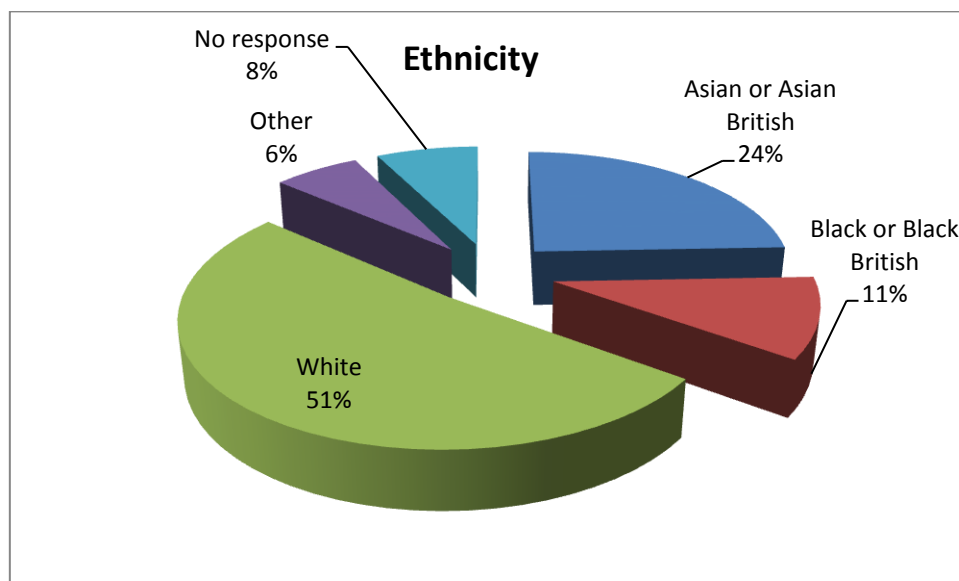
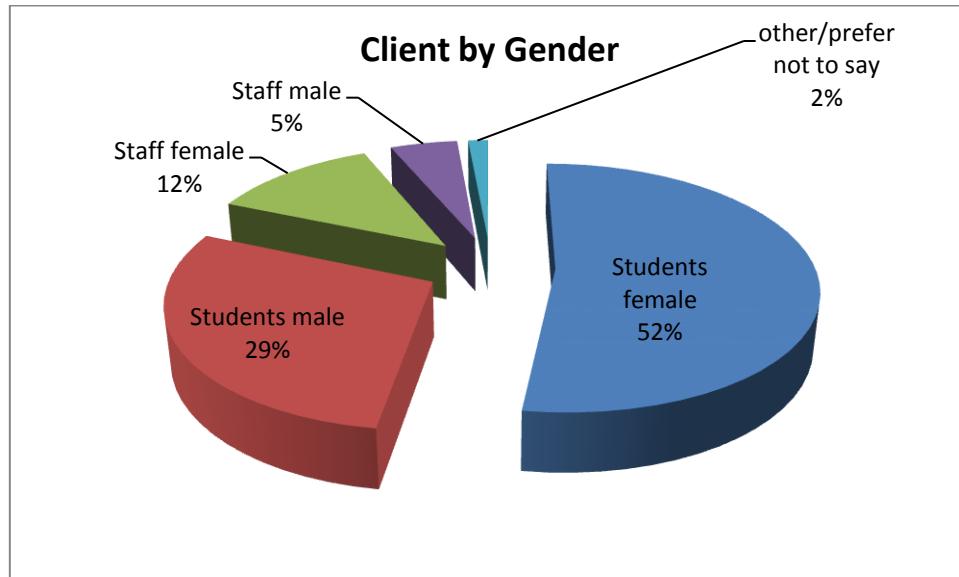
The College have taken over producing their own leaflet for the counselling service which is now much better. The internal electronic newsletters produced for both staff and students are working well to disseminate information about the service and the workshops on offer. The counselling service is also part of the college twitter network which has been very active under Ruth Wilson.

### ***Open days***

This year the service has taken a full part in all Open Days, in order to have a greater presence within the College

## Equality monitoring

As with most counselling services, the majority of clients both students and staff are female. We do, however, see a sizeable proportion of male clients who engage with and benefit from using the service.

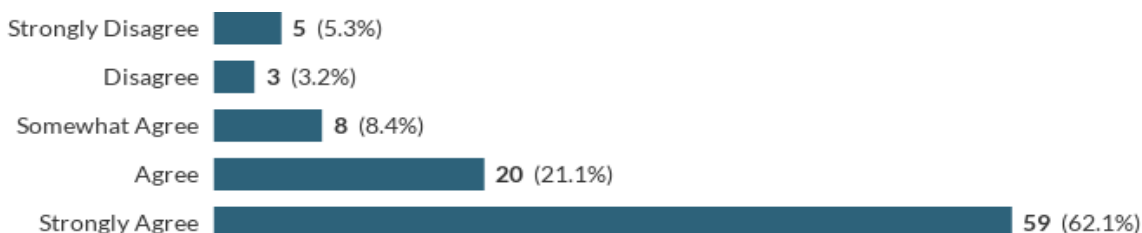


We continue to monitor all aspects of the way we deliver provision in order to ensure that the service feels accessible to all who might benefit from using it. A full report can be found on our website [www.bradford.ac.uk/counselling](http://www.bradford.ac.uk/counselling).

## Evaluation

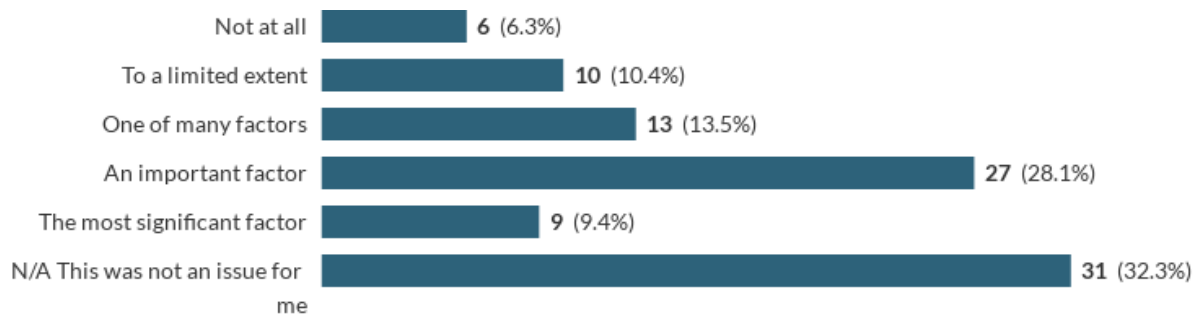
We send every client a Bristol Online Survey evaluation questionnaire to complete at the end of their counselling contract. On the whole feedback was very positive. A full report can be found on our website. An important element of the feedback we get from students is to look at how counselling impacts on their university experience and employability. The following results are from the student feedback questionnaires:

### 1. I had a positive experience of the Counselling Service

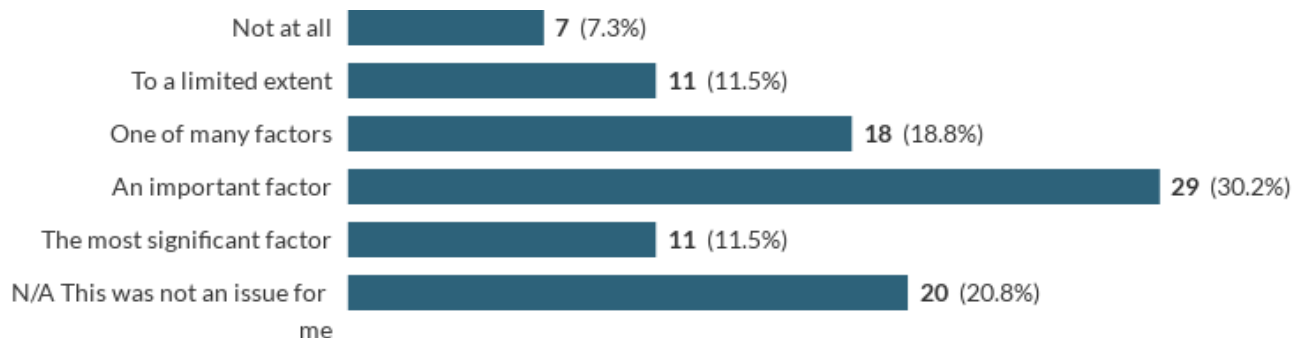


### 2. To what extent would you say that counselling has

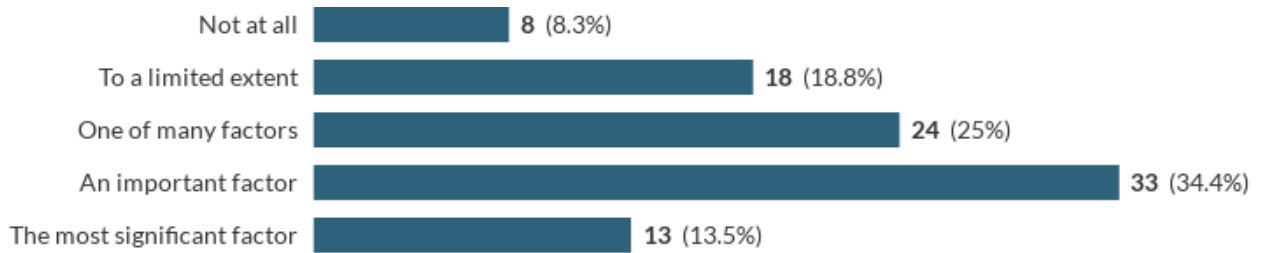
#### I. Helped you to stay at University/College? - To what extent did counselling help?



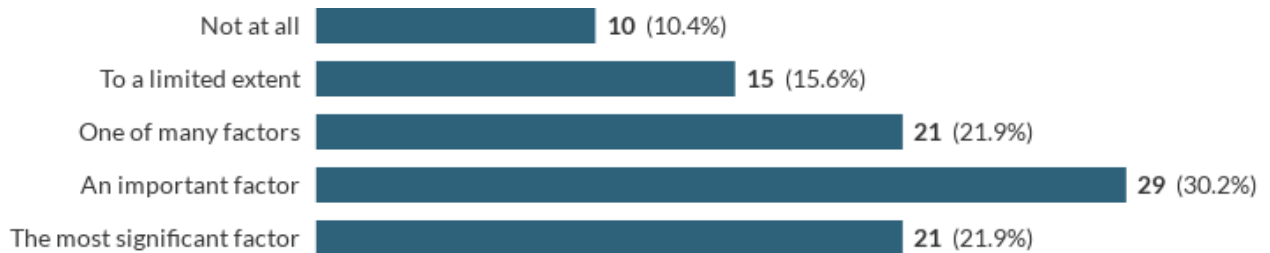
#### II. Helped you to do better in your academic work? - To what extent did counselling help?



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



IV. 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?



3. Do you think you had enough sessions to deal with your issue(s)?



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



## APPENDIX A

### Full Data Statistics 2013/14

#### University Students

University or College Student	2013 / 14 No. of Students	2013 / 14 Student %
University Student	589	100%

Gender	2013 / 14 No. of Students	2013 / 14 Student %
Female	366	62%
Male	223	38%
	<u>589</u>	<u>100%</u>

UK, EU or International Student	2013 / 14 No. of Students	2013 / 14 Student %
<No Response>	9	2%
EU	59	10%
International	76	13%
UK	445	75%
	<u>589</u>	<u>100%</u>

Faculty / Department List	2013 / 14 No. of Students	2013 / 14 Student %
<No Response>	6	1%
Faculty of Engineering and Informatics	112	19%
Faculty of Health Studies	100	17%
Faculty of Life Sciences	128	22%
Faculty of Management	46	8%
Faculty of Social and International Studies	197	33%
	<u>589</u>	<u>100%</u>

Full Time / Part Time	2013 / 14 No. of Students	2013 / 14 Student %
<No Response>	12	2%
I am full time	565	96%
I am part time	12	2%
	<u>589</u>	<u>100%</u>

<b>Year of Study</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	8	1%
Year 1	203	35%
Year 2	159	27%
Year 3	178	30%
Year 4	41	7%
	<b>589</b>	<b>100%</b>

<b>Student Type</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	7	1%
Postgraduate	86	15%
Undergraduate	496	84%
	<b>589</b>	<b>100%</b>

<b>How did you find out about the Counselling Service (please tick all that apply)?</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	7	1%
Department / Tutor	176	25%
Disability Office	34	5%
Friend	82	12%
International Office	10	1%
Leaflet / Poster	60	8%
Other	49	7%
Self	64	9%
Student Health Service	56	8%
Student Union	77	11%
Website	92	13%
	<b>707</b>	<b>100%</b>

<b>Have you used this service before?</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	13	2%
No	450	77%
Yes	126	21%
	<b>589</b>	<b>100%</b>

<b>Have you ever seen a Counsellor / Psychotherapist, or been referred to a Psychologist, Psychiatrist or any other Mental Health Professional?</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	38	7%
No	372	63%
Yes	179	30%
	<b>589</b>	<b>100%</b>

## College Students

University or College Student	2013 / 14 No. of Students	2013 / 14 Student %
College Student	135	100%

Gender	2013 / 14 No. of Students	2013 / 14 Student %
Female	100	74%
Male	35	26%
	<u>135</u>	<u>100%</u>

UK, EU or International Student	2013 / 14 No. of Students	2013 / 14 Student %
<No Response>	4	3%
EU	9	7%
International	4	3%
UK	118	87%
	<u>135</u>	<u>100%</u>

School / Department List	2013 / 14 No. of Students	2013 / 14 Student %
<No Response>	5	4%
Business & Creative Sectors	40	29%
Business & Workforce Development	24	18%
City Training	1	1%
Essential Skills	8	6%
Teaching & Health Care	25	18%
Vocational & Community Education	24	18%
Young People	8	6%
	<u>135</u>	<u>100%</u>

Student Type	2013 / 14 No. of Students	2013 / 14 Student %
Further Education	72	53%
Other	2	2%
Postgraduate	8	6%
Undergraduate	53	39%
	<u>135</u>	<u>100%</u>

<b>Full Time / Part Time</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	10	8%
I am full time	103	76%
I am part time	22	16%
	<b>135</b>	<b>100%</b>

<b>Year of Study</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	4	3%
Year 1	67	50%
Year 2	36	26%
Year 3	27	20%
Year 4	1	1%
	<b>135</b>	<b>100%</b>

<b>How did you find out about the Counselling Service (please tick all that apply)?</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	1	1%
Department / Tutor	70	50%
Disability Office	2	1%
Friend	11	8%
International Office	2	1%
Leaflet / Poster	6	4%
Other	12	9%
Self	7	5%
Student Health Service	6	4%
Student Union	10	7%
Website	14	10%
	<b>141</b>	<b>100%</b>

<b>Have you used this service before?</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	4	3%
No	107	79%
Yes	24	18%
	<b>135</b>	<b>100%</b>

<b>Have you ever seen a Counsellor / Psychotherapist, or been referred to a Psychologist, Psychiatrist or any other Mental Health Professional?</b>	<b>2013 / 14 No. of Students</b>	<b>2013 / 14 Student %</b>
<No Response>	6	5%
No	68	50%
Yes	61	45%
	<b>135</b>	<b>100%</b>



## University Staff

	2013 / 14	2013 / 14
University or College Staff	No. of Staff	Staff %
University Staff	109	100%

	2013 / 14	2013 / 14
Gender	No. of Staff	Staff %
Female	83	76%
Male	26	24%
	<b>109</b>	<b>100%</b>

	2013 / 14	2013 / 14
UK, EU or International Student	No. of Staff	Staff %
<No Response>	1	1%
EU	1	1%
International	4	4%
UK	103	94%
	<b>109</b>	<b>100%</b>

	2013 / 14	2013 / 14
Faculty / Department List	No. of Staff	Staff %
<No Response>	6	5%
Corporate Services	48	44%
Faculty of Engineering and Informatics	13	12%
Faculty of Health Studies	10	9%
Faculty of Life Sciences	15	14%
Faculty of Management	4	4%
Faculty of Social and International Studies	13	12%
	<b>109</b>	<b>100%</b>

	2013 / 14	2013 / 14
Job Type	No. of Staff	Staff %
<No Response>	2	2%
Academic	34	31%
Academic Related	19	18%
Admin	36	33%
Ancillary	7	6%
Other	11	10%
	<b>109</b>	<b>100%</b>

<b>Full Time / Part Time</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	4	4%
I am full time	84	77%
I am part time	21	19%
	<b>109</b>	<b>100%</b>

<b>How did you find out about the Counselling Service (please tick all that apply)?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	2	1%
Department	24	17%
Disability Office	3	2%
Friend	9	7%
HR	7	5%
Leaflet / Poster	6	4%
Occupational Health	11	8%
Other	21	15%
Self	34	25%
Staff Union	1	1%
Website	20	15%
	<b>138</b>	<b>100%</b>

<b>Have you used this service before?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	3	3%
No	52	48%
Yes	54	49%
	<b>109</b>	<b>100%</b>

<b>Have you ever seen a Counsellor / Psychotherapist, or been referred to a Psychologist, Psychiatrist or any other Mental Health Professional?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	9	8%
No	46	42%
Yes	54	50%
	<b>109</b>	<b>100%</b>

<b>Did the client report experiencing anxiety, depression, stress or a combination of these?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	0	0%
No	66	88%
Yes	9	12%
	<b>75</b>	<b>100%</b>

<b>Was this work related?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	0	0%
No	37	49%
Yes	38	51%
	<u>75</u>	<u>100%</u>

<b>Did you think the client's issues were work related in any way?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	5	7%
No	33	44%
Yes	37	49%
	<u>75</u>	<u>100%</u>

<b>If yes, did the issues relate to any of the following?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	43	44%
Demands of the job	22	22%
Lack of adequate support and information	8	8%
Lack of control or say in how the job is done	12	12%
Lack of understanding of the role and responsibilities	2	2%
Not being sufficiently informed regarding changes	3	3%
Unacceptable behaviour, eg bullying	9	9%
	<u>99</u>	<u>100%</u>

## College Staff

<b>University or College Staff</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
College Staff	44	100%

<b>Gender</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
Female	33	75%
Male	11	25%
	<u>44</u>	<u>100%</u>

<b>UK, EU or International Student</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	1	2%
EU	3	7%
UK	40	91%
	<u>44</u>	<u>100%</u>

<b>Department List</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	5	11%
Business & Creative Sectors	9	20%
Business & Workforce Development	2	5%
Central Services	19	43%
Essential Skills	4	9%
Teaching & Health Care	2	5%
Vocational & Community Education	3	7%
	<u>44</u>	<u>100%</u>

<b>Job Type</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	1	2%
Academic	18	41%
Academic Related	6	14%
Admin	14	32%
Ancillary	3	7%
Other	2	4%
	<u>44</u>	<u>100%</u>

<b>Full Time / Part Time</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	1	2%
I am full time	26	59%
I am part time	17	39%
	<b>44</b>	<b>100%</b>

<b>How did you find out about the Counselling Service (please tick all that apply)?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	2	4%
Department	4	8%
Friend	4	8%
HR	3	6%
Leaflet / Poster	2	4%
Occupational Health	9	19%
Other	8	16%
Self	10	21%
Website	7	14%
	<b>49</b>	<b>100%</b>

<b>Have you used this service before?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
No	23	52%
Yes	21	48%
	<b>44</b>	<b>100%</b>

<b>Have you ever seen a Counsellor / Psychotherapist, or been referred to a Psychologist, Psychiatrist or any other Mental Health Professional?</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
<No Response>	3	7%
No	25	57%
Yes	16	36%
	<b>44</b>	<b>100%</b>

<b>On completion of counselling</b>	<b>2013 / 14 No. of Staff</b>	<b>2013 / 14 Staff %</b>
College staff endings	30	100%

	2013 / 14 No. of Staff	2013 / 14 Staff %
<b>Did the client report experiencing anxiety, depression, stress or a combination of these?</b>		
<No Response>	0	0%
No	6	20%
Yes	24	80%
	<u>30</u>	<u>100%</u>

	2013 / 14 No. of Staff	2013 / 14 Staff %
<b>Was this work related?</b>		
<No Response>	2	7%
No	13	43%
Yes	15	50%
	<u>30</u>	<u>100%</u>

	2013 / 14 No. of Staff	2013 / 14 Staff %
<b>Did you think the client's issues were work related in any way?</b>		
<No Response>	1	3%
No	14	47%
Yes	15	50%
	<u>30</u>	<u>100%</u>

	2013 / 14 No. of Staff	2013 / 14 Staff %
<b>If yes, did the issues relate to any of the following?</b>		
<No Response>	16	34%
Demands of the job	6	13%
Lack of adequate support and information	7	15%
Lack of control or say in how the job is done	5	11%
Lack of understanding of the role and responsibilities	2	4%
Not being sufficiently informed regarding changes	4	8%
Unacceptable behaviour, eg bullying	7	15%
	<u>47</u>	<u>100%</u>