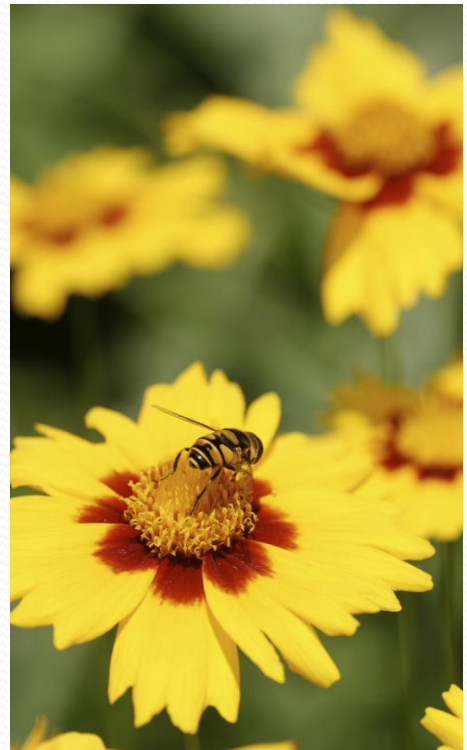


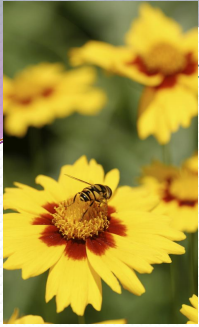


leeds metropolitan university

**THE COUNSELLING SERVICE
ANNUAL REPORT
2009-2010**

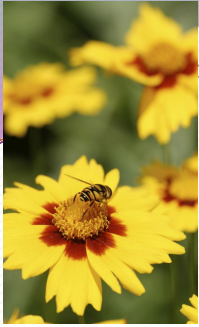


Working Together



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

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Leeds Metropolitan University Counselling Service exists to enable all users to belong, to thrive, to realise their potential and to make a valuable contribution to communities, cultures and society.

In 2009/10 we set ourselves 10 priorities :

1 Retaining students – counselling plays a key psycho-educational role in helping students to overcome obstacles that might otherwise have resulted in them withdrawing:

PERFORMANCE INDICATORS

In 2009/2010, **36%** of students using our Service said that they were considering leaving. We know that, of those, **80%** stayed at our University and **73%** stayed because counselling helped (Fig 1). *Further data can be found in Appendix 2*

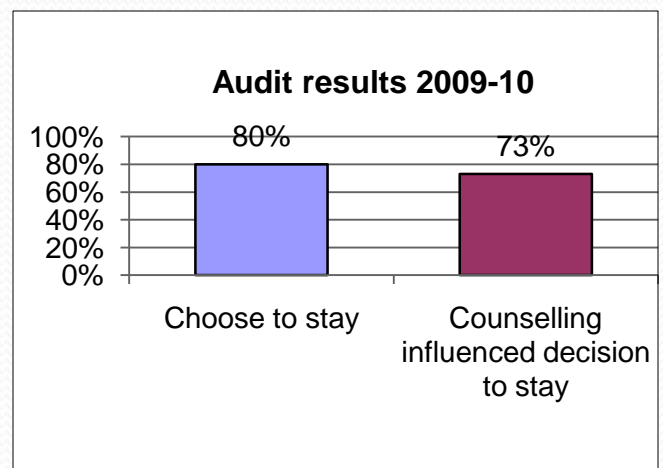
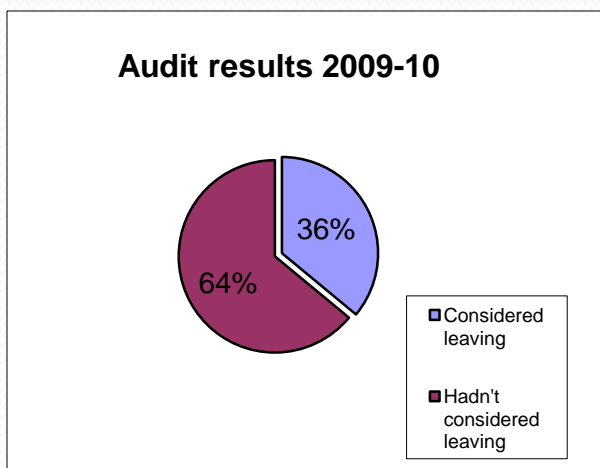
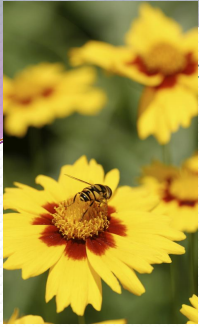


Fig 1



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

OUR SERVICE

2 Ensuring students are cared for, achieve and graduate – the feedback that our Counselling Service receives emphatically demonstrates the important role that we play in helping our clients to feel cared for and to succeed (Fig 2).

PERFORMANCE INDICATORS

CORE data is a psychometric tool used to measure clinical outcomes of the counselling. These demonstrate exceptional improvement across all domains.

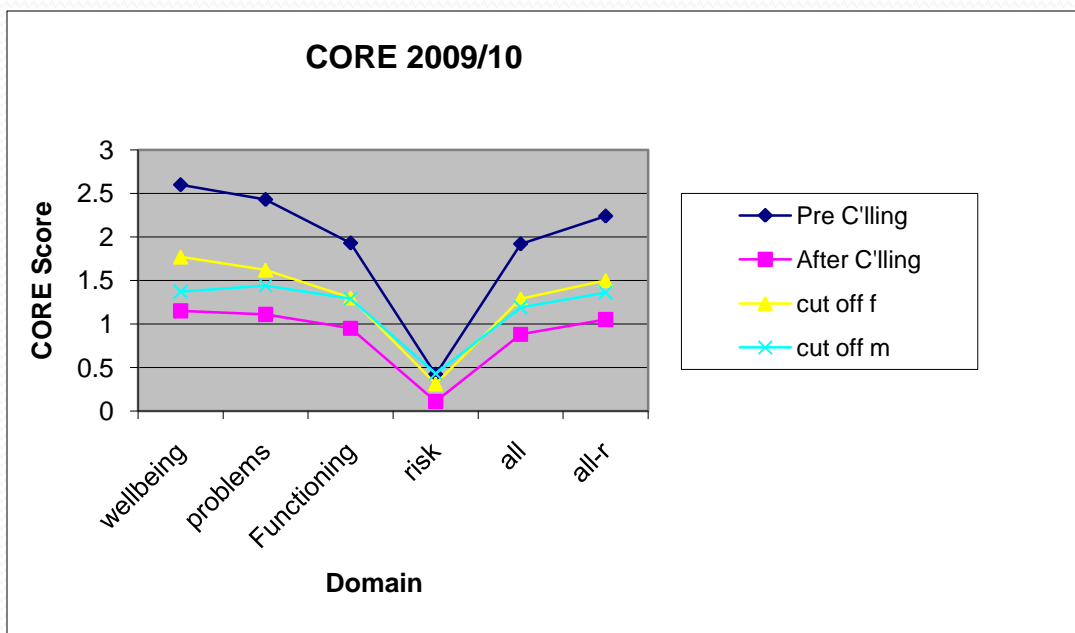
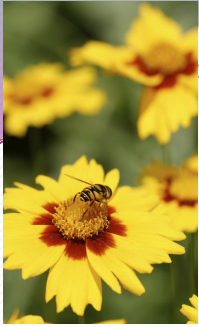


Fig 2



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A reasonable spread of usage across the Faculty structure (Fig 3). *Further data can be found in Appendix 2*

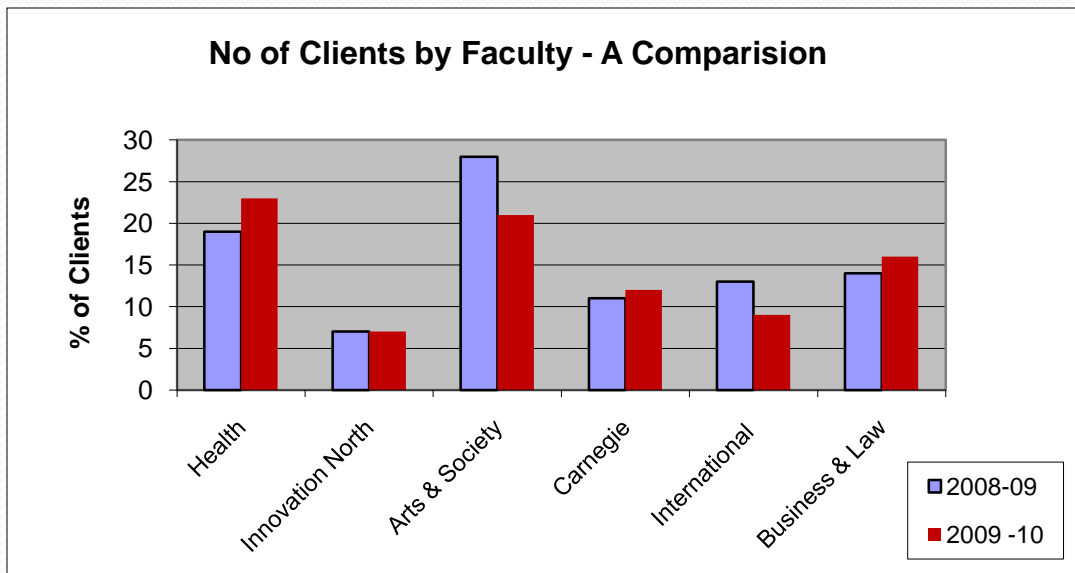
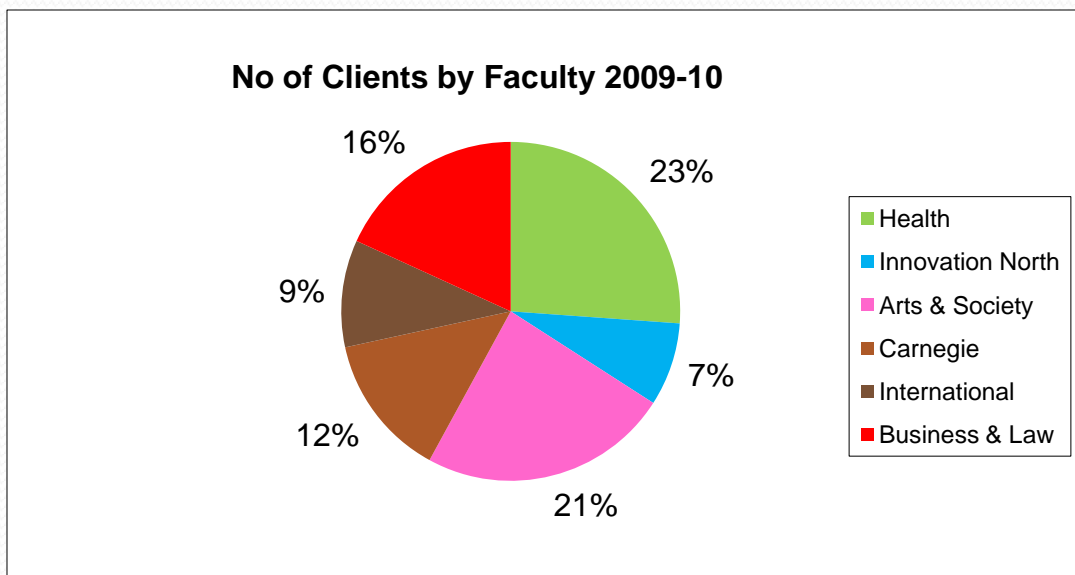
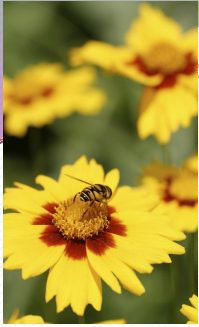


Fig 3





THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

3 Retain and develop staff – our Service has now achieved optimum staffing levels and can both support a larger group of Associate Counsellors as well as being able to diversify into student coaching/group work, staff coaching and counsellor development

PERFORMANCE INDICATORS

A 6% increase in delivery of counselling (fig 4)

No waiting list for 1to1 sessions

A full programme of student coaching & groupwork delivered

A programme of professional development events (including annual conference) delivered

A series of Top Tips sessions delivered to students & staff

5 presentations to staff designed & delivered (on demand)

Core Team & Associates retained and developed through CPD programme

Individual & Service Accreditation maintained

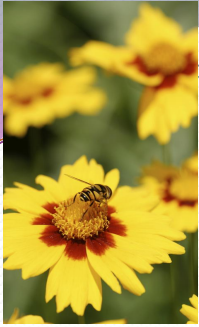


THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010



Fig 4

The graph above shows the 6% increase in Service usage during 2009/2010. It also illustrates that 39% of the 1to1 work done was completed during the Open Door session; with only 61% going on to contracted 1to1 sessions. This is due to diversification within the Service; with groupwork, coaching and task-focussed counselling as alternative provision.



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

4 Have clear standards and measures for our services – our Service routinely delivers an Annual Report that includes the analysis of a psychometric evaluation and a satisfaction audit.

PERFORMANCE INDICATORS

Annual Report published in January

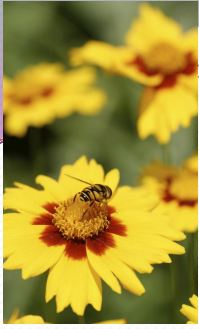
CORE undertaken (see Fig 2)

Service Audit – Fig 5 & 6 (over)

A sample statement from a service-user -

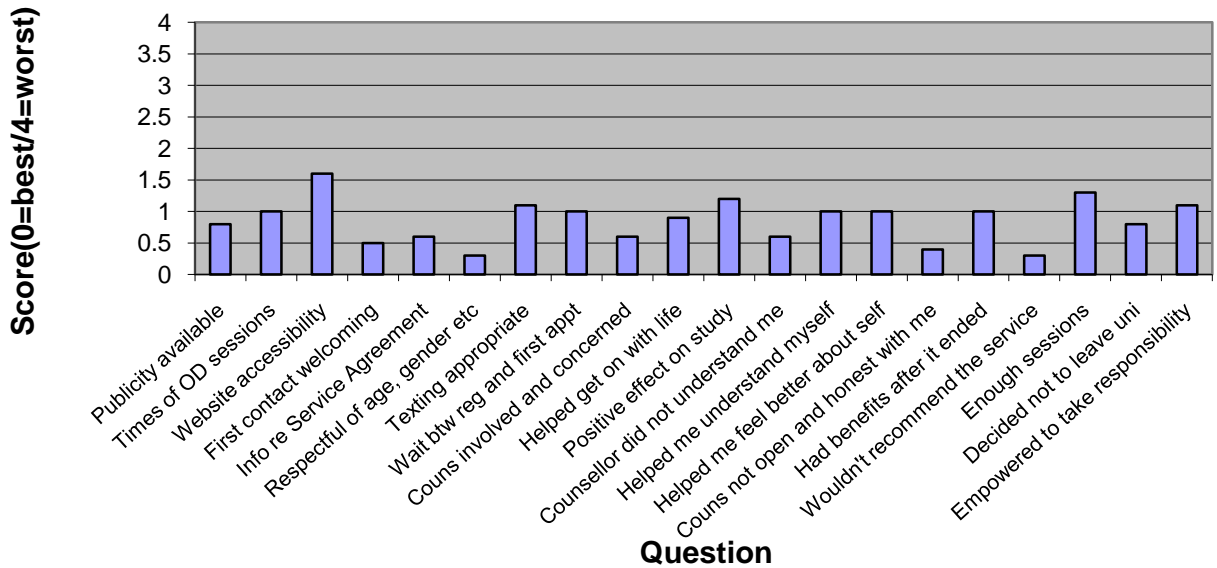
**“ ... The counsellors are angels with invisible wings!
Listening to me and prompting me to look on my issues from
a different perspective allowed me to let things go and free
myself from the burden of my past. It was empowering and
has made me feel better about myself.
Now I can believe I am ok!
I can't see another way of expressing my gratitude apart
from blessing you every day ... ”**

Further data can be found in Appendix 3

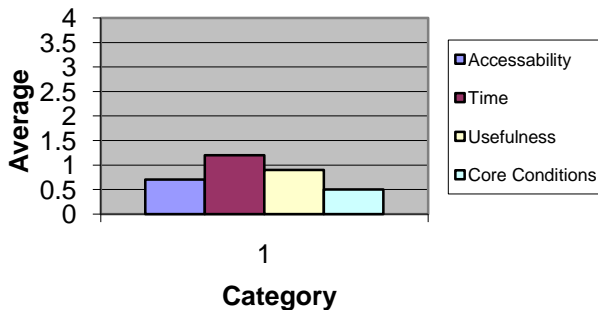


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Feedback Responses 09/10



Feedback - Overall

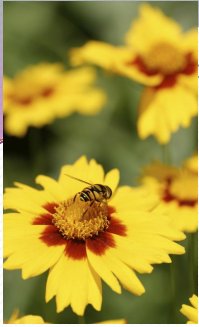


0=best /4=worst

Fig 5 & 6

The student audit is undertaken 6 weeks after the sessions have ended. Feedback shows a high level of satisfaction across a range of domains.

Anecdotal evidence often accompanies this audit and a more comprehensive review is available in Appendix 3



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

5 Remain within financial plan – with only two years experience, our Service has managed to work within the financial plan provided; contributing to cost cutting by developing a reliable income stream.

PERFORMANCE INDICATORS

7% efficiency saving overall

Income - generated over 200% more income than predicted

Expenditure - 3.5% saving against staffing costs

-other operating expenses - 5% below level set

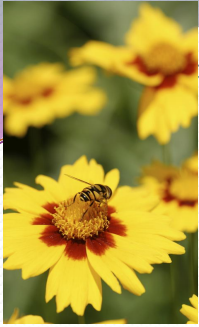
6 Provide adequate support, information and confidence to stakeholders – our key stakeholders are the student body and our Associates. We give careful attention to setting a high standard, remaining ethical at all times and preserving our reputation as a Centre of Excellence for Counsellors and Counselling.

PERFORMANCE INDICATORS

Testimonials from our clients remains excellent (App 3)

Testimony from our Associates is outstanding (App 1). Five new Associates recruited.

Feedback from Faculty Staff is first-rate (App 4)



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

7 LCM merger – in the event of a merger, our Counselling Service would give due care and attention to the integration of counselling services.

PERFORMANCE INDICATORS

Promising meetings were held with the counsellors from the Music College before the merger collapsed

8 Staff Counselling – our Service is keen to play a role in the re-development of staff support services and a proposal is in the hands of HSW.

PERFORMANCE INDICATORS

A thoughtful and workable Tender was submitted for one 'parcel' of the provision sought. Sadly, this was rejected.

9 Look for opportunities to enhance income generation – the key aspiration for income generation is staff counselling. However, should that fail, we have a number of other commercial proposals to consider.

PERFORMANCE INDICATORS

Moving from bi-annual to annual conferences (App 6)
Workshops facilitated by Core Team Counsellors (App 6)
Planning short-courses for 10/11



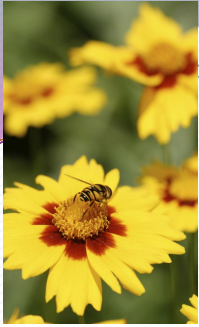
THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

10 Support the new Vice-Chancellor & Provide support for governors

PERFORMANCE INDICATORS

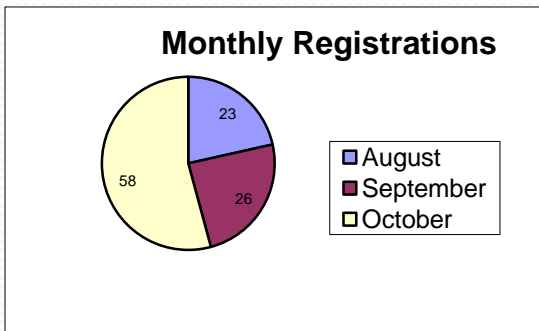
Contributing to the development of our Universities' Strategic Plan & delivering a Student Services prototype version

Developing Service Level Agreements across Student Services



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

THE YEAR AT A GLANCE : August 2009 – October 2009



The Service was closed for staff leave at the end of August yet still attracted **over 20 new or returning clients** .

This number doubled over the succeeding month and doubled again in October.

Fig 7

AS WELL AS PROVIDING OVER 100 1to1 COUNSELLING & KICK START SESSIONS PER WEEK ...

What we did in August:

- Contracting with new & returning Associate Counsellors
- Preparing for relocation from D- to C-block

What we did in September:

- Relocated
- Freshers Festival
- Induction & Orientation for new Associates
- Professional Development Event for the Counselling Team
- Resumed monthly Kaleidoscope Forum

What we did in October:

- Resume monthly Individual and Group Supervision of Associate Counsellors
- Expanded **Kick Start** (single focus academic counselling) to HC
- Groups for Students... (see App 5)

Women's Space

an on-going personal development group for women

Coaching for Emotional Intelligence

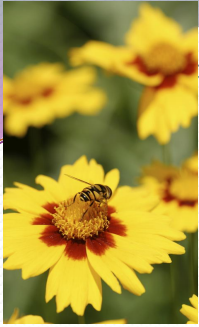
6 weekly personal development sessions in Semester 1

Coaching for Resilience

6 weekly personal development sessions in Semester 1

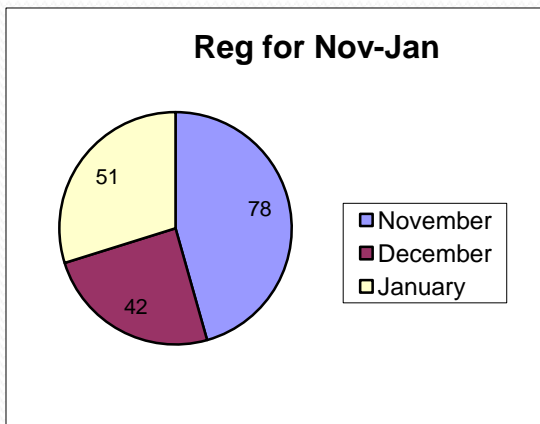
Coaching for Anger Management

6 weekly personal development sessions in Semester 1



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

THE YEAR AT A GLANCE: November 2009 – January 2010



November was the busiest period in the second quarter with the pre- and post-Christmas numbers reduced due to the three week non-teaching period followed by an assessment phase that meant some service users were not back in Leeds.

By the end of this phase, when compared with last year, numbers since the beginning of the year were evenly matched.

Fig 8

AS WELL AS PROVIDING OVER 100 1to1 COUNSELLING & KICK START SESSIONS PER WEEK ...

What we did in November:

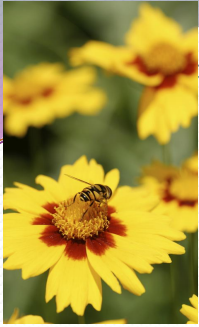
- Prepared the Service for the loss of a key team member
- Began Recruitment & Selection process for new Administrator
- Delivered Kick Start sessions
- Continued with Groups for Students
- Resumed Kaleidoscope Forum

What we did in December:

- Induction & Orientation for temporary Administrator
- Completed Semester 1 coaching groups
- Ensured all service-users were safe while away from university
- Established collaboration with Student's Union – 'Big Boys Should Cry'

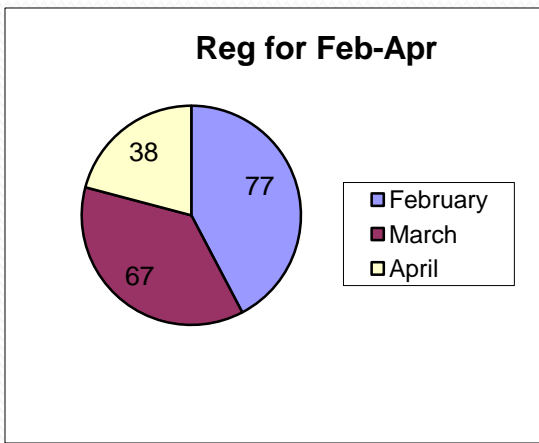
What we did in January:

- Recruited new Administrator
- Recruited new Associates for Semester 2
- Managed students in 'assessment distress'
- Started process of professional re-accreditation with British Association for Counselling & Psychotherapy



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

THE YEAR AT A GLANCE: February 2010 – April 2010



This had been another busy period for the Counselling Service with evidence of more than a **6% increase** in footfall through the Open Door sessions.

This resulted in **182 new clients** registering to be seen 1to1.

Comparing the number of Registrations to those of last year, it translates as a **3% increase** in the year to date.

Fig 9

AS WELL AS PROVIDING OVER 100 1to1 COUNSELLING & KICK START SESSIONS PER WEEK ...

What we did in February:

- Induction & Orientation for new Associates
- Prepared CPD programme for summer term
- Groups for students ... (see App 5)

Women's Space

an on-going personal development group for women

Beat Negative Thinking

6 weekly personal development sessions in Semester 2

Coaching for Resilience

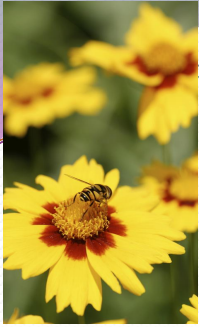
6 weekly personal development sessions in Semester 2

What we did in March:

- Negotiated for upgrading of soundproofing on C1, CC
- Continued with Groups for Students
- Initiated a collaboration with Equality & Diversity and Men's Health to set up a Men's Group

What we did in April:

- Completed Semester 2 coaching groups
- **Counselling & Spirituality** Workshop with Sue Dominey & Cathy Theaker
- Advertised for new Associates



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

THE YEAR AT A GLANCE: May 2010 – July 2010

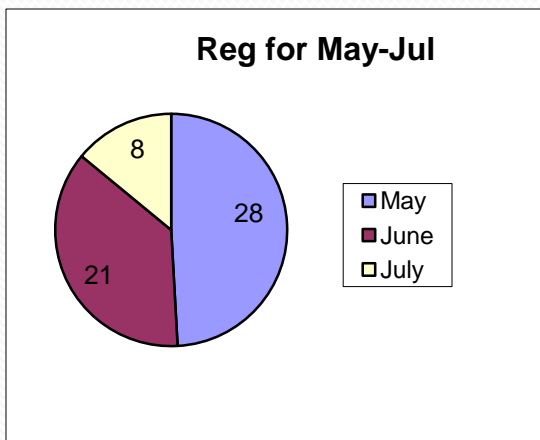


Fig 10

As usual, this was a lighter period for the Counselling Service as two of the three months of this quarter fell outside of term-time.

Despite this, there was a steady uptake from new clients as well as on-going work with those already registered.

This resulted in **57 new clients** registering for counselling during the summer period.

This is an **4%** increase for the period compare to the previous year.

Over the whole year the number of Registrations compared to those in 2008/09 translates as a **6% increase**.

AS WELL AS PROVIDING OVER 100 1to1 COUNSELLING & KICK START SESSIONS PER WEEK ...

What we did in May:

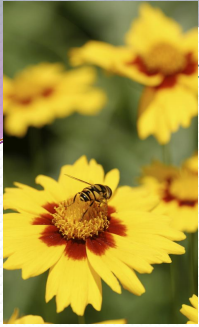
- **Express, Inspire, Create & Counsel** Workshop with all the team from Leeds Met
- **Top Tips** (mini workshops) for students
- **Top Tips** for staff
- Managed students in 'assessment distress'

What we did in June:

- Recruit & Select new Associates to join in September 2010
- **CONFERENCE ~Resilience: Counselling and Coaching for Emotional, Spiritual and Physical Wellbeing** with John Allan, Elie Godsi & William West

What we did in July:

- Submitted re-accreditation documents to BACP
- Renewed, revised and refreshed all policies, processes & protocols
- Prepared C1 for building works (creating additional space & soundproofing) to take place in August



THE COUNSELLING SERVICE ANNUAL REPORT 2009-2010

Celebrating Collaboration

The Counselling Service has benefited over a number of years from the patronage of Steve Denton and the RSO. Under the guidance of David Arblaster the Counselling Team looks forward to joining the office for Student Experience under DVC, Sally Glen, in the next academic year.

We look forward to continued collaborative work with our partners to further develop 'Big Boys Should Cry', the Men's Group – 'Torque' and the 'Kaleidoscope Forum' as well as new collaborators for our CPD Programme 20010/11 – Robert Broughton of Keyline Coaching Ltd, Andrew Hill & Suzanne Heywood Everett from Yorkshire Centre for Eating Disorder, Elie Godsie and Pete Dominey.

Finally, this report would be incomplete without acknowledgement and appreciation expressed to the following departments and individuals:

Our Individual Supervisors - Kevin Chandler, Anne Haines, Maire O'Donnell & Sally Rose

Our conference working group for 2009/10

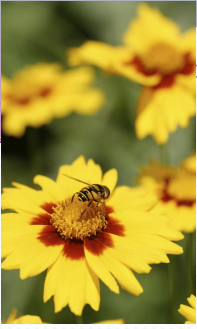
Kate Pitchforth & Disability Services

Karen Griffith & International Student Advice Service

Student's Union

Student Liaison Officers

All faculty staff who are concerned for the welfare of their students.



THE COUNSELLING SERVICE

For comprehensive data and reports see our website -
www.leedsmet.ac.uk/counselling

