

## INFORMATION ABOUT COUNSELLING

The following information is to tell you more about the kind of counselling we offer at the Student Counselling Centre.

### ON-LINE SELF-REFERRAL FORMS

In order to book a therapeutic consultation (TC), you need to fill in a self-referral form. The first part of the form gives us your contact details and demographic data that we collect for our anonymous statistics on service use. The second part is more personal and is designed to help you think about what your problems are and what you might want to get from counselling. This really helps start the process, so that when you meet your counsellor some important work has already begun.

When we receive your self-referral form, we will contact you with an appointment time for a TC. Your counsellor will be given your form prior to the TC. You will then be asked to complete another brief form (CORE10) just before this appointment.

### WHAT HAPPENS IN A TC?

Your TC will take place with one of our senior practitioners. It will last about an hour and provide you with the chance to explore the problems that brought you to the SCC and how to move forward. It will be a collaborative activity and designed to empower you to identify and then bring about the kind of changes that you seek.

### WHAT HAPPENS NEXT?

At the end of the TC, the counsellor will help you identify actions that you can take – this may be giving you tasks to do yourself or referring you to useful resources. You and your counsellor will then arrange a follow-up to see how you have got on. For many people this brief intervention is all that is needed to help get them back on the right track.

For other people, the problem is such that more counselling is needed. In this case, you will be referred for counselling, which will give you up to four more sessions. This may be with the counsellor you saw for your TC or it may be with a different counsellor. You will then see that same person for all your sessions. It is likely that there will be a short wait for this; possibly up to 3 or 4 weeks at busy times of the year.

### MISSED OR CANCELLED SESSIONS

As there is heavy demand for our service, it is hoped you will value your appointments and make every effort to attend them. If you have to miss a session, please give us as much notice as possible. You can do this by ringing reception, sending an email or leaving a message on our answer phone outside of office hours. If you miss your therapeutic consultation or first session of a counselling contract, your appointment will be offered to someone else immediately. If you miss a following session, and do not contact us within 24 hours, your appointment time will be offered to someone else. You will then have to go back on the waiting list if you want to continue with your counselling.

### CONFIDENTIALITY

As a client of the Student Counselling Centre any information you provide will be kept strictly confidential and not revealed to any third parties except in the special circumstances detailed below.

Within the Centre, staff may from time to time share information in case work meetings to ensure that you receive the best service possible. We also receive regular external clinical supervision. If our work with you is discussed, we take care to protect your identity.

Subject to the exception below your consent will be sought before any information about you is shared with your doctor, other mental health workers, or academic or support staff within the University.

Where there is good reason to believe that you or someone else may be at risk of serious physical injury, information may be revealed to third parties outside of the Centre. However, we would usually endeavour to discuss the proposed disclosure with you in advance and try and obtain your consent.

## DATA PROTECTION

Your personal data will be processed by the Student Counselling Centre for the purposes of delivering counselling services to you. All our records (including case notes) are kept securely and destroyed after three years.

Statistical information, which may be provided to third parties and appears in our annual report, is anonymous.

*See above section with regard to the confidentiality of your personal data.*

***If you have any queries relating to how the Counselling Centre processes your personal data please do not hesitate to contact Head of the Counselling Centre, Nigel Humphrys.***

## EVALUATION

In order to help us monitor the effectiveness of our work here, we will ask you to fill in one questionnaire at the beginning of therapy and another at the end of your sessions. They each contain 10 questions (CORE-10) and are a research tool widely used in University counselling settings and the NHS.

At the end of a period of counselling, you will also receive an evaluation form which invites you to comment on your experience of using the Student Counselling Centre. We greatly value the feedback you are able to give us which we use to inform future practice.

## RESPECT

Staff at the Counselling Centre aim to provide a professional, respectful and caring environment in which to support the emotional well being of clients from all sections of the student population. In keeping with this, we expect users of the Centre to conduct themselves in a respectful way and to abide by University regulations.

## ETHICS GOVERNING THE WORK OF COUNSELLORS

Counsellors working at the Centre abide by the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, or adhere to the United Kingdom Council for Psychotherapy (UKCP) Code of Ethics <http://www.psychotherapy.org.uk/>.

The purpose of the BACP Framework is to establish and maintain standards for counsellors and to inform and protect members of the public seeking and using their services. A copy of the Framework is available from BACP at BACP House, 15 St John's Business House, Lutterworth, LE17 4HB 01455 883300 <http://www.bacp.co.uk/ethicalframework/>.

## COMPLAINTS

If you wish to complain about any aspect of your experience whilst using the Counselling Centre, you should raise this with your counsellor in the first instance. If you are unable to resolve your concerns within this context, you should contact the Head of the Counselling Centre, Nigel Humphrys.

Information about complaints procedures in the University can be found in the Taught Student Guide.

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