

# Important Information for Service Users

## How Counsellors can support you (University Students, Staff & Bradford College Students only)

- Offering a confidential space to talk about your worries without fear of being judged or told what to do.
- Helping you to identify your needs and priorities.
- Developing an understanding of your difficulties and exploring different ways of coping.

## How Mental Health Advisors can support you (University Students only)

- We can support students with a diagnosed mental health condition to complete a [Learner Support Profile](#).
- We can support students who are UK residents to apply for [Disabled Student Allowance](#).
- We can support students to complete a [Placement Support Agreement](#).
- We provide and coordinate support to students who are in a mental health crisis.

If you are a University of Bradford student, our Counsellors and Mental Health Advisors can provide a letter to support your application for Extenuating Circumstances if your situation meets the criteria described in our [Extenuating Circumstances Policy](#).

## How many sessions will I receive?

- Everyone is offered a 25-minute Intake Appointment to discuss your needs and explore support options.
- We may offer additional appointments with a mental health advisor, or counsellor, or both, as appropriate.

### Counselling for Students

- We offer blocks of up to 4 x 50-minute sessions that take place on the same day and time each week.
- You can access more than one block of 4 sessions per academic year.
- To manage demand, we apply a break of at least 4 weeks between each block of sessions.

### Counselling For Staff

- We offer one block of up to 6 x 50-minute sessions per academic year.
- Each session usually takes place on the same day and time each week.
- To manage demand, we are unable to carry-over unused sessions from one academic year to the next.

### Mental Health Advice

- The number of sessions offered will vary according to your individual needs.

## What happens if I can't attend or cancel an appointment?

- If you need to cancel or reschedule your appointment, please email [counselling@bradford.ac.uk](mailto:counselling@bradford.ac.uk) (for counselling appointments) or [mhadvice@bradford.ac.uk](mailto:mhadvice@bradford.ac.uk) (for Mental Health Advice appointments)
  - If you cancel within 48 hours of your appointment, it will count as one of your sessions.
  - If you do not attend and fail to get back to us within 24 hours, your remaining appointments will be offered to someone else and you will be placed back on the waiting list.
- If you cancel or do not attend more than two appointments in a row, your remaining appointments will be offered to someone else, and you will be asked to contact us again when you are ready to re-engage.

## Are my appointments confidential?

Under normal circumstances, everything you tell us is kept confidential. However, there are limited circumstances when confidentiality can and will be broken, such as:

- Where we believe that you are at serious risk of harm to yourself, at serious risk from others, or that other people are at serious risk; active child abuse; drug trafficking; money laundering; or active terrorism.
- Our decisions are informed by the law, University policy and their professional bodies.
- Counsellors and Mental Health Advisors discuss their work with an external, independent supervisor, to maintain ethical and professional standards and safeguard the interests of clients in a way that protects clients' anonymity.

If you are offered a telephone or MS Teams meeting, please ensure that you are in a confidential space where our conversation cannot be overheard by others.

## What records and information do you keep?

- Brief notes are kept of the sessions in compliance with the [General Data Protection Regulations](#) (GDPR).
- Data kept by the service is not part of your student / staff record and is securely destroyed after 7 years.
- Please read our [Privacy Notice](#) for more information.
- If you wish to access your records, please see our [Record Keeping Requests Policy](#).

## I'm not happy with the service. What can I do?

The Counselling and Mental Health Service aims to deal with complaints from clients in an ethical and respectful manner. Please read our [Complaints Policy](#) for detailed information about what to do next.

## Whilst you wait for an appointment, please consider...

- Informing your Personal Tutor, Programme Administrator, or Line Manager about your difficulties.
- Contacting your GP, especially if you are experiencing low mood, anxiety or have any worrying physical symptoms.
- Calling [Health Assured](#)'s 24/7 helpline on **0800 028 3766**
- Visiting our [Self-Help page](#) or [UBU Help Centre](#).
- Accessing our short, online workshops:
  - [Anxiety](#)
  - [Assertiveness](#)
  - [Bereavement & Loss](#)
  - [Compassion](#)
  - [Managing Change](#)
  - [Procrastination](#)
  - [Resilience](#)
  - [Sleep](#)
- If you are suicidal and unable to keep yourself safe, call [Bradford NHS First Response](#) on **0800 952 1181**, call **999**, or go to [Bradford A&E](#) and ask to speak to the local Crisis Team.

Please also refer to the advice, information and guidance available from (university students only):

- [Career and Employability Service](#)
- [Chaplaincy and faith advisers](#)
- [Disability Service](#)
- [Student Life Team](#)
- [Students' Union](#)
- [Security Team](#)
- [Health, Safety & Security - Safe Zone App](#)
- [Unique Fitness](#)