

Counselling and Mental Health Service Data

Table 4. Summary

Academic Year ¹	2024-25	2023-24	2022-23	2021-22	2020-21	2019-20	2018-19
Total no appointments & consultations²	5,003		14,734	16,323	13,360	12,891	7,580
Appointments/ consultations - Attended	4023		13296	12820	10121	9400	6,754
Appointments - Did Not Attend	331		678	746	609	693	525
Appointments - Cancelled ³	649		760	563	289	334	301
Total No. of Students Known to the Service⁴	2604	2705	2443	2411	2162	1954	1,862
% of total student population	12.5%	12.5%	11.0%	11.3%	10.7%	10%	10%
Counselling and Psychological Wellbeing							
No. of appointments attended	4023		4433	5037	4439	3866	3,783
No of students accessing Counselling or Psychological Wellbeing individual appts	1189	1861	1311	1447	1452	1218	1,195
As % students	5.7%	8.6%	5.9%	6.8%	7.2%	6.3%	6.4%
Average individual appts per student	3.4	0.0	3.4	3.5	3.1	3.2	3.2
No of students accessing one-off Psychological Wellbeing events	52		1	47	383	561	Not good data this yr
No of students accessing ongoing group interventions (e.g bereavement/ PGR/ estranged)	17		38	22	81	62	
No of students accessing online psychoeducational materials	669				415	421	
Mental Health Advisors							
Total number of students known to Mental Health Advisors	1280	1441	1299	1059	872	829	732
As % of students	6.1%	6.7%	5.9%	4.9%	4.3%	4.3%	3.9%
Total number met MHA in individual appointments, Support Meetings, Offsite planning or Return to Study	144		764	1330	796	392	352
Total number of students, consultation only for staff or email contact			427			437	380
Total number of pre-arrival contacts (UCAS or other)	670		589	223	200	200	200
No of individual MHA appointments (not Offsite Planning or Return to Study)	79		962	596	761	579	235
No of Offsite Planning and Return to Study appointments	40		56	62	35	77	95
No of Support Meetings	35		319	346	282	164	187
Total number of consultations or administrative actions			7268	6503	4716	4417	1,950
No of staff attending MH training event (online booking or bespoke departmental event)	2458		1022	713	46	177	352
Duty Senior consultations	170		431	326	169	267	410
Attendance of a member of the Service at Formal University Meeting (IRM/ FtS/ Formal Support)	16		64	23	25	16	25
Risk logs			57	70	113	206	

1. In 2020-2021, academic year dated 28/09/20 - 26/09/21. In previous years' figures, academic year dated from 1 October to 30 September

2. Sessions include counselling, mental health advisory and psychological wellbeing appointments, and consultations between staff or third parties

3. These are only the cancelled appointments that we were not able to reassign. The majority of cancelled appointments are re-allocated.

4. Students seen for individual sessions or brought to service attention by staff members or third parties (to register concerns or for advice)

5. Formal university meetings include Fitness to Study Meetings, Initial Review Meetings (under the Sexual Misconduct and Violence Policy) and Formal Support Meetings (under the Mental Health Policy)

6. Accurate appointment information is not available during academic year 2023-2024 due to a change in operating system.