**21-031 – COUNSELLING SERVICES**

**ITT - Volume 2**

**Specification**

1. **SCOPE**

LSBU requires services for Counselling and Clinical Mental Health Support for its students.

1. BACKGROUND TO THE REQUIREMENT

**2.1 Current Arrangements – Student Counselling Services**

LSBU outsources counselling provision to a third party who provide counselling, CBT, psychodynamic, or integrative therapy to LSBU students. Students receive a referral through the Mental Health and Wellbeing Team: from there the team have a triage appointment with the 3rd party to determine the most appropriate support with a standard provision of 6 sessions (and the possibility of further support if required). In 21/22, LSBU’s Mental Health and Wellbeing team referred 270 students for counselling, of those 220 went onto treatment and of those, 134 completed treatments.

Most common presenting issues for students referred to counselling are:

|  |  |
| --- | --- |
| 1st | Anxiety |
| 2nd | Academic stress |
| 3rd | Low Mood |
| 4th | Life Stress |
| 5th | Sleep-Difficulties  |
| 6th | Unhappiness |
| 7th | Lack of energy and motivation |

In 2021/22 academic year 1,184 appointments were offered, of which 785 were attended, 205 were cancelled either by the student or by the service, and 173 were DNA, with 21 not seen for other reasons.

* 1. **Current Arrangements – Clinical Mental Health Support**

LSBU’s Mental Health and Wellbeing team are supported by Clinical Psychologist from Mind Westminster, Wandsworth and Brent MIND offer monthly clinical supervision to the team, and some 1:1 sessions.

**3. THE REQUIREMENTS**

# **3.1 Requirements for Student Counselling Services**

The successful tenderer is required to:

* Provide individual, time-bound therapeutic counselling support to LSBU students (in study, during an interruption, or before returning to study) via brief and focussed therapeutic interventions.
* Seek evaluation from students/users (around their satisfaction/perceived experience) and provide an annual report on this.
* Provide meaningful support and practical strategies that promote independence and are study-focussed.
* Make flexible times available and first triage appointment (can be by phone) offered within one working week of referral.
* Provide face to face support at a location within zone 1 of London.
* Provide staff who are accredited, or working towards accreditation, registered with a relevant, professional organisation, i.e. BACP, NMC, HCPC UKCP.
* Ensure staff are accustomed to helping people from many different backgrounds and cultures, and with a wide range of issues.
* Integrate with the University, taking time to understand how the university operates and participate in appropriate training and with university groups relating to the wellbeing of students.
* Reporting – provide quarterly reports on referrals, number of students seen, hours of counselling provided plus non-attendance, presenting issues, and measures of impact.
* An estimate for the 23/24 academic year is that between 1000 and 1500 hours of counselling support, including triage hours, would be used.

**3.2** **Requirements for Clinical Mental Health Support**

The successful tenderer is required to:

* Provide a senior clinician with a current appropriate clinical qualification, significant mental health experience, and who is registered with an appropriate professional body i.e. GMC, HCPC, NMC.
* Provide mental health assessments as required by the University at short notice, meeting with the student within 5 working days.
* Provide 5 working days of assessment (for example as part of a Fitness to Study process, or to support a student in accessing external services).
* Provide clinical advice and supervision to the Mental Health and Wellbeing team for complex cases and on direction of service delivery.
* Provide clinical expertise in developing and facilitating internal training.
* Reporting – provide quarterly reports on referrals, number of students seen, presenting issues, and measures of impact.
* Provide flexibility as to the way in which hours are used to ensure value and quality.
* All assessments/meetings will be held at the Southwark Campus.
	1. **Requirements applicable to both services**
* Work closely with University Wellbeing Services, particularly regarding concerns around student safety and safeguarding.
* Keep records and notes in accordance with the University’s policy and procedures, and in accordance with any legal requirements.
* Line management – contracted staff will be managed by the contractor.
* Contract management: Two reviews throughout the year (September and February), with a formal annual review at the end of semester 2 (June).