Supporting Students at Royal Holloway

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Student Advisory & Wellbeing

Disability & Dyslexia Services

Financial & Funding Advice

International Student Support

Multi-Faith Chaplaincy

Student Counselling

Student Wellbeing

Our Student Advisory & Wellbeing teams provide a wide range of assistance to students who need extra support to manage their own educational & personal progression.

On campus NHS provision: Clarence Medical Centre (Health Centre)

* This provision is managed by the NHS & not the university

Areas of support

What can we support students with?

Homesickness	Anxiety	Visa advice	Depression
Mental Health	Procrastination	Registering a disability	Faith & Spirituality
Substance misuse	Maintaining good wellbeing	Budgeting & financial assistance	Sexual & Domestic violence

And lots more
..including triage to specialist services internally and externally

Facts & figures

Academic
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Services
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2,036 students engaged with Student Wellbeing in 2017/18

225 visas processed (with 100% success rate)

~30% of students experience mental health issues at university

Each year over 500 students seek advice about financial difficulty

Around 30% of our students are International students

Over 950 students accessed Student Counselling in 2017/18

Over 10% (1,200+) of students are registered with Disability Services

70% of students have reported feeling homesick

We assist thousands of students with all kinds of issues every year and enable them to access appropriate support, advice & guidance.

Common referral routes

- Pre-enrolment contact

- Personal Tutors / Lecturers

- Department administrative staff

- Self-referral

- Friends

- Police (Info. sharing protocol)

- NHS

- Formal warning system

- Disability & Dyslexia Services Network Members

- Professional services teams

- Other Student Advisory & Wellbeing teams

- Misconduct offences

- Campus security reports

- Students' Union security reports

- Student Dashboard

The support journey

Cause for concern: Identifying vulnerability

❖ Royal Holloway has an excellent reputation as a caring institution and key to this is being alert to when one of our students is in difficulty.

❖ We are committed to safeguarding vulnerable adults and promoting the wellbeing of all students.

❖ Recognition of the safe campus and community as an important part of the Royal Holloway experience.

❖ We treat all students who might be at risk or in danger of being a risk to others as a potential cause for concern. This can include:

Severe mental health problems.	Victims of crime.
Perpetrators of crime.	Victims of domestic incidents.
Family estrangement.	Alcohol, drug or substance misuse risk.
Risk of being drawn into extremism.	Bereavement.
Victim of harassment.	Students involved in disciplinary action.

Cause for concern: Case management

Cause for concern meeting

❖ Meets weekly to review live student cases and to co-ordinate and manage action points for the coming week.

Comprises:

Chair: Head of Student Advisory & Wellbeing

Required: Head of Student Wellbeing   *or nominee*
     Head of Disability & Dyslexia Services *or nominee*
     Head of Student Inclusivity & International *or nominee*
       (covering international support, multi-faith chaplaincy & financial advice)
     Head of Student Counselling

Optional: Nurse Practitioner, Clarence Medical Centre
     Hall Life Manager

❖ Live case details are shared with Campus Security and the Student Services Centre along with the category of concern on a weekly basis.

Current challenges

❖ Increasingly complex casework e.g. domestic violence, sexual violence, personality disorders

❖ The changing demands, needs & expectations of students (and parents)

❖ Being expected to 'plug the gap' or hold students between us and NHS / specialist services.

❖ Seeking to ensure through mostly non-clinical services appropriate & proportionate crisis management responses.

❖ Increasing demand on services and for longer term support needs.

❖ GDPR – reviewing information sharing and management of data.

Response to challenges

❖ Further development of a Mental Health Action plan; development of a formal Student Wellbeing strategy; development of Suicide Prevention policy.

❖ Greater collaboration with other Professional Services (e.g. Careers & Sport)

❖ Psychiatric Liaison role under development - with funding in place

❖ When to Refer guide - helping to manage expectations

❖ Increased involvement in Personal Tutor training – face to face & Moodle quizzes

❖ Review & development of Fitness to Study & Fitness to Reside policies

❖ Website and online resource development for students and staff

Response to challenges

❖ Continuing to raise awareness and engagement of all stakeholders for an institution wide response to the challenges
HoDs meeting, Feb 2018; Council Committee presentations, March & June 2018.

❖ Events to embed and normalise wellbeing and support
University Mental Health Day; StressBusters (exam term); MindApples.

❖ In-house specialist training for staff to develop our responses and action plans
Modern Government led, March 2018.

❖ Collaboration across the sector
e.g. Participation in UUK / University of Worcester to collect data about the incidence of student suicide and current prevention strategies.

Priorities

- ❖ Ensuring all services remain easily accessible to all students

- ❖ Responding effectively to the changing demands of student need and expectation

- ❖ Ensuring appropriate & proportionate crisis management responses

- ❖ Improving counselling provision over vacation

    (with alumni funding support from the Development team)

- ❖ Modernisation of systems and records to improve the student experience

- ❖ Identifying innovative ways to support student experience at Royal Holloway

- ❖ Seek to maintain high levels of student satisfaction and ensure exemplary practice standards are achieved for all sections.

Thank you for listening

Questions or comments welcome

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