

# INTERNAL PROCEDURE



## Title: Wellbeing Strategy

**POLICY HOLDER:** Alex Wallace  
**EXECUTIVE OWNER:** Helen Richardson-Hulme  
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**Accessibility:** If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder or the College's marketing team on 01603 773 169.

# City College Norwich, Easton and Paston Overarching Wellbeing Strategy

## Aim

City College Norwich, Paston College and Easton College's Wellbeing Strategy describes how we provide a wraparound holistic support service to students, outside of their normal lessons, which responds to students' emotional and physical wellbeing needs and provides support in college as well as referrals to external agencies when we need to. Support for students on their academic needs and within their lessons is provided by our Curriculum Services Support and Tutorial Supervisor teams and colleagues link across the College with Student Services to join up in class and holistic support for students when they need it. The following arrangements summarise the College's strategy in relation to providing wellbeing services.

We believe that the best way to help someone is to support them to develop the skills to help themselves. This approach is intrinsic to everything we do and may therefore require the student to undertake specific tasks for example.

### 1. The Wellbeing Zone at Ipswich Road campus

The Wellbeing Zone is situated at rear of the Information Store. Students can find information and services to help them with a range of health and wellbeing issues. Wellbeing Advisers work within this zone at times in their day and provide support, triage and signposting. Students are able to access services including appointments at Easton and Paston. Appointments for support are ideally pre-booked through our various referral routes and will be held predominantly over the phone or online. Face to face appointments are available where appropriate.

### 2. Wellbeing Service at Paston Campus

At Paston Campus students can access Wellbeing support through the Advice Shop on the Lawns site. We offer triage and signposting and all students are able to access services including appointments at Norwich and Easton. Appointments for support are ideally pre-booked through our various referral routes and will be held predominantly over the phone or online. Face to face appointments are available where appropriate.

### 3. Wellbeing Service at Easton Campus

At Easton Campus students can access Wellbeing support through the Student centre in the Jubilee building. We offer triage and signposting and all students are able to access services including appointments at Norwich and Paston. Appointments for support are ideally pre-booked through our various referral routes and will be held predominantly over the phone or online. Face to face appointments are available where appropriate.

### 4. Bullying:

Bullying and Harassment are always unacceptable and we outline in our Anti-Bullying and Harassment procedure how we deal with cases of bullying.

### 4. Counselling:

The Counselling service is located in the Wellbeing Zone and is delivered by trained practitioners who work with students to help them bring about effective change or enhance their well-being. For full details of the Counselling service see the Counselling Statement of Service on Blackboard. Any student seeking counselling support can submit a referral via [wellbeing@ccn.ac.uk](mailto:wellbeing@ccn.ac.uk) or via the Wellbeing pages on

the student Sharepoint. A triage session will be offered initially to discuss the suitability of both internal and external services.

#### 5. Drug and alcohol misuse:

We offer a referral service to help students dealing with drug and alcohol problems so that they are able to access the right level of support at the right time. We outline in our Drug and Alcohol Misuse procedure how we deal with cases of students who present at College intoxicated.

#### 6. External partners:

We work with a range of local partners to enhance our wellbeing services. These include but are not limited to:

<a href="#">Mancroft Advice Project</a>	<a href="#">Sue Lambert Trust</a> & <a href="#">The Harbour Centre</a>
<a href="#">Norfolk Young Carers</a>	<a href="#">Norwich International Youth Project</a>
<a href="#">Norwich YAB (Youth Advisory Board)</a>	<a href="#">Nelson’s Journey</a> & <a href="#">Cruse Bereavement Care</a>
<a href="#">Norwich Food Bank</a>	<a href="#">Smoke Free Norfolk</a>
<a href="#">The Matthew Project</a>	<a href="#">Norfolk MIND</a> , <a href="#">CAMHS</a>

#### 7. Mental Health:

We offer a range of services to students with mental health needs. We have a Mental Health Adviser who support students with an EHCP with a primary Mental Health need or those who identify as struggling to engage with education due to their mental health. Support can be offered individually to ensure they have individual Mental Health Care Plans ( MHCP’s) in place, this will often take a multi-service approach and will also include an Action Plan (AP) . These plans are completed with the student and input for these is lead by the student themselves. These documents belong to the student are therefore are shared at their consent only.

#### 8. Safeguarding:

We seek to provide a safe and supportive environment where the welfare and health and safety of students is valued, promoted and safeguarded so that students can learn and progress in a safe and secure environment. Wellbeing Advisers, Counsellors and our Mental Health Adviser work very closely with our Safeguarding Officers in cases where a student is at risk of harm. We have a robust escalation (as well as de-escalation) process within the team that ensure that students receive the right level of support from us, at the right time. Our Safeguarding Procedure details how we meet and comply with our safeguarding statutory duties, including the Prevent Duty.

#### 9. Sexual health services:

We work in close partnership with the Terrance Higgins Trust (THT) to deliver sexual health information and advice to students. All Wellbeing Advisers and other key support staff are trained to register students to C-Card and items are made available to students via a discreet Click and Collect system.

#### 9. Menstrual hygiene services:

We work in close partnership with PHS funded via central government to provide a variety of menstrual hygiene products to any student in need. Items are made available free of charge to students via a discreet Click and Collect system.

#### 10. P.A.L. support

Our Promoting Attainment in Learning (PAL) team offer targeted support to some of the College most vulnerable learners such as students in who are classed as :

In Local Authority Care (LAC), Care Leavers, Young Carers, having a diagnosed Mental health Condition and Unaccompanied Asylum Seeking Children (UASC). PAL support is both individual and through group support. Where a student is subject to LAC procedures a nominated PAL will seek to represent the College at their LAC reviews / Pathway planning meetings or Personal Education Planning (PEP) meetings by consent of the student. Attendance at meetings will be remotely via platforms such as Skype or MS Teams for example.

### 11. Chaplin Service

We work in partnership with St Thomas Church Norwich and Norwich Dereham Road Mosque as well as continuing to seek partnerships with other faith groups to provide a Chaplaincy Service for all students. Each Campus has a designated Multi-Faith room for students of any religious, faith or spiritual belief to utilise for their faith whilst on site. Access to this is through liaison with the Wellbeing team and subject to social distancing measures and maximum room capacity numbers.

### 12. Student Voice and involvement in our service

Students are at the heart of shaping our Wellbeing service. We listen to students during our sessions with them and we try to shape our service around their needs. We aim to provide a range of appointments at different times of the day via a variety of methods as stated above. We have a flexible space so that students can be seen face to face in private or in a quiet yet discreet space if they are more comfortable meeting that way or via the phone, email or online.

We understand that direct feedback can be difficult for those in the middle of emotional distress and so we offer many opportunities and different ways to provide feedback. We work closely with the Student's Union to make sure that we also include views from students who are non-service users.