

## **Student Support and Wellbeing**

Student Support and Wellbeing provides a range of services to help students make the most of higher education and student life. We recognise our responsibility to promote positive mental health and reduce stigma, and are committed to supporting our students with mental health difficulties.

Consequently, our mental health service provision spans four key areas of support (detailed below) and may include: face to face appointments; peer support; mentoring; opportunities for group-work with other students; telephone or online support; reasonable adjustments; or liaison with external support services and agencies. Additionally, whilst we are not an emergency service, we do offer some services on a walk-in basis depending on availability and demand.

Areas of support:

### **Mental Health Advisors**

Mental Health Advisors work with students who have long term mental health conditions and are defined by the Equality Act as disabled. Their role is to assess the reasonable adjustments that need to be made by the University for these students and support students in accessing their studies. The Mental Health Advisers liaise with NHS services and non-statutory services to support students in accessing appropriate services. The Mental Health Advisers are available via appointments and daily one hour drop-in sessions.

### **Mental Health Mentor**

Our Mental Health Mentor works with students to develop strategies around managing their mental health when it has a negative impact on their ability to engage with their studies. The aim of mentoring is to enable students to identify how their mental health impacts on their studies and find practical solutions to address these issues. The role of Mental Health Mentors is a recognised Non-Medical Help service and is funded via the Disabled Students Allowances.

### **Counselling**

Counselling is delivered by way of the award-winning Cardiff Model. This is a managed-care approach that requires students to self-refer by completing an online form and outlining the issues that they may like to focus on. Subsequently, students are invited to a 90 minute Therapeutic Consultation (TC), usually within 2-3 weeks. The consultation can be face-to-face, or via a variety of telephone or online options.

Following the TC, therapists provide a summary of goals and an agreed follow up date in approximately four weeks. This purposeful gap is to encourage students to try out strategies and draw on inner strengths / resources. Where required, ongoing therapy of up to four sessions then follows. For students with more chronic difficulties, up to ten sessions may be offered.

### **Wellbeing**

Wellbeing comprises both proactive and reactive methods. The reactive model is a stepped-care approach centring on a strategy-led, least intervention first structure. It spans a range of support including self-help, daily drop-ins, workshops and 1-2-1 Wellbeing Appointments (WAs). WAs are 45 minutes in length and allocated to appropriate students following self-referral. This may lead to a series of 30-minute brief counselling sessions, or to any of the other resources outlined.

The proactive element enhances engagement with the whole student community and focuses on key issues such as suicide safety, tackling mental health stigma and addressing violence and abuse on campus. This includes an innovative peer-support programme, alongside extensive partnership-working with the Student Union, Academic Schools and external agencies.

To supplement the above services and facilitate a pathway for any mental health or wellbeing concerns to be raised, risk-assessed, prioritised and responded to, we also operate a 'concerned for a student' process.

Student / Contact statistics:

Service	Issue (presenting)	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018
Total referrals for Counselling and/or Wellbeing support*	Abuse	13	7	14	23	50	<i>Data not held**</i>
	Academic	43	36	37	50	57	
	Anxiety & Stress	201	220	298	445	570	
	Addictive Behaviour	5	12	10	4	10	
	Depression / mood	267	360	501	592	623	
	Loss	51	56	50	67	107	
	Other mental health	2	23	18	18	30	
	Physical health	3	11	12	21	20	
	Eating disorders	20	27	36	32	32	
	Relationships	84	79	104	133	138	
	Self & Identity	19	18	23	35	31	
	Sexual issues	1	0	3	9	2	
	Transitions	8	13	7	5	15	
	Welfare & employment	1	3	3	2	9	
	Self-harm	4	5	6	4	4	
MH Drop-ins attended*	Mental Health	N/A	N/A	N/A	47	236	217
Drop-ins or walk-ins attended*	Wellbeing / Counselling	217	399	774	986	886	1098
Workshops, Courses and Groups*	Wellbeing / Counselling	136	233	446	795	1043	1043
Concerns for a student referrals*	Not-determined	N/A	N/A	102	213	447	485
Registered with MH Advisors	Mental Health	184	291	224	349	371	392
Registered with MH Mentors	Mental Health	32	35	28	37	83	112
* May include multiple referrals / visits / contacts from one student							
** This information is not available in a broken down format and is not held in a comparable format.							

	2016/17	2017/18
Number of students who completed our online application form for counselling or wellbeing appointments, or attended drop in, groups/workshops or urgent duty appointments.	4295	5016

In relation to mental health, the University only holds student data relating to gender for those that applied online for 1-2-1 support, and those who have accessed our Disability and Dyslexia service (of which only a proportion will be related to mental health). For those applying online, some may have been directed to groups or workshops and others will have gone directly to other parts of our service. We do not retain this information for all students that use our services; as such the data below may be incomplete.

Student Gender:

Service	Gender	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018
Counselling & Wellbeing	Male				546	450	608
	Female				1361	1471	1662
	Not listed				8	21	20
Disability & Dyslexia	Male				98	94	104
	Female				244	251	286
	Not listed				3	4	2

To enable us to deliver a risk-based approach, it may be that students are asked to join a waiting list for counselling or wellbeing services during busy times.

Average waiting list times are:

Service	Period (days)	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018
Counselling & Wellbeing	Referral - Appointment	11.6	14.5	15.4	13.5	13.6	15.5

Direct staff costs for delivering Mental Health and associated support as outlined above:

Direct Staff Costs	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018
Mental Health, Counselling and Wellbeing*	£342k	£391k	£426k	£404k	£485k	£582
<i>*Excludes: DSA funding; Administrative, Managerial and Supervisory support; Training and CPD; and non-staff costs such as online support system licensing and marketing etc.</i>						

We are not able to report on individual staff numbers as a whole figure. This is due to the fluidity of our staffing complement which fluctuates, often on a weekly basis, to meet demand. Our staff team is made up from core full-time and part-time staff, sessional staff, student staff, associate staff, and volunteers.

**Please note that we are continually adapting our services to respond to changes in student demand and need. Inevitably this leads to system, process and reporting changes and therefore it is not always accurate to compare the above statistics on a like-for-like basis.**