BATH SPA UNIVERSITY

Information for NMH providers

Student Wellbeing Services (SWS) aims to deliver consistently high levels of service to students. The work delivered by Academic Support Workers (ASWs) is critical to this.

ASWs are highly valued and have an important role within the Bath Spa University community. The continued successful collaboration between SWS and Academic Support Workers is vital to ensuring an excellent student experience.

The aim of this handbook is to clarify working practices both for the University and ASWs. It is not intended to be definitive and, as a working document, will be added to and amended as necessary.

Please refer to this document, in the first instance, before contacting SWS.

Please contact your employer for advice and guidance about matters which are not University related.

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Campus information & contact details

Newton Park
Newton St Loe, Bath BA2 9BN

Locksbrook
Locksbrook Road, Bath BA1 3EL

Sion Hill
Sion Hill, Bath BA1 5SF

Maps of the campus
https://www.bathspa.ac.uk/be-bath-spa/campuses/
T: +44 (0)1225 875875
F: +44 (0)1225 875444
enquiries@bathspa.ac.uk
https://www.bathspa.ac.uk/

Meet the Disability Service
Kitty Eve - Disability Service Manager

Joe Barton - Disability Advisor
Maddie Clark – Disability Advisor
Charlotte Ellicott - Disability Advisor
Katy Fergie - Disability Advisor
Beverley Jones - Disability Advisor
Kathleen Swales – Disability Advisor
Luanne Thornton - Disability Advisor
Emma Weskin – Disability Advisor
Diana Williams – Disability Advisor

Sophie Batchelor – Administrator

The Management Team
Sara Gallagher - Director of Student Wellbeing Services and Designated Safeguarding Lead for students (SWS)

Joel Staley – Deputy Director of SWS
Bridget Ferguson - Deputy Director of SWS
Sarah Ireland - Mental Health Service Manager
Carla Jacques - Mental Health Service Manager

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Simona Hanson – Complex Case Manager

Contact Student Wellbeing

studentwellbeing@bathspa.ac.uk

01225 876543

Practical Information

Car Parking
To request a parking permit, please email studentwellbeing@bathspa.ac.uk in the first instance as we need to authorise you as a member of staff to the Parking team. For parking costs see Motor Vehicle Parking Terms and Conditions – Bath Spa University

Semester Dates

http://www.bathspa.ac.uk/about-us/term-dates

Wi-Fi Access
Guest Wi-Fi is available for use. Select it when choosing which wifi to connect to, and you will be asked how you wish to connect. e.g. Facebook

Lanyards
ID cards are expected to be worn by ASWs at all times when visiting any BSU campus. They will indicate which company you work for and your role. You will need to provide a photograph to SWS studentwellbeing@bathspa.ac.uk include your name and the company you work for when contacting us. If you require access to the Locksbrook Road campus you will need to notify us.

Library Access
ASWs (and other externally contracted staff) do not have access to the University library materials. Students will be able to provide reading materials.

Minerva Ultra (Virtual Learning Environment)
ASWs do not have direct access to Minerva, unless they are a notetaker, BSL interpreter or a Specialist Sighted Support provider.
If you need access to materials in Minerva, these can be accessed during sessions with your student via their account. Please contact Student Wellbeing.

Booking a room
There are NO allocated rooms for ASWs. Students will need to book rooms in advance using Reserve: Your personal timetable and room timetables - MyServices portal
Please remind students to cancel any room allocation that is no longer required asap.
Please use the room allocated and do not occupy any other rooms.
Please do not store personal items, such as documents or files, in any rooms used.

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Important Information for supporting students

If you have concerns about a student

Whilst you should usually try to get the student's consent before sharing confidential information, it is expected that you will share concerns about the safety, well-being and/or academic progress of a student, please inform Student Wellbeing Services via studentwellbeing@bathspa.ac.uk please include the name of the student and their BSU student number (if known).

If your concern relates to the immediate safety of a student, please call BSU Security, who will escalate to the on-call SWS Manager and provide you with help. Security are available 24/7: 01225 875555

Students have access to a free 24/7 Wellbeing helpline that provides immediate access to a mental health and wellbeing practitioner Student Wellbeing Helpline: 0800 028 3766

Please do recommend this helpline to the students you are working with and suggest they put the number in their phone.

Three Levels Model

Guidance has been produced for staff that provides clear guidance on what to do if a student is in distress. The following graphic sets this out and highlights which response procedure to follow depending on the situation. There is also further guidance in the appendix about how to speak to students.

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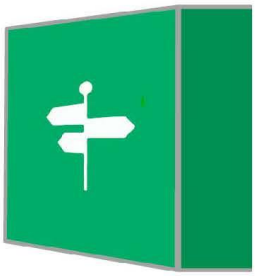
'3 levels of response' protocol for responding to a distressed student

Level 1: Supported signposting



When is this appropriate? This is the appropriate course of action in the vast majority of cases when you are with, or aware of, a student who is distressed.

What should I do? Suggest that the student books an appointment with Student Wellbeing Services (SWS) by logging into MyWellbeing at **mywellbeing.bathspa.ac.uk**

You can mention to the student that, on MyWellbeing, they will be able to see the available appointment slots, as well as finding out about other ways to access SWS. Whenever possible, offer to help the student to find a quiet space, there and then, where they can go online and log into MyWellbeing. Do not assume that, because a student is distressed, they will be unable to engage with this process; the process can feel very calming and helpful for a student who is distressed.

If you still have some concerns – for example, because the weekend is approaching and you want to make sure the student knows how to access crisis services, in case they need them – you can also provide the student with this link: **bathspa.ac.uk/needhelpnow**

Level 2: Seek advice

When is this appropriate? When, despite your best efforts to encourage a student to book an appointment with Student Wellbeing Services, the student is unable or unwilling to access this support, but you still feel they need specialist support. Think of Level 2 as being for situations in which you have a level of concern for the student or you might benefit from some advice, as a staff member, on how to support a student; however, this level is not for emergency situations.

What should I do? Call the Student Wellbeing Services staff-only phoneline to seek advice and discuss how we can work together or provide support: **01225 87 6016**. This staff-only phoneline is open from 10am to 4pm, Monday to Friday (this number must not be given to students or third parties). Outside of the opening hours of this phoneline, you should, in the interim, decide between responding with either a Level 1 or a Level 3 response.

Level 3: Emergency / risk to life

When is this appropriate? When there is imminent risk to life of a student – for example, they state that they have an imminent plan to take their own life – or their behaviour poses a serious risk to another person.

What should I do? Telephone emergency services by dialling **999** and request an ambulance. Immediately after dialling 999, call University Security on **01225 87 5555**. This second phone call to Security is important to enable Security to assist the emergency services to access our campus and/or enable Security to liaise with Student Wellbeing Services.

Refer to the SWS information for staff on Sharepoint for additional resources.

Model developed by Plinth House Ltd.

Student Concerns or Complaints
If a student has a concern about safeguarding, bullying and harassment, discrimination, mental wellbeing, sexual assault or sexual harassment they can report this Report and Support – Bath Spa University

Student's Union

If student's wish to seek further advice Bath Spa University Students' Union (bathspasu.co.uk)

Sexual Violence Prevention and Support
The Student Wellbeing Service has a team of Sexual Violence Liaison Officers who can support students who have experienced any form of sexual violence and/or domestic abuse. If a student mentions anything of this nature to you, please refer them to our service for further advice and support.

Sexual violence prevention and support – Bath Spa University

Safeguarding

All ASWs are asked to familiarise themselves with the University's Safeguarding framework Safeguarding – Bath Spa University which includes the Prevent Duty Prevent – Bath Spa University

Our approach at Bath Spa University is that 'Safeguarding is everybody's business'. This means reporting any concerns we might have. It is not our responsibility to decide if abuse if taking place, but to pass on your concerns to the University's Designated Safeguarding Lead for students. You can do this via secure email: safeguarding@bathspa.ac.uk.

Remember, you don't need to be certain before you speak up. If you are ever worried, it is your responsibility to pass on your concern Safeguarding – Bath Spa University

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It is in itself of harm.

The process of radicalisation may involve:
• Being groomed online or in person
• Exploitation, including sexual exploitation
• Psychological manipulation
• Exposure to violent material and other inappropriate information
• The risk of physical harm

It happens gradually so children and young people who are affected may not realise what it is that they are being drawn into.

If you have any concerns that someone is at risk of being radicalised this is a Safeguarding matter and you are responsible for escalating to the Designated Safeguarding Lead.
You must not discuss your concerns with the person you are concerned about.

You can undertake a free online awareness course: https://www.support-people-susceptible-to-radicalisation.service.gov.uk/portal#awareness-course

Support to Study

For students needing more support with their studies or with independent living. You can find out more here Support to study – Bath Spa University.

Fitness to Study

For students whose health or wellbeing is impacting their ability to fully participate and engage in the student experience Fitness to study – Bath Spa University

Mental Health and Wellbeing Support

Student Wellbeing Services is a multi-disciplinary team of professionals and practitioners. Advice and guidance can be given to students on a range of issues including finance, mental health, accessibility/disability, Support to Study process, DSA support. There is also a BSU medical service .

Our team of qualified mental health practitioners have a range of qualifications including psychotherapy, counselling and social work. Students struggling with their mental health or with university life can book a mental health appointment and is an opportunity to receive support and guidance on any issues they are experiencing. If they need another appointment, they can book again. There is not a limit on the number of appointments a student can receive.

Counselling

If counselling is an appropriate option for the student, a mental health practitioner may refer them to our small counselling team who offer up to 6 sessions. They may also be referred to counselling services outside of the University.

We are partnered with Nilaari who provide culturally appropriate counselling for students of colour. Students can arrange a referral via SWS through MyWellbeing.

Autwell

We run a weekly autism wellbeing group during term time. Please refer the student to MyWellbeing

Chaplaincy

Our Chaplaincy team is here to ensure a culture of spiritual curiosity and inclusion for both students and staff at Bath Spa University, whatever your faith or world view. They can be contacted here chaplains@bathspa.ac.uk

Students can access services by logging a query on My Wellbeing or by booking an appointment directly online at a time that suits them. Two calendars are available - one for

virtual sessions and one for face-to-face sessions.

If you have concerns for a student's wellbeing, you can:

- make a referral to Student Wellbeing Services
- familiarise yourself with the University's guidance to staff about student mental health and well-being (Appendix 2)
- contact Security (x5555) if you have an immediate concern for someone's safety.

Student Engagement

If a student is not engaging in support e.g. repeatedly not responding to emails, or you are unable to find an agreed time to meet, please notify Student Wellbeing Services. Once notified, the Disability Service or assigned Disability Advisor will invite them in for a discussion about their support.

Extensions and Exceptional Circumstances

Exceptional circumstances – Bath Spa University

Exceptional Circumstances is the formal procedure whereby a student can inform the University they are experiencing difficulties that are having, or that have had a significant impact on their academic progress, such as: personal illness, illness of a close family member, bereavement or a situation beyond their control.

If an application for Exceptional Circumstances is approved, students are able to submit work at a later point as an uncapped first attempt/submission. Exceptional Circumstances is not an extension of a deadline and cannot be used as this.

Further details about Exceptional Circumstances and an application form can be accessed by students My Services

Independent third-party evidence such as medical certificates or a supporting letter from a GP, or Practitioner, must be provided to verify an application for Exceptional Circumstances

Academic Access Plans (AAPs)

The Disability Service is responsible for the circulation of a student's AAP to the academic staff. AAPs are available to view by academic staff on Power Bi. Students can view them on e:Vision

An AAP contains recommendations regarding reasonable adjustments for teaching, learning and assessment.

Work in the summer semester and outside the academic year

Please note that many students go home after the end of the semester in May. **ASWs are requested to confirm with students if they wish their support sessions to continue following exams before arranging any sessions**.

ASWs are requested to consult with the Disability Service before agreeing to work with a student outside of the academic year. This is to ensure there are the necessary hours available within a student's DSA and that Student Finance agrees the support can continue e.g. because the student has exceptional circumstances or outstanding assignments.

Additional Hours

Any recommendations for additional hours must come from the Needs Assessor. The student should contact their Needs Assessor giving details of how many hours are needed and including detailed reasons why these are necessary. The Needs Assessor will then contact Student Finance if appropriate to apply for extra hours.

Short notice cancellations/missed sessions

Student Finance England (SFE) will suspend DSA funding where there are 2 or more sessions cancelled at short notice in a semester.

Boundaries & Professional Conduct

Third Party Contact

If you are contacted directly by a third party (parent/carer) regarding a student you are working with, please refer them to Student Wellbeing Services and do not discuss the student with them. SWS will lead with any contact with an external third party, including family members. The Disability Service will inform students that they should not pass on ASW contact details to a third party.

Contact with Academic Tutors/Advisors

If a student requests support which requires contact with Academic Tutors/Advisors they should be referred to Student Wellbeing Services. This situation may occur if they require an extension to an assignment, to request a reasonable adjustment or clarify information regarding their Academic Access Plan (AAP). It can cause confusion for Academic Tutors/Advisors if there are too many points of contact.

The Disability Service records all requests for reasonable adjustments and need to ensure sufficient evidence is available to support this. To request an extension for an assignment students should email the Tutor directly in the first instance.

Attending meetings with Academic Tutors

ASWs are able to attend meetings with a student and their Academic Tutor if requested, to enable the student to participate and to make their own decisions.

The following types of interactions with students are **not** permitted:

- Giving students a lift in your vehicle
- Loaning money to a student
- Meeting students in any other location other than at a BSU campus, assigned placement or a public place such as a library. It is not appropriate to meet at your own or the student's home.

Responsibilities of ASW

ASW absence

If you are unwell or absent at short notice, please inform your employer and the students that you are booked in to see that day.

Student absence

Please inform your employer as soon as possible if a student cancels/misses a booked session without giving 24 hours' notice and ask the student to provide a reason for their absence to you by email. Please forward this to your employer as written evidence is required for Student Finance.

If a student misses/cancels two sessions without adequate notice, please inform your employer and Student Wellbeing Services and do not arrange any further sessions until you have received confirmation from your employer that you may do so. The Disability

Servicewill contact the student to check the reasons for their absence and reinforce the student's responsibilities (detailed below) before informing the employer about future sessions.

If less than 24 hours' notice is given, you are entitled to claim for the two missed/cancelled sessions.

Responsibilities of student

If the student is unable to attend a session, they are required to:

- Give the ASW at least 24 hours' notice. If less than 24 hours' notice is given, the ASW will be entitled to claim for the missed session.
- Provide a reason for their absence in writing via email with the date of the session that will be missed and send it to the ASW.

If a student misses/cancels two sessions in one semester without providing the requisite notice, their DSA sessions will be suspended. The Disability Service will discuss this with the students and notify the employer about any future sessions.

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Guidelines for Staff: Students and Mental Health

Tutors and frontline staff are often the first point of contact for a student experiencing distress and will also be alert to changes in a student's behaviour, which may indicate a problem and a need for support.

Please refer to the Three Levels Model

What you can do if you are concerned

- Try not to avoid the situation or pretend nothing is wrong, as this could make the situation worse, or result in it lasting for longer.
- Approach the student in an empathetic and understanding way.
- Remember to be sensitive to issues relating to sexuality, race, religion, culture and gender. The key consideration is the safety and well-being of the student and those around them.
- Just by asking the student how they are may give them the opportunity to discuss their concerns with you – they might only want a listening ear.
- Be prepared to listen and give some time if you are able. If there are constraints on your time, tell the student this at the start and consider arranging a different time.
- By being open and honest with the student in your initial contact will help to develop a level of trust between you. A student might often avoid seeking help because of concerns about the consequences of telling someone.
- Do not offer help that is beyond your role. We all have something to offer, but it is critical we are aware of what we can realistically and are qualified to do. It is not your responsibility to solve the student's problem. Also, you should consider any potential conflict of your role and whether you have someone to consult or give you support.
- The student may not always identify they have a problem or may not want to acknowledge it. Do not humour them i.e. by pretending there isn't a problem if it is clear to you there is.

When a student does not want to talk

- If the student is not ready to accept help or talk about their problem, do not ask insensitive or intrusive questions. Respect the right of the student if they do not wish to discuss things. Offer them an open invitation to come back and talk to you in the future.
- However, if you are still concerned about a student who has refused help, speak to your employer or Student Wellbeing Services.

When a student does want to talk

- If the student does discuss their problem with you, do not give advice that is beyond the boundaries of your role. Rather, listen and encourage the student to seek the appropriate help – you can always make the referral, or initial contact, (with their permission) for them.
- Do express your concern, but remember you are not a therapist or a counsellor in your role as an ASW. Consult with Student Wellbeing Services for advice on what to do or encourage the student to make contact with SWS or their GP.

Dealing with crisis situations

Whilst very rare, there may be instances where a student's behaviour gives serious cause for concern. Such situations will vary, from concern being raised because a student has indicated they are experiencing suicidal ideation, to exhibitions of highly concerning or unusual behaviour, which raises concern that the student or others may be at risk.

In all crisis situations, ensuring your safety and that of others, including the individual is paramount.

The following notes may help:

- Try to remain and appear calm and adopt a non-threatening approach.
- If there are other students nearby, calmly ask them to leave the area.
- Some situations can be distressing – if you do not feel confident to approach the student, then go and get help.
- Ensure appropriate people are contacted, such as your employer, Student Wellbeing Services and BSU Security 01225 875555
- If there is significant risk of harm to an individual do not hesitate to call 999, then call BSU Security 01225 875555