



Information Document

Wellbeing

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Information Document

The University provides a range of support for mental and emotional health to students, including a 24-hour, 365 days a year, Student Wellbeing Support Line, counselling and mentoring, and digital support through SilverCloud and Togetherall. For a full list of the services and support that is offered and more information please see [our webpages](#).

In 2017-18 the University thoroughly reviewed and reshaped our Student Wellbeing and Inclusivity Service and, from 2018-19, a restructured service was implemented. This was in order to increase the volume of counselling and the number of students we can offer advice to, as well as to reduce the waiting time for students to be seen. We use an external partner, HealthHero, for the provision of counselling across all three of our campuses. Due to this change in systems some of our records do not retain data prior to 2018-19.

Number of students supported by our Student Wellbeing & Inclusivity Service

The following table shows the total number of students that have been supported with their wellbeing through the Student Wellbeing & Inclusivity Service, including students who have disclosed a mental, physical or sensory disability and students with a specific learning difference.

Academic Year	Number of students supported by service
2019-20	1,996
2020-21	3,435
2021-22	4,721
2022-23	3,816

Report & Support

The University introduced our [Report & Support](#) online reporting system in May 2018. This allows students, staff and visitors either to contact an adviser or to make a report anonymously. Currently, the platform can be used specifically to report sexual violence, relationship abuse, harassment, hate crime, misogyny, bullying, microaggressions and spiking, as well as being available to report other, non-categorised issues. Students may also make a report directly to our Student Conduct team via the [incident report form](#).

Academic Year	Reports submitted to Report and Support by students and student staff
2018-19	172
2019-20	245
2020-21	125
2021-22	157
2022-23	150

Figures for each year based on reports received 1 August to 31 July.

Waiting times for students seeking support through counselling

Until the Spring term of the 2019-20 academic year, students received an email from the counselling provider HealthHero inviting them to contact them for their assessment session. After that, students had the option of contacting HealthHero directly as soon as the University Student Wellbeing and Inclusivity Service had informed them that they had been referred for counselling. Those who request counselling by completing a form wait no longer than three working days for their form to be forwarded to the provider unless additional support is needed prior to referral. Students can expect to wait no longer than 15 working days for counselling to start following an assessment session subject to the student's availability. Where counselling is deemed to be a suitable support option for the student, HealthHero have a contractual obligation to meet this requirement to a standard of 95% compliance.

Budgeted expenditure for mental health and wellbeing

Academic Year	2018-19	2019-20	2020-21	2021-22	2022-23
Total	2,869,065	3,335,597	3,284,533	3,671,641	4,072,077

Please note that the above funding is allocated from the Central University allocated funds; the University has not received any external funding from the NHS or donations to support mental health and student wellbeing.

Number of staff employed within the Student Wellbeing & Inclusivity Service

Year	Student Wellbeing and Inclusivity Service	Student Wellbeing and Inclusivity Service
	Total Staff	Full Time Equivalent
2018-19	31	Not Available
2019-20	33	Not Available
2020-21	35	Not Available
2021-22	35	30.06
2022-23	38	34.82

Figures correct as of 31 July each year.

Staff training

All student facing staff within the Student Wellbeing and Inclusivity Service are required to complete, as a mandatory requirement, a two-day Mental Health First Aid (MHFA) course. This course, as well as a half day MHFA Awareness course, are also available for all staff. Suicide First Aid (SFA) training has also been made available for all staff since September 2021.