

SEC17D022

Title: *Update From Student Services*
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Issue

An update on progress on the Student Services Plan of Work.

Recommendation

Recipients are invited to consider the Student Services' Plan of Work for the academic year 2017-18

Resource Implications

A number of the initiatives and actions detailed have resource implications, any resourcing needs are discussed in relation to the specific area of activity through the appropriate committee or group.

Risk Implications

Student Services made good progress against all items in 2016-17 Plan of Work and continued good progress is necessary to minimise the risks associated with under-performance in any area of Student Services provision. The senior management of the Service are working closely with staff and with all stake-holders; the risk of not delivering against the Plan of Work is regarded as Low in all aspects.

Equality and Diversity

Issues of Equality and Diversity are carefully considered in relation to how they might impact on all strategic developments within the Service. The Student Services senior management team work closely with the Student Union and the University's Head of Equality and Diversity to ensure that all members of the UEA community are fully considered in the development of new policies and procedures.

Timing of decisions

Input from Committee members at the November meeting will inform our planning and further work over the course of the year.

Background

The Senior Management Team of Student Services have developed the Plan of Work for 2017-18 in the context of agreed institutional priorities, the UEA Plan and the priorities of our students as articulated through our collaborative engagement with the Students' Union. The plan for the current year also includes a tab for Accommodation Services.

Student Services Plan Of Work 2017-18						
	Activity	Sub heading	Target Completion Date	Workload (lead days)	Lead	Progress
	Corporate Plan					
1	Implement Mental Health Vision (see separate Plan)	Restructure of Wellbeing service -metrics and reporting	Jan-June 18		JS/JL	The Wellbeing team has recruited 2 mental health nurses and an OT (Wellbeing advisers), 2 PWP's and 1 Counselling psychologist (CBT); Staff psychologist starts Jan 18; still recruiting a Wellbeing Manager and full time CBT therapist/placement coordinator. MI is being collected for counselling and Wellbeing
2		Mental Health awareness initiatives for students; online programme	Sept 18-20		JL/Wellbeing service/SU/Schools/DLOs	
3		Develop links with NHS services 1st phase	Jan-18		JL/JS	Established links with NHS Wellbeing to deliver workshops; JL trained as a Navigator 2016-17;
4		Data collection	April 18-Sept 18		JS/JL	Questions to be included in the Registration task in September 2018, to collect wellbeing data, on 4 areas: Life satisfaction, Life purpose, Happiness and Anxiety. Warwick-Edinburgh Mental Well-being scale to be introduced.
5		Mental Health awareness initiatives for academic and non-academic	Dec 17-Sept 19		JL/Wellbeing	online programme for all academic staff in recognising and signposting student mental health introduced to Senior Advisers Sept 17; CSED course Building Resilience 8/11/17; CSED course MH awareness 22/11/17; Wellbeing training for BIO Sept 2017; training for AMA 6th Dec; Wellbeing training for Wardens Sept 2017; Guidance for Senior advisers is being reviewed
6		Peer support	Sept 17-Sept 18		JL/SU	SSS paid for 5 students to be trained in 2017 by Student Minds to deliver Positive Minds group; Wellbeing adviser trained as a trainer in August 2017
7		Suicide prevention	July 17-Jan 18		JL	Policy draft completed; trial of ASIST training Dec 14th and 15th 2017 by JL.
8		Online resources: online counselling; RAVI	Sep-17		JL	Implementation of both delayed by IT review process
9		Review of Return to Study process	Aug-18		JL	Data collection initiated for RTS and FTS 2017-18
10	Develop strategic response to new OFS Framework		Dec-18	5	JS	
11	Develop evidence based approach to inform responses to Institutional MI (NSS, Non Academic survey etc)		Dec-18	5	JS	
12	Review of MFC space provision		Jul-18	12	JS	
13	Inclusive Teaching re: DSA Changes		Apr-18	10	JL/JA	

14	Alcohol Impact Project (National Project)		Jul-18	20	JS/JL	
15	Enhance support for WP students working with ADWP and her team	WP funded posts	Apr-18	10	JA	
16		Introduction of Silvercloud	Jan-18	5	JL	
17	Accommodation post DSA changes		Jan-18	5	PB	
18	Changing the Culture	Catalyst Funded Project (JA)	May-18	10	JS	Project Coordinator appointed in August 2017. Recruitment for Project Administrative Assistant's post is currently underway. Temporary member of staff is covering the role. Requested an extension of 2-3 months for the Catalyst project. Waiting for confirmation from HEFCE (9/11/17). Currently preparing for launch with Andrew Stronach. Launch to take place on 5 February 2018. (9/11/17) Written Mission Statement, set of values and objectives. Approved by Changing the Culture Implementation Group on 2nd November 2017 (9/11/17) Leeway drop-ins commenced on 1st November. A mock training session will take place on 17 November with an aim to roll out the staff training in January 2018 (9/11/17)
19		Bystander Initiative (JS)	May-18	10		
20		Launch Fair (JA)	Jan-18	2		
21		Policy Review (JS)	Mar-18	5		
22		Strategic Plan (JA)	Jan-18	3		
23		Networking Events (JA)	Jan-18	2		
24		Leeway Training (JA)	Jan-18	3		
25		Review Effectiveness of online packages (JS)	Jul-18	3		
26	Centralised Reporting (JS/ JL)	Mar-18	10			
Policy Development						
27	Disclosure Agreements post beach and GDPR		Feb-18	5	JA	
28	Review Med Cert charging model		Jul-18	10	JS	
29	Review the current funding model for dental services and introduce income generating activity		May-18	5	JS	

30	Non-Academic Disciplinary Regulations for students	Process review	Feb-18	2	JS/ DO	
31		Policy development	Jun-18	5		
Process Reviews/ Improvements						
32	Front of house processes		Mar-18	3	JA	
33	Non Academic Discipline process	See item 10			JS	Revised processes will be drawn up once new regulations have been drafted
34	Modelling accommodation allocations		May-18	10	JS/PB	
35	Individual Arrangements Systems developments		May-18	5	JA	Stage 1 of the work has been carried out by ITCS. Stage 2 of the systems development work still needs to be confirmed (9/11/17)
36	Reasonable Adjustment recording - systems development		May-18	5	JL	
Service Delivery						
37	Undertake tender process re: Occupational Health		Jun-18	15	JS	
38	Research and implement new Case Management system		Jul-18	20	JS/JL/JA	Malcolm Rae has met with SMT to discuss needs and is currently researching possibilities (9/11/17)
39	Source new appointments management system		Jul-18	10	JA	Malcolm Rae has met with SMT to discuss needs and is currently researching possibilities (9/11/17)
40	Develop a suite of KPIs for regular review		Dec-18	3	JS	
41	Develop key MI requirements and institute regular MI review process		Dec-18	5	JS	
42	Develop SLAs for all function areas		Jun-18	10	JS	
43	Review current and medium term space needs		Feb-18	5	JS	
44	Create Online mental health resources		Feb-18	5	JL	

45	Embed new NMH support processes		May-18	5	JL/JS	
46	Review of student experience in Residences		Jun-18	5	JS/PB	
47	Redesign of Web presence		May-18	10	JA	Discussions in progress with LTS regarding a joint post (web manager) 9/11/17
	Staffing Related					
48	Staff workload modelling		Jul-18	5	JS	
49	Staff skills training plan		Feb-18	3	JA	
50	Embed new internal staffing and section structures		Feb-18	5	JA	
51	Management training plan		Apr-18	2	JS	
	Funded Projects					
52	HEFCE Catalyst funding		May-18	5	JS	A successful partnership bid with the Student Union was submitted to HEFCE resulting in £35k of matched funding to deliver on a Safeguarding Partnership project. The University is working with the Student Union on recruitment to key posts and the establishing of a Project Steering Group comprising Director of Student Services, Chief Executive SU (or nominee), Head of Student Services, Welfare, Community and Diversity Officer of the SU