

SEC17D031

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

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 Service.

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 3 Wellbeing advisers, 2 PWP's and 1 Counselling psychologist (CBT); a new Staff psychologist started Jan 18; Wellbeing Manager started 15/01/18 and full time CBT therapist/placement is being recruited. MI is being collected for counselling and Wellbeing
2		Mental Health awareness initiatives for students; online programme;	Sept 18-20		JL	The first of three online modules has been completed; work is continuing with SU on Student Minds initiatives
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 staff; LET CPD modules; online programme for all academic staff in signposting students. http://learning.cwmt.org.uk	Dec 17-Sept 19		JL/Wellbe	online programme for all academic staff 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 & Safeguarding	July 17-Jan 18		JL	Policy draft completed; trial of ASIST training Dec 14th and 15th 2017 by JL; policies to come to SEC by June following SU consultation
8		online counselling; RAVI	Sep-17		JL	Implementation of RAVI subject to ongoing IT review process; on-line counselling has been implemented
9		Review of Return to Study process	Aug-18		JL	Data collection initiated for RTS and FTS 2017-18; process for return streamlined to improve student experience
10	Develop strategic response to new OFS Framework		Dec-18	5	JS	Ongoing
11	Develop evidence based approach to inform responses to institutional MI (NSS, Non Academic survey etc)		Dec-18	5	JS	New suite of MI being collected on a monthly basis and further development underway to capture key data
12	Review of MFC space provision		Jul-18	12	JS	Islamic Prayer Space Working Group now chaired by PVC (HUM); consultation underway with EST and SU re: possible redevelopment of Faith Centre
13	Inclusive Teaching re: DSA Changes		Apr-18	10	JL/JA	Processes for disability support being reviewed with a view to a paper to LTC in June 2018 outlining responsibilities, revised processes and approaches to improve responsiveness to student needs

14	Alcohol Impact Project (National Project)		Jul-18	20	JS/JL	DT leading on temporary basis working with SU on project identification
15	Enhance support for WP students working with ADWP and her team	WP funded posts	Apr-18	10	JA	SPLD support post, Senior Warden and LET tutor post are being recruited
16		Introduction of Silvercloud	Jan-18	5	JL	Silvercloud is awaiting final sign off from ITCS re: interface with other systems
17	Accommodation post DSA changes		Jan-18	5	PB	PB has been working with SU and new approach to accommodation cost discounting, application process and comms has been developed with new pages going live end January
18	Changing the Culture	Catalyst Funded Project (JA)		10		Project Administrative Assistant appointed. Request for extension of 2 months for the Catalyst project approved by HEFCE.
19		Bystander Initiative (JS)		10		Training programmed has been developed and will be delivered to role holders within student societies - joint delivery by SU and SSS wef March 2018
20		Launch Fair (JA)		2		Launch to take place on 8 February 2018 - events include a panel discussion, stalls in UH, participation by a number of external agencies
21		Policy Review (JS)		5		ongoing - currently being led by DT and Polly Morgan (Law)
22		Strategic Plan (JA)		3	JS	Completed
23		Networking Events (JA)		2		JS and JA have attended a number of national events both as attendees and presenters
24		Leeway Training (JA)		3		Leeway training is being delivered, drop in sessions are happening with high take-up by both staff and students
25		Review Effectiveness of online packages (JS)		3		ongoing
26		Centralised Reporting (JS/JL)		10		System will be launched in February, new form to go live in the launch week, report will be developed to provide auto-forwarding to relevant departments
	Policy Development					
27	Disclosure Agreements post beach and GDPR		Feb-18	5	JA	Conversations ongoing with Ellen Patterson to ensure GDPR compliance
28	Review Med Cert charging model		Jul-18	10	JS	This review will be initiated in February 2018
29	Review the current funding model for dental services and introduce income generating activity		May-18	5	JS	Little scope for income generation under current NHS funding restrictions, but action taken to minimise DNAs and ensure attendance for regular check-ups

30	Non-Academic Disciplinary Regulations for students	Process review	Feb-18	2	IS/ DO	Process for Non-academic discipline has been streamlined in terms of numbers referred to the DO and those cases which can be dealt with via 2 stage warning process
31		Policy development	Jun-18	5		In progress as part of LTS review of SSDC overall
Process Reviews/ Improvements						
32	Front of house processes		Mar-18	3	JA	Ongoing
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	Ongoing
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 awaiting a slot for development work
36	Reasonable Adjustment recording - systems development		May-18	5	JL	Ongoing
Service Delivery						
37	Undertake tender process re: Occupational Health		Jun-18	15	JS	Tender process is being initiated in February, SLA and tender contract being developed with Procurement team
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
39	Source new appointments management system		Jul-18	10	JA	Malcolm Rae has met with SMT to discuss needs and is currently researching possibilities
40	Develop key MI requirements based on KPIs and institute regular MI review process		Dec-18	5	JS	Completed
41	Develop SLAs for all function areas		Jun-18	10	JS	SLA for Professional Services Team has been developed and others are underway
42	Review current and medium term space needs		Feb-18	5	JS	Space review has been initiated by EST and SMG, JS has fed in SSS needs for the medium term including housing Nightline
####	Embed new NMH support processes		May-18	5	JL/JS	The new system for NMH is working well and issues experienced with previous system (re payment/ allocation asf) have not arisen with the current approach
####	Review of student experience in Residences		Jun-18	5	JS/PB	In progress

####	Redesign of Web presence		May-18	10	JA	It has been agreed that a new Web focused post will be appointed and will work alongside their LTS equivalent and managed through LTS
	Staffing Related					
###	Staff workload modelling		Jul-18	5	JS	First steps underway in terms of establishing expected work loads by category
###	Staff skills training plan		Feb-18	3	JA	in progress
###	Embed new internal staffing and section structures		Feb-18	5	JA	Completed
###	Management training plan		Apr-18	2	JS	in progress
	Funded Projects					
####	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