

Student Health and Wellbeing Strategy 2019-21 – summary of priorities for 2021/22

Date: September 2021

Objective 1 - Establish a whole-university approach to student health and wellbeing

1. Ensure the Provost's strategy for UCL has student health and wellbeing as an ongoing and fundamental institutional priority and on the same level as student academic success; raise awareness that our shared teaching and learning environment needs to promote wellbeing.
2. Progress and complete recommendations from the SUUCL Student Priorities for Wellbeing Report.
3. Achieve the University Mental Health Charter Award.
4. Align UCL's student support provision with key outcomes from national research.
5. Strengthen UCL's whole-university approach to health and wellbeing and expand collaboration across UCL to improve both student and staff health and wellbeing.
6. Provide focused student health and wellbeing support to help students through and coming out of the pandemic period – Student Health, Health Protection and Wellbeing Campaign.

Objective 2 - Support students in their integration into life at UCL

1. Student Support and Wellbeing will focus on a comprehensive health protection campaign and related in-person events from September 2021. This will include particular emphasis on GP registration; the promotion of the Connect to Protect tool and other COVID safety measures; vaccinations for COVID, meningitis and MMR; the promotion of UCL's in-house support services; and encouraging self-care.
2. The newly appointed Student Advisers – support roles embedded in departments, focussed on first-year undergraduates – will be vital in providing more dedicated and personalised support to new students, especially those from vulnerable or under-represented groups. We will work with Widening Participation (WP) and the Student Support and Wellbeing Business Partners to ensure that the best possible use is made of this valuable new resource.
3. Online induction modules will be further embedded into UCL's welcome and induction offering, as these allowed for much greater uptake due to lack of space constraints. The Online Orientation for New Students in particular is a valuable resource that will be further promoted to help reinforce completion rates.

4. Improvements are being made to the Welcome to UCL app, including the introduction of single sign-on (SSO), which will improve security and allow for the introduction of 'pre-set schedules' based on programme, which will remove the need for students to manually find events that they feel are relevant to them.
5. The 'Here to Support You' guide is being redeveloped to place greater emphasis on COVID safety and further promote the Connect to Protect reporting tool.
6. New for 2021, the Welcome and Induction team will work towards increased cohesion of the welcome and induction experience for all students, and improved collaboration and consistency among staff, with a particular focus on ensuring timely information that is responsive to students' needs and where they are in the onboarding process.
7. The Countdown to UCL is being reformed this year by the Welcome and Induction team; it will incorporate refreshed designs and content will be sent in a more timely fashion so students receive information responsive to where they are in the enrolment process.
8. The New Students website is being redeveloped by the Welcome and Induction team, to present information in a way that is easier to navigate, and to help students to feel less overwhelmed by the volume of information associated with the start of term period.
9. The Welcome & Induction team are working to introduce a 'festival-like' atmosphere to UCL's main campus for the welcome and induction period this year, to get students more excited for the start of their programme and to help them feel part of a vibrant, diverse and supportive student community.
10. The Welcome and Induction team are introducing a new SharePoint space for staff involved in this area, which will build upon the Student Induction Forum and the 'Information for staff' section of the New Students website, to ensure staff are well equipped to deliver relevant and interesting induction sessions that help students form connections and feel settled in.

Objective 3 - Develop resources to encourage awareness of wellbeing and facilitate peer support

1. SSW Health Campaign for Start of Session – the SSW Wellbeing Hub will be part of 2021/22 Welcome and Induction. SSW will be focusing on matters related to student wellbeing and self-care. Student ambassadors along with SSW staff will be promoting GP registration, Access to Healthcare, Meningitis Vaccinations, SSW Support Services, Connect to Protect and COVID-19 testing.
2. SSW Health Awareness Campaign for 2021/22 – an extension of the Start of Session campaign will be to plan and deliver SSW events and activities throughout the

year in collaboration with the Students' Union, Student Accommodation and the SSW Business Partners/Student Advisers.

3. Themed events will be based on international awareness campaigns including University Mental Health Day/Mental Health Awareness Week as well as promoting local support services from mental health services to drugs and alcohol workshops. SSW will work with external partners/stakeholders in the health and charity sectors to help deliver some of these workshops.
4. Peer support programmes – SSW recently recruited an adviser to focus on peer-led activities such as the SRA programme and Step Up Peer Support. The role holder will create a working group to develop new peer support programmes that would facilitate health and wellbeing activities, such as for students who live at home and commute to UCL, mature students, students who are parents and carers, and disabled students.
5. Continue to focus and streamline SSW webpages to ensure students find it easy to navigate and find relevant resources.
6. Resume wellbeing workshops through the Student Health and Wellbeing Community of Practice, covering a range of topics delivered by guest speakers.
7. Resume wellbeing workshops through the Students' Union Wellbeing Events and Activities page on the Students' Union website; add new workshops and events such as the 5am club.
8. The Keeping in Touch campaign will be re-launched for 2021/22 with the aim of calling students who are required to quarantine or self-isolate. The campaign will go live from Monday 6 September until Friday 8 October 2021.
9. Introduction of specialist events Student Residence Adviser (SRA) role – the SRA Community Building and Events will offer wellbeing activities and events in halls and work closely with the Hall Reps.
10. Introduction of SRAs door knocking to welcome students and help settle into halls, promote the SRA service and build relationships with residents.
11. Resume the in person drop-in sessions at each reception between 7pm-8pm weekdays and 11am-12pm weekends.
12. Work in collaboration with the Students' Union to develop and support student-led networks further.

Objective 4 - Involve expertise from across the UCL academic community, in particular within the Faculty of Brain Sciences, to inform and shape UCL's approach to supporting and improving the mental health and wellbeing of students

1. Continue with discussions and actions re further implementation of the stepped-care model.
2. Develop further the de-stigmatisation of accessing mental health support by students.
3. Contribute to the further development of a UCL community that provides the opportunity to talk openly about suicide.
4. Continue to develop NHS and other partnerships.
5. Continue to partner with Students' Union UCL to help develop new and existing mental health support and services for students.

Objective 5 – Ensure support for disabled students or those affected by health and wellbeing difficulties is personalised and the adjustments are effective

1. We have begun early to make proactive and impactful contact with new disabled students - ensuring that students are met and have detailed discussions with Disability, Mental Health and Wellbeing Advisers about their access needs and potential barriers. This enables us to share needs with academic departments and gives us (UCL) time to identify solutions and implement support.
2. Work with ISD to resolve access issues for support workers and hopefully prevent students from being left without support in their teaching events. Obtain early timetables for students where needed.
3. An outstanding objective from the strategy was to improve disabled student support in accommodation by making information more transparent and accessible online.
4. Share with accommodation staff (in particular Student Residence Advisers) the needs of disabled students, to ensure that students are supported effectively in all aspects of university life.
5. We identified through working through the strategy that in order to effect cultural change we need to reach a wider staff group with disability equality and awareness training. In order to do this, there needs to be an offer available through Learning and Development. Disability awareness sessions need be available as a full day, half day and ideally an online offer, that all staff can access.
6. SSW will continue to offer training via UCL Arena and attend staff meetings to discuss disability equality and awareness and how UCL support disabled students. We also offer support and training on specific access needs.
7. The Student Activities team will be rolling out Disability Inclusion and Etiquette training to a representative from each of the 330+ clubs and societies this year.

8. Increased training will hopefully lead to an improved experience in and around campus and in the activities of the university for disabled students and staff.
9. Work with the SSW Business Partners and Student Advisers to bridge the gap between academic departments and SSW.

Objective 6 - Align student and staff wellbeing policies and initiatives to foster an inclusive and supportive community

1. Agree a definition of wellbeing that is aligned to UCL's values, priorities and ambitions. Wellbeing can be defined in terms of how this is experienced by staff and students on an individual level, alongside defining what organisational culture and environment need to be fostered at UCL to support positive wellbeing for students and staff.
2. Introduce a survey to measure staff and student wellbeing. Agree regularity of use of the survey; agree a wellbeing champion who reports outcomes at senior leadership level; ensure findings are used to shape priorities, policies, support provision, training and services.
3. MHFA and suicide awareness training are now widely available at UCL. Ensure senior leadership support for this training so that it becomes embedded as essential staff training within faculties and professional services areas.
4. Add a student-led element to any staff training which relates to support and wellbeing. This will ensure students have an opportunity to express how they experience and feel about university life; staff will be able to directly benefit from students' perspectives as part of a training process.
5. Student needs and expectations in relation to wellbeing and support change. Engage with new students at pre-arrival to understand needs and expectations to enable a responsive and adaptive service provision.
6. The case conference approach to responding to complex student cases has been well received and has proved effective. Further develop and embed this approach in the work of the SSW Business Partners.
7. The SSW Business Partners and Student Advisers help to further positive, collaborative and proactive relationships between SSW services and UCL's academic units, which benefit both student and staff wellbeing.
8. Develop the Student Adviser roles so that they are champions for fostering a sense of connectedness, belonging and care for oneself and others across UCL.
9. Ensure SSW contributes to discussing and shaping UCL's main priorities as part of its evolving strategic direction.