

STUDENTS WELLBEING SERVICE OVERVIEW

There is a clear link between the wellbeing of our students and their academic achievement, retention, satisfaction and future employability.

The Student Wellbeing Service provides a range of services to support the wellbeing of our students including face to face appointments, crisis response, telephone and email contact, group work, educational workshops and the provision of self-help material.

We can help students with anything that is impacting on their wellbeing and will work collaboratively with departments, faculties and external services to ensure that students receive the right support quickly.

We are also keen to work with staff to improve awareness and understanding of the support we can offer – please email us at studentwellbeing@derby.ac.uk if you wish to discuss ways that we can help with this.

The information contained on our intranet site is designed to help academic and front line staff who are working with students.

ACCESSING STUDENT WELLBEING

The Student Wellbeing Centres, based in Buxton and Derby, provide a single point of contact for all services. The Wellbeing Centres are staffed by a team of Centre Advisors, who can provide information and triage for all services. The Centre Advisors, will be able to identify the most appropriate service/person to provide the assistance that you or your tutees need.

Contacting Student Wellbeing

Derby

Working hours 01332 593000 (3000)

Studentwellbeingreception@derby.ac.uk

SWS Crisis Line, Derby 01332 594206 (4206)

Buxton

Working hours 01332 594414 (4414)

swsbuxton@derby.ac.uk

Out of Hours 01332 597777 (7777)

The Out of Hours response is managed by security who can provide First Aid (including Mental Health First Aid) and incident support delivered by an Incident Responder.

Student Centres Opening Times

Student wellbeing Centre, Kedleston Road, Derby.

Term Time: 8:30am – 7pm, Mon-Thurs and until 4:30pm on Fridays

Non Term Time: 8:30am – 5pm, Mon-Thurs and until 4:30pm on Fridays

Student Wellbeing Centre, Buxton

Mon – Fri, 9.00am – 4.30pm

REFERRING STUDENTS TO SUPPORT SERVICES

Students may sometimes be reluctant to receive support from what they see as 'formal services'. It is important that you, as a member of staff, do not take responsibility for a student beyond your role.

When a student initially discloses a problem to you it is important to be clear about the help and support that you and the University can offer them. Students can be directed to the services within the University and the information on our website. If the student is reluctant to access or speak to a 'University' service, they may be willing to speak to someone in the Student Union Advice Centre (The Source). If they do not

want formal support then they may be prepared to access more informal support via the Chaplaincy.

If the student is unwilling to contact any 'internal' department there are a number of external sources of help available. Details can be found on our website.

Once you have made sure that the student has all of the information that they need, it is better to leave them to contact the service of their choice to make an appointment. Students are far more likely to keep appointments they have made themselves and often need to feel in control of the process. If you make an appointment for them they are more likely to feel disengaged and to choose not to access support.

If you have serious concerns that a student or others may be at risk please refer to our 'information for staff' pages of our web site or contact us directly.

Disability Support & Support Plan & DSA

Support Plan:

A support plan outlines support available from the university.

We provide a wide range of support for our disabled students; this will vary, according to need. It may include adjustments to the way you are taught or assessed, these could be:

- Extra time to complete assignments
- Extra time in exams
- Receiving handouts in large print
- Alternative assessments
- Extensions to library loans

DSA (Disabled Students Allowance)

In addition to support provided by the university, you may be eligible for Disabled Students Allowance.

For more information please follow the link provided:

<https://www.gov.uk/disabled-students-allowances-dsas/overview>

Disabled Students Allowance provides a range of support for students; this will vary according to need, but may include:

Personal support

- Note-takers
- Educational Support Workers
- Personal Assistants
- Support Tutors
- Mental Health Support Workers
- Sign Language Interpreters

Equipment support

- Accessible software
- Large screen monitor
- Laptop computer
- Digital Voice Recorders

You can find more information about how to apply for DSA by following ([link to 'How to apply for Disabled Students Allowance'](#)).