

INTERNAL PROCEDURE

Title: **Wellbeing Service Strategy**

POLICY HOLDER: **Library and Wellbeing Manager**

SMT OWNER: **Assistant Principal Student Services**

VERSION NO: **6**

LAST REVIEWED : **August 2025**

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder.



Amendments log

Review date	Version	Changes	Originated by	Approval
August 2019	2	Annual update	AW	Exec
August 2020	3	Annual update	AW	Exec
August 2021	4	Annual update	AW	SMT
September 2022	4	No changes	AW	SMT
August 2024	5	Annual update	SC	
August 2025	6	Annual update	SC	

Aim

City College Norwich, Paston College and Easton College's Wellbeing Strategy describes how we provide a wraparound holistic support service to students, outside of their normal lessons, which responds to students' Mental health needs as well as their emotional and physical wellbeing needs and provides support in college as well as referrals to external agencies when we need to. Support for students on their academic needs and within their lessons is provided by our Curriculum Services Support and Personal Development Coach teams and colleagues link across the College with Student Services to join up in class and holistic support for students when they need it. The following arrangements summarise the College's strategy in relation to providing wellbeing services.

We believe that the best way to help someone is to support them to develop the skills to help themselves. This approach is intrinsic to everything we do and may therefore require the student to undertake specific tasks for example.

1. The Wellbeing Zone at Ipswich Road campus

The Wellbeing Zone is situated to the back of the library. Students can find information and services to help them with a range of health and wellbeing issues. Wellbeing Advisers work within this zone during their day and provide support, triage and signposting. Students are able to access services including appointments at Easton and Paston. Full appointments for support can be pre-booked through our referral forms and will be held either face to face, via the phone or email as chosen by the student. Students can also attend shorter, daily drop-in appointments to be triaged for further support.

2. Wellbeing Service at Paston Campus

The Wellbeing Zone is situated to the side of the Tutor Hub on the Griffons site. A Wellbeing Adviser works within the Tutor Hub during their day and provides support, triage and signposting. Students are able to access services including appointments at Easton and Norwich. Full appointments for support can be pre-booked through our referral forms and will be held either face to face, via the phone or email as chosen by the student. Students can also attend shorter, daily drop-in appointments to be triaged for further support.

3. Wellbeing Service at Easton Campus

At Easton Campus students can access Wellbeing support through the Wellbeing Zone in the Library. We offer triage and signposting, and all students are able to access services including appointments at Norwich and Paston. Full appointments for support can be pre-booked through our referral forms and will be held either face to face, via the phone or email as chosen by the student. Students can also attend shorter, daily drop-in appointments to be triaged for further support.

4. Counselling

The Counselling service is located in the Wellbeing Zone at Ipswich Road site, Student Centre at Easton site and Student Services at Lawns Site at Paston. It is also available to students across all campuses through phone and online video call sessions where appropriate. Counselling is delivered by qualified and registered practitioners who work with students to help them bring about effective change or enhance their well-being. For full details of the Counselling service see the Counselling Statement of Service. Any student seeking counselling support can submit a referral via the Wellbeing referral forms on the student SharePoint, or can attend a wellbeing drop-in appointment. A triage session will be offered initially to discuss the suitability of both internal and external services.

5. Mental Health

We offer a range of services to students with mental health needs. We have a Mental Health Adviser who support students with an EHCP with a primary Mental Health need, active to Tier 3&4 Mental health services, or those who identify as struggling to engage with education due to their mental health where other support processes are not affecting change. Support can be offered individually to ensure they have individual Mental Health Care Plans (MHCPs) in place; this will often take a multi-service approach and will also include an Action Plan (AP). These plans are completed with the student and input for these is led by the student themselves. These documents belong to the student and are therefore shared with their consent only.

6. Bullying

Bullying and Harassment are always unacceptable, and we outline in our Anti-Bullying and Harassment procedure how we deal with cases of bullying.

7. Drug and alcohol misuse

We offer a referral service to help students dealing with drug and alcohol problems so that they are able to access the right level of support at the right time. We outline in our Drug and Alcohol Misuse procedure how we deal with cases of students who present at College intoxicated.

8. External partners

We work with a range of local partners to enhance our wellbeing services. These include but are not limited to:

Mancroft Advice Project	NHS Talking Therapies
Carers Matter Norfolk & The Benjamin Foundation	Norwich International Youth Project
Sue Lambert Trust & The Harbour Centre	Nelson's Journey & Cruse Bereavement Care
The Matthew Project & Change Grow Live	Norfolk and Waveney Mind
Norwich Food Bank	NSFT

9. Safeguarding

We seek to provide a safe and supportive environment where the welfare and health and safety of students is valued, promoted and safeguarded so that students can learn and progress in a safe and secure environment. Wellbeing Advisers, Counsellors and our Mental Health Adviser work very closely with our Safeguarding Officers in cases where a student is at risk of harm. We have a robust escalation (as well as de-escalation) process within the team that ensure that students receive the right level of support from us, at the right time. Our Safeguarding Procedure details how we meet and comply with our safeguarding statutory duties, including the Prevent Duty.

10. Sexual health services

We work in close partnership with iCash to deliver sexual health information and advice to students. All Wellbeing Advisers and other key support staff are trained to register students to C-Card and items are made available to students in wellbeing areas at each site.

11. Menstrual hygiene services

We work in close partnership with PHS funded by central government to provide a variety of menstrual hygiene products to any student in need. Items are made available free of charge to students in wellbeing areas at each site.

12. Education Support Work

Our Education Support Work (ESW) team offer targeted support to some of the College most vulnerable learners such as students in who are classed as: In Local Authority Care (LAC), Care Leavers, Young Carers and Unaccompanied Asylum-Seeking Children (UASC). ESW support is both individual and through group support. Where a student is subject to LAC procedures a nominated ESW will seek to represent the College at their LAC reviews / Pathway planning meetings or Personal Education Planning (PEP) meetings. Attendance at meetings will mostly be remotely via platforms such as MS Teams for example.

13. Chaplin Service

We work in partnership with St Thomas Church Norwich and Norwich Dereham Road Mosque as well as continuing to seek partnerships with other faith groups to provide a Chaplaincy Service for all students. Each Campus has a designated Multi-Faith room for students of any religious, faith or spiritual belief to utilise for their faith whilst on site. Students seeking a quiet and calm place to reflect regardless of faith or religious belief may also utilise this room when needed. Access to this is through liaison with the Wellbeing team and subject to maximum room capacity numbers.

14. Student Voice and involvement in our service

Students are at the heart of shaping our Wellbeing service. We listen to students during our sessions with them and we try to shape our service around their needs. We aim to provide a range of appointments at different times of the day via a variety of methods as stated above. We have a flexible space so that students can be seen face to face in private or in a quiet yet discreet space if they are more comfortable meeting that way or via the phone, email or online.

We understand that direct feedback can be difficult for those in the middle of emotional distress and so we offer many opportunities and different ways to provide feedback. We work closely with the Student's Union to make sure that we also include views from students who are non-service users.