INTERNAL PROCEDURE

Title: Wellbeing Service Strategy

POLICY HOLDER: Library and Wellbeing Manager

APPROVAL BOARD: College Leadership Team

VERSION NO: 7

LAST REVIEWED : August 2026

REVIEW PERIOD[1]:1 Year

1 The Review Period refers to our internal policy review process. The published policy is current and is the most recent approved version.

Summary: Sets out the College's approach to promoting positive wellbeing and delivering wellbeing services, providing guidance on the support available to students, including wellbeing advice, mental health support, counselling, safeguarding, referrals to external agencies, and collaborative working to enhance student wellbeing, resilience, engagement and educational success.

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.

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Amendments log

Date	Version Noi	Reason for Changes	Author	Approved By
August 2019	2	Annual update	Alex Wallace	Exec
August 2020	3	Annual update	Alex W	Exec
August 2021	4	Annual update	Alex W	SMT
September 2022	4	No changes	Alex W	SMT
August 2024	5	Annual update	Samara Castro	
August 2025	6	Annual update	Samara C	
August 2026	7	Annual review - Changes made across entire document	Samara C	

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1.How City College promotes positive wellbeing

The College recognises the important role that mental health and wellbeing play in supporting students to engage, achieve and thrive during their studies. We are committed to helping students develop the knowledge, skills and resilience needed to maintain their own health and wellbeing and to access support appropriately when required.

The majority of students will access **universal support**, which is available to all learners through their course teams and cross-college services, including Library Services and Information, Advice and Guidance. These services provide a range of support, including study skills development, careers advice, academic guidance and assistance with course-related matters.

Where a student has additional or more complex needs, **targeted support** may be provided to address specific or ongoing concerns. This may include support to access financial assistance, such as funding for travel or essential study materials, dedicated support for care-experienced students, or interventions aimed at improving overall wellbeing and engagement.

Some students may require **personalised support** due to higher levels of need or risk. This may involve coordinated interventions within the College to promote safety, wellbeing and positive outcomes, alongside support from external agencies and specialist services where appropriate.

The College adopts a collaborative approach to student support. Curriculum teams work in partnership with Student Services to ensure that academic, pastoral and wellbeing support is coordinated and holistic. Through regular communication and shared planning, colleagues provide joined-up support both within and beyond the classroom.

2.City College’s approach to delivering wellbeing services.

The Wellbeing Service provides personalised support to students outside of their timetabled lessons. The service 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 required.

The Wellbeing Service can also provide universal, proactive support within lessons to deliver psychoeducation to students on key topics around managing their own wellbeing effectively.

We believe the most effective way to support students is to help them develop the knowledge, skills and confidence to address challenges independently. Our support may include advice, guidance and signposting, alongside an expectation that students will undertake agreed actions independently where appropriate.

The College recognises that wellbeing support is most effective when students can access services in a safe, supportive and confidential environment. Records relating to wellbeing support will be maintained securely and accessed only by authorised members of the Wellbeing Team, Safeguarding Team and Designated Safeguarding Leads (DSLs), in accordance with the College's data protection and safeguarding responsibilities.
Students are encouraged to share information about any difficulties that may be affecting their ability to participate fully in their education with their course teams. Where appropriate and with the student's consent, the Wellbeing Team can provide support and advocacy to help students communicate relevant information to college staff, enabling appropriate support to be put in place.

The College is committed to a holistic and collaborative approach to student support. The Wellbeing Team works in partnership with Student Services, curriculum colleagues and other relevant support services to ensure that academic, pastoral and wellbeing needs are

considered together. Through appropriate information sharing, regular communication and coordinated planning, staff work collaboratively to provide joined-up support both within and beyond the classroom, while respecting student confidentiality and meeting the College's safeguarding obligations.

3.Support we offer

The College provides a range of internal wellbeing interventions, including wellbeing support and short-term counselling. The College does not provide long-term or ongoing therapeutic treatment. Where specialist or sustained support is required, the Wellbeing and Safeguarding teams will support students to access appropriate external services and make onward referrals as necessary.

3.1 Wellbeing Adviser support

Wellbeing Advisers provide support through daily drop-in appointments and planned one-to-one sessions.
Drop-in appointments are available to all students Monday to Friday, 11.30am to 12.30pm during term time and offer a triage-based opportunity to discuss emerging concerns, assess needs, and identify appropriate support options.
Students requiring more in-depth support can access pre-booked appointments via the Wellbeing referral process. Appointments may be delivered face-to-face, by telephone, or by email according to student preference.

Types of support provided may include providing information, advice and guidance, signposting to internal or external services and assistance with referrals to appropriate support providers. Where appropriate, students may receive ongoing support over a period of weeks or months to address specific concerns or barriers to learning. This support will be delivered through a structured '*plan, do, review'* approach, incorporating agreed actions, strategies, and regular review of progress.

Wellbeing Advisers will also deliver **targeted intervention** support following referrals from curriculum colleagues where a specific barrier to education has been identified. Interventions will be developed and delivered collaboratively with the student and relevant curriculum colleagues to ensure support is tailored to individual needs. Where appropriate and in accordance with confidentiality and data protection requirements, feedback on the intervention and outcomes will be provided to the referring colleague.

3.2 Mental Health Adviser support

The Mental Health Adviser will provide specialist support to students who have an Education Health and Care Plan (EHCP) with a primary mental health need, are actively engaged with Tier 3 or Tier 4 mental health services and/or are experiencing significant mental health difficulties that are impacting their ability to engage with education where other support interventions have not resulted in sufficient progress.

Support may be delivered through individual appointments and will focus on identifying appropriate strategies and reasonable adjustments to support the student's engagement, wellbeing, and educational outcomes. Where appropriate, the Mental Health Adviser will work collaboratively with internal and external professionals to develop and maintain an Individual Mental Health Care Plan (MHCP) and associated Action Plan (AP). These plans will be developed in partnership with the student, with the student's views, goals, and aspirations informing all aspects of the planning process.

Mental Health Care Plans and Action Plans are student-owned documents and will only be shared with others with the student's consent, except where there is a legal or safeguarding obligation to do so.

3.3 Counselling

The Counselling Service provides confidential therapeutic support to students and is available in person from the Wellbeing Zone at the Ipswich Road campus, the Student Centre at the Easton campus, and Student Services at the Lawns Site, Paston. In addition, counselling support is available to students across all campuses through telephone and online video appointments.

Counselling is delivered by qualified and professionally registered practitioners who work collaboratively with students to support positive change, improve wellbeing, and enhance their ability to engage successfully with education. Full details of the service are outlined in the Counselling Procedure.

Students seeking counselling support may self-refer using the Wellbeing referral forms available on the student SharePoint or access support through a Wellbeing drop-in appointment. An initial triage appointment will be offered to assess the student's needs and determine the most appropriate support pathway, including consideration of both internal and external services where appropriate.

3.4 Psychoeducational sessions

The Wellbeing team will create and deliver psychoeducational sessions on a range of wellbeing, mental health and personal development topics. These sessions may be delivered by the team within personal development sessions at the request of curriculum colleagues, delivered as workshops or provided to Personal Development colleagues for their own adaptation.

The aim of these sessions is to provide students with robust, preventative education that promotes self-awareness, resilience, and understanding of the challenges that may affect both themselves and others. Sessions will equip students with a practical toolkit of strategies and techniques that can be applied proactively to maintain wellbeing and prevent difficulties from escalating, or reactively to support them in responding to challenges as they arise.

Topics may include, but are not limited to developing resilience, managing anxiety, anger and stress, improving sleep and creating and maintaining healthy relationships. These sessions form part of the college's commitment to promoting positive wellbeing and creating an inclusive and supportive learning environment for all students.

4.Wellbeing spaces

The College provides designated wellbeing spaces to support students in managing their wellbeing, regulating their emotions, and taking time for reflection during the college day. These spaces are intended to provide a calm, safe, and supportive environment where students can independently access strategies and resources to help them return to learning when they are ready.

Students are encouraged to use wellbeing spaces as part of developing their own self-management and self-regulation skills. The primary purpose of these areas is to enable students to utilise coping strategies, calming techniques, and reflective practices independently, rather than to provide immediate access to a member of staff for discussion or support.

Whilst wellbeing hubs are overseen by college staff, Wellbeing Team members may not always be available as they may be supporting students in appointments or undertaking other duties. Students should not expect immediate access to a Wellbeing Adviser outside of the daily drop-in times, as staff availability cannot be guaranteed.

Students requiring immediate support due to a safeguarding concern or risk of harm should seek assistance from the Safeguarding Team via the contact information on the back of their student card.

4.1 Ipswich Road campus
The Wellbeing Hub at Ipswich Road 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 working day.

4.2 Easton campus
The Wellbeing Hub at Easton is situated within 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 and the student centre next door during their working day.

4.3 Paston campus
The Wellbeing Hub at Paston is situated within the Tutor Hub on the Griffons site (C0.2 Wellbeing Hub) . Students can find information and services to help them with a range of health and wellbeing issues. Wellbeing Advisers work within C0.2 Wellbeing Hub during their working day.

4.4 Wellbeing intranet pages
The Wellbeing Service has an internal intranet page which can be accessed via the ‘Student Services’ button on the home page. This online resource acts as a central hub for wellbeing information, advice and support.

The intranet page provides access to referral forms, information about wellbeing services, self-help resources, and guidance on a wide range of topics affecting student wellbeing. It is designed to support students in accessing timely information, developing self-management skills, and identifying appropriate sources of support both within the college and externally. Resources are regularly reviewed and updated to ensure students can access relevant, accurate, and up-to-date information.

5.Further provision
5.1 Multi-Faith spaces
Each campus provides a designated multi-faith room for students of all faiths, beliefs, and spiritual backgrounds. These spaces may be used for prayer, worship, reflection, contemplation, or quiet personal time, irrespective of an individual's faith or belief.

Access to multi-faith facilities is coordinated through the Wellbeing Team to ensure appropriate use of the space and equitable access for all students. Use of the facilities is subject to room capacity, availability, and adherence to the rules and expectations of usage.

5.2 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.

5.3 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.

5.4 Support from food banks
We work with Norwich Foodbank and can issue e-vouchers for students who may be in need.

6.Bullying

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

7.Drugs and Alcohol misuse

We offer a referral service to help students dealing with drug and alcohol problems so that they can 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 Organisations

We work with a range of local organisations 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.Education Support Work

The College's Education Support Worker (ESW) Team provides targeted support for some of our most vulnerable students, including those who are Looked After Children (LAC), care leavers, unaccompanied asylum-seeking children (UASC) and young carers.

Where a student identifies themselves, or is identified by a local authority, as belonging to one of these groups, a nominated ESW will make contact to offer appropriate ongoing support throughout their time at College. Support may include regular check-ins, advocacy, signposting and assistance in accessing relevant services and opportunities.

The ESW Team also represents the College at statutory meetings, including Looked After Child Reviews and Personal Education Plan (PEP) meetings, to support effective partnership working and positive outcomes for students.

Further details of the ESW role and the College's commitments to these student groups can be found in the Looked After Children and Care Leavers Statement of Commitment and the Young Carers Statement of Commitment.

11.Student Voice

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 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.