

Student Support & Wellbeing Committee

Tuesday 2 February 2016

14:00 – 16:00

Location: 060A-C Level 0, Skempton Building, South Kensington Campus

Minutes

Present:

Simon Archer
Mary Bown
Mike Emerson
Sarah Freedman
Stamatia Giannarou
Brett Harmony
Andrew Keenan
Colin Kerr
Sue Mannion
Arash Mostofi
Danny Miklosko
Rosie Summerhayes
Leigh Turvey
Angela Urasala
Jennie Watson
Sue Webb
Andrew Willson
Denis Wright (Chair)

1. Welcome to new members- no new members.
2. Apologies for absence: Joanna Haigh, Lorraine Craig, Claire O'Brien (Leigh Turvey attending in lieu), Mirko Kovac, Joanne Harris, Julie King, Simon Archer, Lynda White.
3. Minutes of the previous meeting – Tuesday 02 October 2015 Paper A
 - (i) No Comments
4. Matters Arising: (actions from last minutes/ action tracker) Paper B
 - (i) Minute 6.2: Pre-sessional students ID cards expire so they cannot access facilities between the end of their pre-sessional course and their main course. Brett Harmony was to liaise with Gerry Greyling as this is solvable in Registry. (BH/GG)
 - i. The new student system will enable students to be enrolled on two courses at the same time.
 - (ii) Minute 6.3: Pre-sessional students need to move out of their halls temporarily between the pre-sessional and main course, this is dealt with on an ad hoc basis, Brett Harmony and Kelly Swaby are to liaise to make the process more formal. (BH/KS)
 - i. Brett and Sue to discuss the possibilities regarding undergraduates, Brett is to liaise with Charles Gallagher about the possibility of using GradPad for postgraduates.
 - (iii) Minute 10.3: Communications to be reviewed regarding transport issues for students who live in Woodward Hall. (KS)

Action: BH

- i. Signage is to be set up in advance for next year's admissions. Although, it was noted that the Community Support Officer was happy with how moving day proceeded this year.

Action: SM

- (i) Minute 10.4: Student Hub to investigate the issues and complexities with students being able to select their roommates. (KS)
 - i. The Union has a system it uses to match parents that could possibly be adapted as an interim solution for 2016/17. It was agreed that it would be acceptable for the policy on friends sharing be updated to allow this. Long term the current system is under review to be rebuilt, the timeline for this has been indicated as 2017-18.

Action: DM/ JW

- (ii) Minute 13.2: Communication to be reviewed about paperwork required for IoS cases before exams. (LC)
 - i. Under Academic Standards Framework that is currently underway that DW and LC are both part of, IoS and other paperwork will be reviewed.

Action: LC/DW

- (iii) Minute 13.3: Students going on internships need communication and clarification to be made aware of the timeframes associated. (LC)
 - i. An email has been sent to the Faculty Education Managers to alert departments to the time frame associated with the medical assessments for internships. Hopefully this should improve the current cycle.

Action: LC/ DW

5. Mental Health Protocol - to review (DW)

Paper C

- (i) DW gave a brief update about the progress of the Mental Health Protocol. Names, addresses, titles and contact numbers are still to be updated and the full telephone number for security is to be added for people not using an Imperial phone line. Faculty of Medicine is to confirm their tutor's information is up to date and it was found that IoS and Fitness to study information for student visa holders was incorrect.

Action: DW

6. Mental Health Advisor and Mentors –update (RS)

- (i) Rosie advised that Helen Joseph had been recruited as a Mental Health Advisor with 20 years' NHS Mental Health experience and that the two study mentor posts have moved from the Disability Advisory Service to the Student Counselling Service adding 1.6fte to the team.

7. Our Future Student Services review - update (DW)

- (i) The Provost Board has accepted all recommendation and an implementation group is expected to meet in April or May. A key aspect is to provide high quality physical space on all campuses and on the website. The committee noted that finding extra space for additional staff is an issue.

8. Procedures for Consideration of Additional Examination Arrangements in Respect of Disability - to report (DW)

Paper D

- (i) DW updated the Committee that the revised procedures were approved at Senate on 9 December 2015 and came into effect 1 January 2016.
- (ii) It was noted that the paper does not address the issue with timescales to assess students presenting with ADHD. It currently takes six weeks for an assessment, but some have been able to assess in two weeks. A process is also required for managing students with a change in medication. The committee agreed that we need to manage the student's expectations and that the Health Centre can say no to quicker assessments.

9. Harassment, Bullying and Victimisation Policy for Students - to report (DW)

Paper Ei, Eii

- (i) DW advised the committee that the policy was to be reviewed by the Senate with the view to implement as soon as it is approved. There will also be links to the Personal Tutor Guide.
- 10. Personal Tutors' Guide (web-based) - to report (DW)**
- (i) This was launched 1 February 2016 and has already received a lot of positive feedback. It is available to view on the staff webpages and comments are welcomed.
- 11. Residential Life Committee (AM)**
- (i) Arash was still awaiting minutes, but raised a concern about students with health problems being priced out of halls. DW suggested that the difference could be covered by the student Support Fund in cases of financial hardship.
- 12. Department updates**
- (i) College Tutors (CK)
- i. CK reported that there had been a number of cases regarding plagiarism and other exam offences and some cases of sexual allegations. There was a worrying increase in complex mental health issues, especially at the weekends.
- (ii) Student Hub (SM)
- i. There were over 2,700 visits to the Hub in January 2016 which is an increase on this time last year, 1,000 of those were postgraduate.
- ii. The next private housing event is 7 March 2016 and preparations have started to promote summer accommodation with applications opening at the end of February.
- iii. New legislation has been introduced called 'Right to Rent', which could affect pre-sessional students. SW raised her concerns regarding international students being discriminated against as they do not have the necessary paperwork in time to compete with home students. International Student Support is to work with the Student Hub to provide more information.
- Action: SW/ SM**
- (iii) Chaplaincy (AW)
- i. AW has advised that he is working with DW to procure some administrative support for the Chaplaincy, in order to free up his colleagues time.
- Action: DW**
- ii. The Chaplaincy has started running weekly mindfulness sessions and the Disability Advisory Service are using Chaplaincy space for student meetings.
- (iv) Imperial College Health Centre (SF)
- i. SF thanked the Wardens and Senior Tutors for their support and for keeping a lot of vulnerable people safe.
- ii. There are proposals to hold a seminar on mental health and the committee discussed the possibility of holding a drugs workshop targeting Wardens in September and October before the start of session. Sarah is to pass on a paper written by Claire O'Brien regarding access to drugs on-line.
- Action: SF**
- iii. DW confirmed that the Secretariat is updating the meningitis protocol and it was suggested that a session on how to use it would be useful
- Action: DW/SF/RF**
- iv. The committee was advised that there is currently a four week wait to see the Psychologist and ADHC student have a six week wait. MB, SF and DW are to liaise to discuss option for reducing this time.
- Action: MB/SF/DW**
- v. Psychiatric Care Liaison Nurse, David MacSweeney is leaving and is unlikely to be replaced. It was felt he was offering a duplication of what was already available in-house.

- vi. The Health Centre is investigating the ability of students registering on-line from October.
 - vii. Waiting times for a doctor are currently one week, and a few same day appointments are released each day. The wait to see the Clinical Psychiatrist is now four weeks and reflects an increase in students with serious mental health problems. However, John Meehan is happy to advise on how to support students while they are waiting for an assessment. CBT appointments for new internal referrals are available at the end of February. For Independent Access to Psychological Therapies the wait is six weeks for an initial appointment then a 12 week wait for therapy. Psychotherapy appointments are available this week and life coach appointments are available in two weeks.
 - viii. New services on offer are:
 - Smoking cessation service run by Carmen Munoz and provides support and pharmacological aids. Those attending pay a one off prescription charge for their whole treatment.
 - A new osteopath, Massimo Monticelli, will do one session on Wednesday afternoons, it is a private service but he will offer three free NHS slots per patient with a GP referral.
 - New health trainer, Fayten Chaer, will provide support to those wanting to modify their lifestyle/ wellbeing.
 - A new multidisciplinary Westminster service for obese young people up to the age of 19.
- (v) Student Counselling Service (RS)
- i. The Student Counselling Service is changing its name to Student Counselling and Mental Health Advice on 1 March 2016.
 - ii. The number of counsellors has increased by 1.2fte..
 - iii. Assessments have increased by 34% on last year. Initial appointments are a 14 day wait; however the service is limited by space.
 - iv. David Allman is retiring on 23 March 2016 and Justin Miller, Senior Student Counsellor, is taking over David's role.
 - v. Helen Joseph is completing the Trainer course.
 - vi. DW added that the aim is for all Wardens and Sub- Wardens to have completed mental health first aid half-day training course by the start of next session; 42 out of 73 have completed it so far.
- (vi) Student Financial Support (GG)
- i. No report
- (vii) International Student Support (SW)
- i. SW advised that she will be leaving her post and is being replaced by Lizzie Huckle from March 2016. There will also be three new advisors in post.
 - ii. Current priorities are the changes to immigration rules and the Right to Rent legislation.
 - iii. The ISS is seeing the first impact of the BRP cards following the Christmas break; there is a two to three month backlog for replacements.
 - iv. DW thanked SW for her input and offered her his best wishes.
- (viii) EYEC (TM)
- i. No report
- (ix) Disability Advisory Service (MB)
- i. Mary advised the committee that Cheryl Duncan had retired.
 - ii. The new full time Adviser with special responsibility for Asperger's students will be running a transition programme before students arrive.

- iii. Three full time SpLD tutors are running drop in sessions for students and staff and is being promoted across College, they are also offering these sessions via phone or Skype.
- iv. The Government is modernising the Disability Support Allowance with institutions required to register as a DSA centre and to be audited. DW and MB are discussing opting out and the College providing its own pro bono support for all students. This would also mean no delay after assessments. Extra financial support for students requiring single accommodation, support for note takers and lab support is being removed from DSA. DAS is considering how best to address this.
- v. DAS have added a Chartered Psychiatrist for Asperger assessments. MB has agreed that the Health Centre can refer students to DAS for assessment.
- vi. There are currently 1,252 (7.8%) registered disabled students, reflecting the steady year on year increase in declarations.

(x) Centre for Academic English (JK)

- i. There are two new appointments, creating four full-time staff for the department.
- ii. They are reviewing the conditions of pre-sessional requirements and offering more in- sessional support in four week blocks
- iii. There has been an increase in 1:1 consultations for PhD students.
- iv. The undergraduate pre-sessional STEM three-week course is attracting larger numbers and ICBS are not offering a pre-sessional course this year.

(xi) Wardens (AM)

- i. No additional update. Issues have been covered earlier in the meeting.

(xii) ICU Student Advisory Service (AK)

- i. AU informed the committee that there is a new advisor in post and that they are mostly seeing students with housing and financial matters.

13. AOB

(i) DW read out an email from Claire O'Brien's email on self-help booklets and tabled three booklets as examples. Claire O'Brien's email is copied below.

- i. SF commented on how College currently manage students who return from Interruption of Study (IoS) in order to take exams. Instead of students visiting the Health Centre before their planned return to be assessed fit to sit exams, students attend emergency clinics; which they also increasingly do for mitigating circumstances assessments. The emergency clinic isn't the appropriate setting to attend.
- ii. LC confirmed that faculty committees' paperwork for IoS cases would not be complete if they don't receive medical reports three weeks before exams. It was agreed to review communication about required paperwork and highlight requirements at the three week review date.

ACTION: LC/DW

- iii. SF commented on students going on internships. These students need medical assessments but are not always made aware of the timeframes associated with these assessment appointments. It was agreed to clarify the need for students to visit the Health Centre earlier with the various faculty teaching committees.

ACTION: DW/LC

Next meeting: Tuesday 7 June 2016 2pm- 4pm.
SALC 7, Sherfield Building, South Kensington Campus.