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| **Disability Needs Assessment appointment** | A student will wait no longer that 6 weeks from provision of self-assessment questionnaire and evidence of disability |

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| **Date** | **Sample** | **Comments** |
| 4 March 2021 | Spot check carried out on ten needs assessments appointments scheduled in diaries this week. Disability CRM checked to establish when self-assessment questionnaire and evidence provided. | 7 students waited 2 weeks  3 students waited 1 week |

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| **Email enquiry to the Student Wellbeing, Mental Health Advisers inbox** | We will supply an initial response to emails within 3 working days |
| **Email enquiry to the Disability, Faith and Belief and Student Carer inbox** | We will supply an initial response to emails within 5 working days |

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| **Date** | **Sample Inbox** | **Comments** |
| 1-5 March 2021 | Student Wellbeing | All emails responded to within timescales |
| 1-5 March 2021 | Disability | All emails responded to within timescales |
| 1-5 March 2021 | Mental Health Advisers | All emails responded to within timescales |
| 1-5 March 2021 | Student Wellbeing | All emails responded to within timescales |
| 1-5 March 2021 | Student Carers | No emails received in this week |
| 1-5 March 2021 | Faith and Belief | No emails received in this week |