

Student Wellbeing Performance Standards

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

Method	Date	Result	Comments
Spot check carried out on ten needs assessments appointments scheduled in diaries during sample week. Disability CRM checked to establish when self-assessment questionnaire and evidence provided.	04/03/2021	7 students waited 2 weeks 3 students waited 1 week	
	22/03/2022	4 students waited between 3 and 6 weeks 6 students waited between 8 and 15 weeks	It was recognised that we are not meeting targets in this area and as a result an additional post was approved in December 2021. The new Adviser started on 1 March 2022. This will reduce waiting times going forward.
	10/02/2023	7 students waited between 2 and 3 weeks 3 students waited up to 6 weeks	
	03/04/2024	5 students waited between 2 and 3 weeks 3 students waited between 3 and 4 weeks 2 students waited between 4 and 5 weeks	

Email enquiry to the Student Wellbeing, Mental Health Advisers: We will supply an initial response to emails within 3 working days

Email enquiry to the Disability, Faith and Belief and Student Carers: We will supply an initial response to emails within 5 working days

Sample Inbox	Date	Comments
Student Wellbeing	1 – 5 March 2021 21 – 25 March 2022 6 – 10 February 2023 18 – 22 March 2024	All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales
Mental Health Advisers	1 – 5 March 2021 21 – 25 March 2022 6 – 10 February 2023 18 – 22 March 2024	All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales
Disability	1 – 5 March 2021 21 – 25 March 2022 6 – 10 February 2023 18 – 22 March 2024	All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales
Faith and Belief	1 – 5 March 2021 21 – 25 March 2022 6 – 10 February 2023 18 – 22 March 2024	No emails received in this week All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales
Student Carers	1 – 5 March 2021 21 – 25 March 2022 6 – 10 February 2023 18 – 22 March 2024	No emails received in this week All emails responded to within timescales All emails responded to within timescales All emails responded to within timescales