# 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

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| 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 weeks3 students waited 1 week |  |
| 22/03/2022 | 4 students waited between 3 and 6 weeks6 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 weeks3 students waited up to 6 weeks  |  |
|  | 03/04/2024 | 5 students waited between 2 and 3 weeks3 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 202121 – 25 March 20226 – 10 February 202318 – 22 March 2024 | All emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescales |
| Mental Health Advisers | 1 – 5 March 202121 – 25 March 20226 – 10 February 202318 – 22 March 2024 | All emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescales |
| Disability | 1 – 5 March 202121 – 25 March 20226 – 10 February 202318 – 22 March 2024 | All emails responded to within timescales All emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescales |
| Faith and Belief | 1 – 5 March 202121 – 25 March 20226 – 10 February 202318 – 22 March 2024 | No emails received in this weekAll emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescales |
| Student Carers | 1 – 5 March 202121 – 25 March 20226 – 10 February 202318 – 22 March 2024 | No emails received in this weekAll emails responded to within timescalesAll emails responded to within timescalesAll emails responded to within timescales |