The University of Law

Managing Mental Health Services in a Geographically Dispersed Institution

Open Forum Event – Student Mental Health: Prevention and Intervention 20 April 2023

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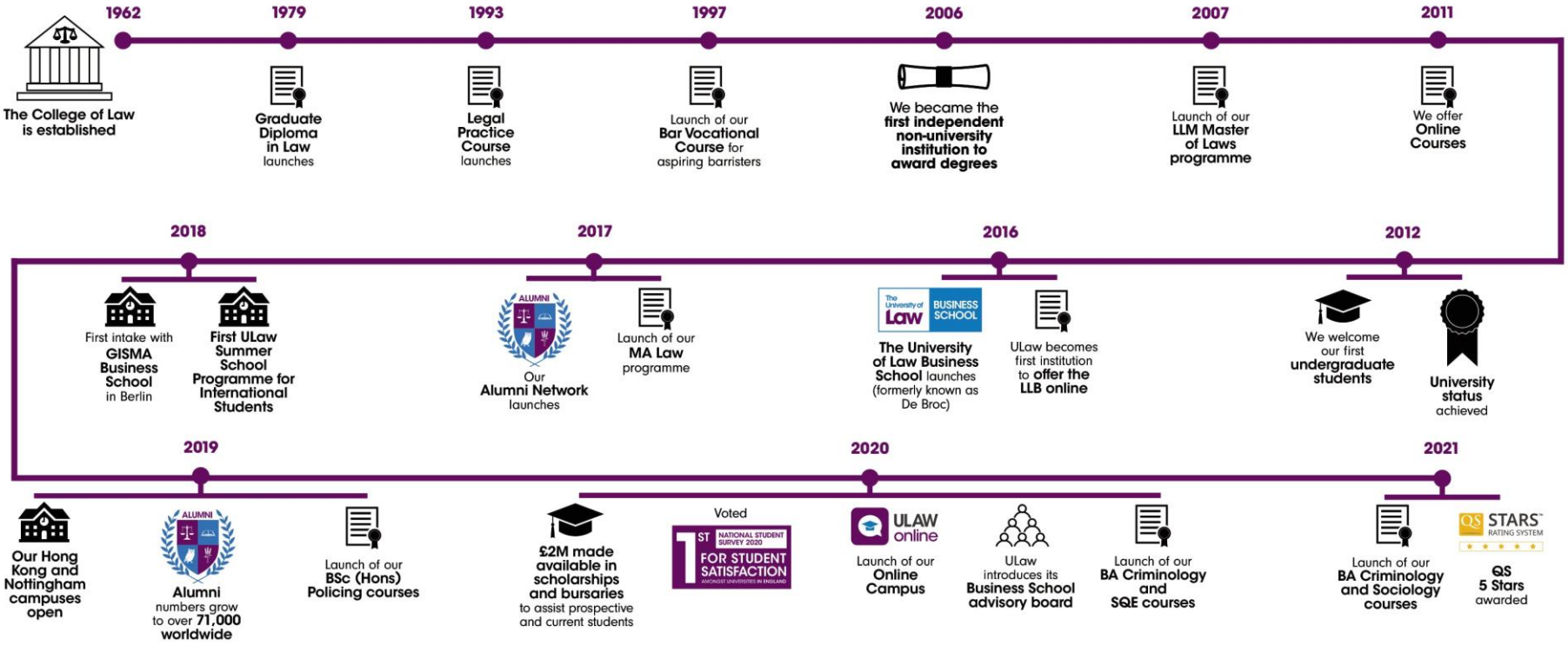
Agenda

- About The University of Law
- Original service delivery model
- Identifying and addressing challenges
- Where we are now
- Plans for the future

About The University of Law



Our Locations

ULaw Locations

- London Bloomsbury
- Guildford
- Bristol
- Birmingham
- Nottingham
- Manchester
- Leeds
- London Moorgate

ULaw Online

Partner campuses

- University of East Anglia
- University of Reading
- University of Southampton
- University of Exeter
- University of Sheffield
- Newcastle University
- University of Liverpool
- University of Chester
- Royal Holloway

International campuses

- Hong Kong
- GISMA Berlin

Delivery Model (Pre-Covid)

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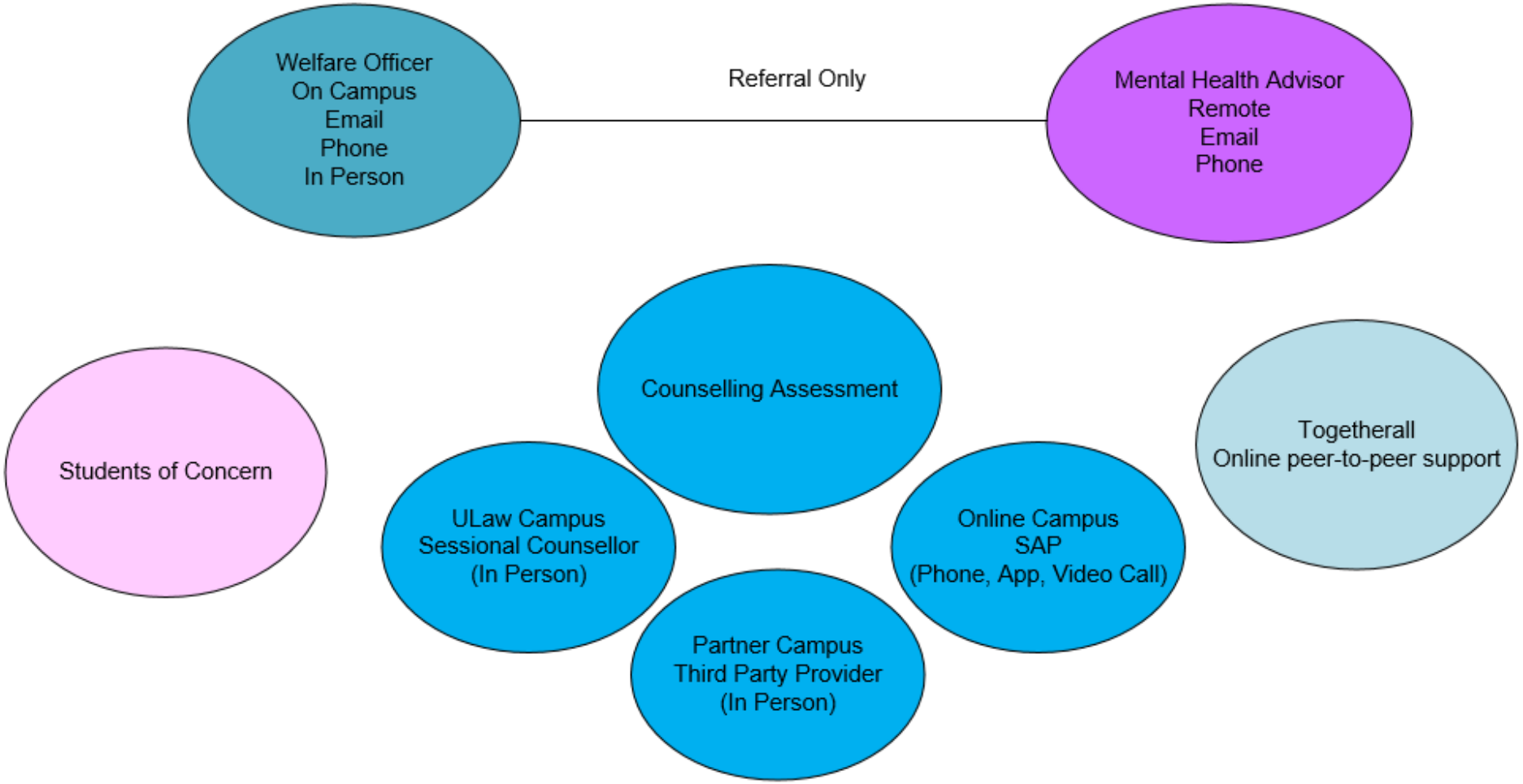

Challenges with original service design

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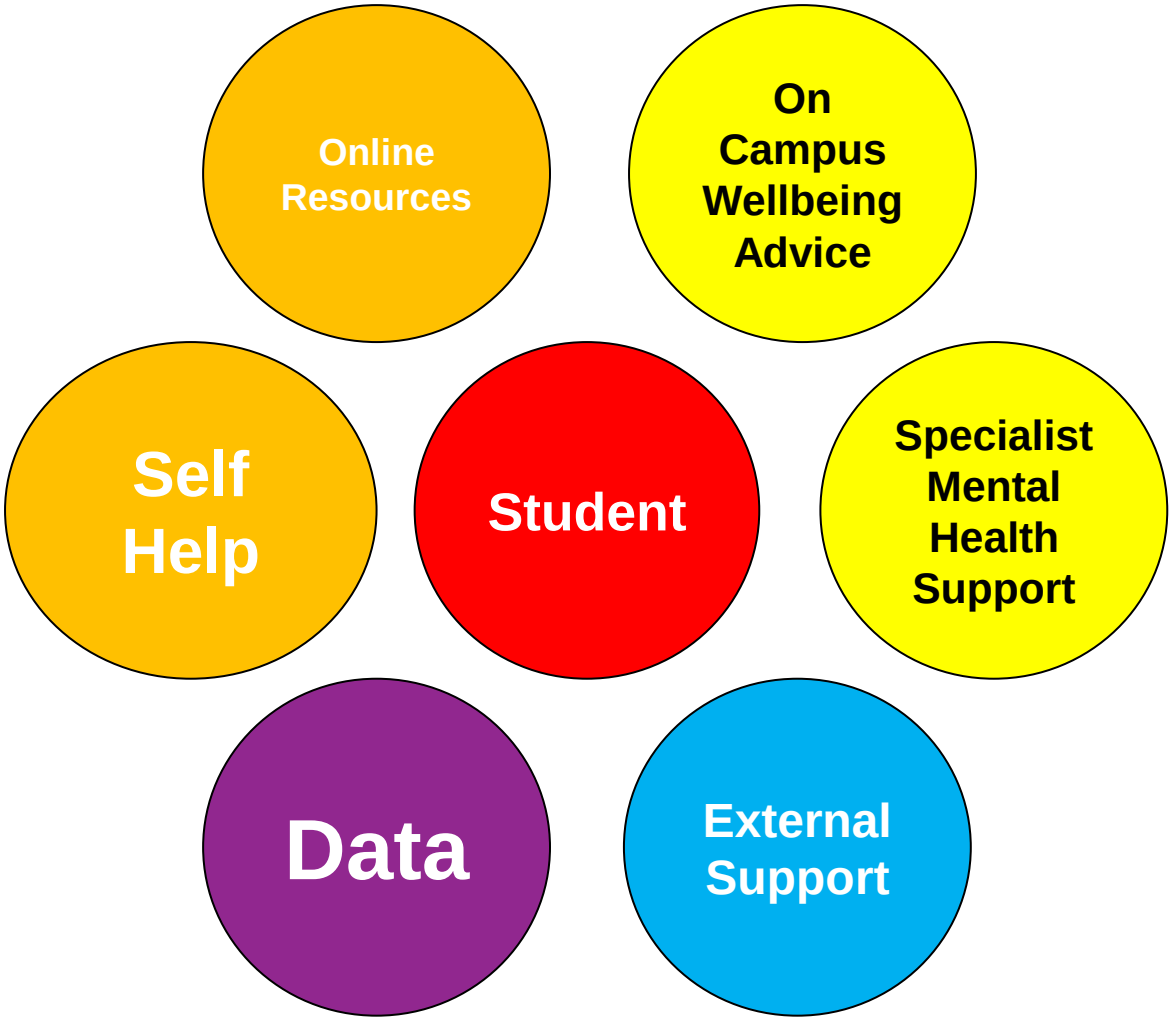
- Not joined-up
- Inconsistency of service
- Limited access to counselling service
- Multiple service providers
- Negative student feedback
- Lack of data
- Increase of mental health diagnoses of **277%**
- Growth of use of video calls as a result of the pandemic

Addressing the challenges



Our Approach

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Staffing

- Welfare Officers - now Student Wellbeing Advisors – increased size of team
- Appointed 2 Money & Housing Advisors
- Mental Health Advisors – increase from 2FTE to 3.8FTE plus a dedicated manager

Online Resources

- Implementation of Blackbullion financial wellbeing platform
- Development of ULaw Wellbeing App

Our Approach

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Counselling – Student Assistance Programme

- Moved to a single outsourced supplier
- 24/7 student helpline
- Counselling – video, phone, face to face
- Counselling in 39 languages from a network of over 2500 counsellors and psychotherapists
- Access to online wellbeing resources and podcasts, digital gym and a range of student discounts
- Wellbeing and Mental Health Advisors can make referrals

Our Approach - Data

- Single repository for service data
- Easy to use casework management system
- Scalable and adaptable to our ways of working
- Facilitate multi-disciplinary working
- Provide robust management information
- Identify and manage risk
- Simplify our processes

Current Situation

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Wellbeing Advisors

Mental Health Advisors

Money & Housing Advisors

Counselling

Disability & Inclusion

Study Skills

SVLO

Safeguarding

Inputs

Symplicity Advocate

Statistics

Risk Tracking

Students of Concern Monitoring

Workflow Management

Outputs

Plans for the future

- Roll out to other areas of the University that undertake casework (eg complaints)
- Further develop workflows and case action plans
- Student-facing enquiry form
- Student access to the system to they can view their case records directly

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Thank you for listening

Any questions?

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