

Wellbeing Policy for students and employees

| | |
|---|----------------|
| Group responsible: | Executive Team |
| EXT Member / Governor responsible: | Principal |
| Individual responsible: | Chaplain |
| Date last approved: | December 2016 |
| Date of this review: | May 2024 |
| Date of next review: | May 2026 |

1. Scope of the policy

- a. LST values its employees and students and seeks to create a safe and caring environment in which to live, work, study and worship.
- b. The purpose of this document is to provide guidance to LST employees, students and partners (including guests and contractors) about what to do if they are concerned about an employee or student.
- c. Other policies and documents which have relevance to welfare, and which should be followed when relevant, include
 - i. Safeguarding policy
 - ii. Pastoral Handbook
 - iii. Fitness to study/practise policy
 - iv. Suicide prevention, intervention and postvention policy
 - v. Employee handbook
 - vi. Prevent Duty Policy

2. Life-threatening emergencies – students and employees

- a. In the case of a life-threatening emergency or medical incident the most senior person at the scene must immediately contact 999 and ask for the appropriate emergency service.
- b. If the incident has happened during office hours, they should then contact LST reception on Ext. 6000, who will make further contacts as follows:
 - i. An on-site first aider
 - ii. In the case of a employee: the HR Manager, or in their absence a member of the executive team.
 - iii. in the case of a student: the Chaplain or a member of the pastoral team, or in their absence a member of the executive team
- c. Upon receipt of a notification above, the HR Manager or pastoral team member will contact the Employee's or Student's Nominated Emergency Contact. Where possible, permission will be sought from the employee or student before this contact is made.
- d. If the incident has happened out of office hours, those present should call:
 - i. the Resident Tutor
 - ii. The Warden

3. Medical incidents – students and employees

- a. For non-life-threatening medical incidents, those involved may call NHS 111 or other help. Where assistance is required, contact:
 - i. During office hours: LST Reception on Ext. 6000.

1. The Receptionist will alert an onsite first aider.
2. In the case of a student, with the student's permission, the Receptionist will also contact the Pastoral Team.
3. In the case of an employee, with the employee's permission, the Receptionist will also contact the HR Manager.

ii. Out of Office hours: the Resident Tutor and/or the warden

4. Mental Health

- a. In a mental health crisis, follow sections 2 and 3 above
- b. If any LST community member is concerned about the mental health or wellbeing of another, they may speak in confidence to:
 - i. In the case of a student, the Chaplain or a pastoral team member, who will follow their relevant policies as outlined in 1c
 - ii. In the case of an employee, the HR manager or the Chaplain.

5. Student Cause for Concern

- a. LST offers a wide range of support to students. Students can access support themselves, but there are times when an intervention by an LST employee or fellow student is required. The Cause for Concern Response Matrix (Table 1 below) sets out who should be contacted and which policies are followed when resolving concerns. If the individual concerned does not know how to contact the relevant employee or department, they can alert the LST reception or the pastoral team, who will signpost as necessary.

Table 1: LST Student Cause for Concern Response Matrix

| Student concern | First responder | Lead | Policy | Committee responsibility | Chair of the Committee |
|--|--|--|---|------------------------------------|---|
| Health, welfare and well-being | Pastoral Team | Chaplain | Pastoral Handbook | Pastoral Care Committee | Chaplain |
| Disability | Disability, Inclusion & Learning Support Manager (DILSM) | DILSM | Fitness to Study policy | Attendance and Welfare panel | Academic Secretary, Director of Academic Services (ASDAS) |
| Safeguarding | Safeguarding Officer (Chaplain) | Director of Finance and Administration (DFA) | Safeguarding Policy | Executive Team | Principal |
| Resident out-of-hours pastoral concern | Resident Tutor | Chaplain | Pastoral Handbook | Pastoral Care Committee | Chaplain |
| Out-of-hours facilities concern | Warden | DFA | | | |
| Money worries | Credit Controller | Head of Finance | Formal Policy pending; local working procedures currently apply | Scholarships & Bursaries Committee | DFA |

Table 1: LST Student Cause for Concern Response Matrix

| Student concern | First responder | Lead | Policy | Committee responsibility | Chair of the Committee |
|-------------------------------------|---|--|--|---------------------------------|-------------------------------|
| Behaviour and conduct | Pastoral team | ASDAS | Student Disciplinary Procedure; ABC of LST; Community Code | Executive Team | Principal |
| Academic worries | Faculty member, Registry, pastoral team | Programme leader | Attendance Policy, Fitness to Study policy | Attendance and Welfare panel | ASDAS |
| Academic appeal | Assistant Registrar | ASDAS | Academic Appeal Policy | Assessment Board | Academic Dean |
| Academic Complaints | Programme Leader | ASDAS | Student Academic Complaint Policy | Academic Board | Academic Dean |
| Non-academic complaints | DFA | DFA | Non-academic Complaint Policy | Executive Team | Principal |
| Fitness to Study | ASDAS | ASDAS | Fitness to Study policy | Attendance and Welfare Panel | ASDAS |
| Fitness to Practise as a Counsellor | Theology and Counselling faculty | Programme Leader, Theology & Counselling | Fitness to Practise Policy; | Academic Board | Academic Dean |
| Extremism | Director of Finance and Administration | Director of Finance and Administration | Prevent Duty Policy | Executive Team | Principal |