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| “Thank you for getting in touch. Recently I have been struggling a lot more with my anxiety. I think being referred would help, but I struggle a lot with answering phone calls. Would it be okay to speak to someone through emails? Thank you for getting info and contacting me!” “Thank you for your support. I would really appreciate you referring me to one of the counsellors.” Retention of students who would otherwise have left their studies | Provided more flexible support | Ensured those most at risk were supported in the shortest possible time | Allowed PDAs to make timely contact to check on the needs of the student | Referral to specialist support, where appropriate | Significant improvement on the traditional method of absence texting, which was complex and time consumingAbsence Reporting ProcessUHI InvernessW | **Goal:** To increase opportunities for students to recognise that they may need mental health and wellbeing support and offer a chance for students to receive help and support both informally or through counselling and wellbeing services. **Submitted by:** Louise Martin-Theyers **Project:** To allow absence reports to go directly to named members of the support team, with each one assigned to specific groups within the setting. The form allows students to select their named contact and write reasons for absence, but also tick a box to say they are struggling with their health and wellbeing and request a contact to discuss their needs. **Benefit to:** All students

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| ****Key message: Allow the earliest possible intervention and support to be put in place****  |
| To provide an immediate note of absence, directed to a named contact |
| Provide an immediate alert to students struggling with mental health difficulties and provide timely intervention and support |
| Ensure students receiving bursary or EMA are not adversely affected by health-related absence |
| Offer formal and informal support |
| Alert staff responsible for the care and support of the individual student |
| **Project delivery**  |  |
| Creation of a new Microsoft form to allow students to select their named contact and tick a box to request assistance |
| Form moved to MyDay, for easier access |
| Gain insight into students’ health and wellbeing via reporting data |
| Capitalise on PDAs becoming the first point of contact throughout the pandemic |
| Liaise with funding teams regarding EMA/Bursary payments |
| Signpost students to specialist support services, where appropriate |

**Impact:**  During the first semester, there were 3,458 direct referrals to a named contact through the process and 102 students requested additional support with their health and wellbeing needs, receiving a follow-up phone call or email. |