



MENTAL HEALTH AND WELLBEING STRATEGY

2024-2026

TRURO & PENWITH COLLEGE





FOREWORD

Truro and Penwith College has a local and national reputation as an institution which is lively, innovative, demands high standards of its learners, but is also caring and supportive of individuals. Wellbeing is the first, and foremost, of the college's values (Wellbeing, Engagement, Aspiration and Respect) and is the most important foundation for a happy, healthy and prosperous future. The rising tide of concern about mental health and wellbeing is universally acknowledged and felt keenly across every sector of society. As a college we are determined to rise to the challenge of ensuring that our students and staff have access to the support and advice they need at the point of need. Our Mental Health and Wellbeing Strategy recognises the importance of embedding a whole college approach to wellbeing and mental health and will pervade all aspects of college life. The promotion of emotional, physical and social wellbeing underpins the college ethos and seeks to nurture the whole college community within a positive environment imbued with resilience and empowerment. We are acting proactively and have developed initiatives and preventative interventions to encourage healthy behaviours in our students and staff to understand and manage their own wellbeing. Mental health and wellbeing is everyone's concern at Truro and Penwith College and we will work together to turn this strategy into a reality.

Martin Tucker - Principal, Truro and Penwith College

CONTEXT

Our Mission Statement is: To provide the best possible learning experience, leading to the highest possible level of achievements by our students.

We promote the Values of Wellbeing, Engagement, Aspiration and Respect (WEAR) among our staff and students.

The mental health and wellbeing of all members of Truro and Penwith College (including students, staff and parents) is fundamental to our philosophy and ethos. As a college we value everyone. We know that good mental health and wellbeing has a positive impact on the learning, work and lives of our students and staff. Through this Mental Health and Wellbeing Strategy and action plan we are committed to developing a mentally healthy education environment and workplace. Truro and Penwith College has signed up to adopt the new AoC Mental Health Charter (launched February 2024) and the four framework themes will be used to provide the structure of this plan.

LOCAL PICTURE

In 2017, one in eight (12.8%) of 5-19 year-old children had at least one mental health condition. In 2018 there was a greater proportion of children with a social, emotional and mental health need in Cornwall and the Isles of Scilly (CloS) than across England, including both primary (2.63%) and secondary (2.73%) school pupils. Since 2012/2013, rates of self-harm have increased by 321.6% and 50.96% in the 10 – 14 age range (from 70.3 to 297.8 per 100,00) and in ages 15 – 19 (from 468.2 to 706.8 per 100,00) respectively. COVID-19 has had a substantial impact on mental health: increasing levels of loneliness and isolation within Cornwall and the Isles of Scilly, impacting employment, economic security and education. Groups that have been most affected within CloS include carers, people with disabilities, people with pre-existing mental health problems, people in lower socio-economic groups and those who have lost employment and/or income – and the children of those in these groups. Nationally, women and 16-25 year-olds have reported worse levels of mental wellbeing. The UK is considered to be in a “mental health emergency” as levels of mental wellbeing have declined since pre-COVID-19 nationally.

AIMS

To ensure that through the promotion of positive mental health and wellbeing, our students are helped to understand and express their feelings, build their confidence and emotional resilience and therefore their capacity to learn, attend and achieve.

- To increase the awareness and understanding and reduce stigma amongst students, staff and parents/carers of issues involving the mental health and wellbeing of young people and to provide support at an early stage to any student who is, or appears to be, suffering from mental health issues.
 - To support students and staff with their own mental health and wellbeing.
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PROMOTING POSITIVE MENTAL HEALTH AND WELLBEING:

The culture at Truro and Penwith College promotes student and staff positive mental health and wellbeing and avoids stigma by:

- Having a whole-college approach to promoting positive mental health and wellbeing within an ethos of high expectations and constant support.
- Having a committed college community that sets a whole college culture of positive mental health and wellbeing, support and value.
- Staff being aware of mental health and wellbeing warning signs.
- Having a robust regime of continuing professional development (CPD) for staff, regarding mental health and wellbeing.
- Working closely with and supporting students, parents and carers.
- Whole college promotion of building individual resilience.
- Initiating and establishing successful partnership working with external agencies.

LEADERSHIP AND ETHOS

Through authentic leadership, model and champion an inclusive culture that meets the needs of the college community. Embed a consistent and coordinated whole-college approach to mental health through effective governance and leadership, that ensures wellbeing permeates all aspects of college life.

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Senior Mental Health Lead & Charter The Director of Student Experience is the nominated member of SMT with responsibility for the Mental Health Charter and is also the Senior Mental Health Lead for the college. SMHL qualified in July 2023 with Creative Education.</p>	<p>TPC has signed up to adopt the new AoC Mental Health and Wellbeing Charter (launched February 2024) utilising the 4 framework themes within this development plan. Each theme is clearly linked to the relevant DfE Principles of a whole-college approach to mental health. Conduct annual self assessment on mental health using Creative Education tool.</p>	<p>Director of Student Experience, SMT and governing body. Student Services Team Leads, Mental Health Advisers, Counsellors, Safeguarding Team, PSAs, HWS team, PTLs / DTLs, Mental Health Champions, Mental Health First Aiders, lecturers – all staff. February 2024</p>	<p>Appropriate resources in LRCs. Student surveys, Learner Voice. Attendance and retention data. CPD data.</p>
<p>Designated Governor for Mental Health There is clear expression by senior management and the governing body that mental health and wellbeing are at the forefront of what we do.</p>	<p>Nominate designated governor with knowledge and understanding of mental health and wellbeing issues to champion organisation wide practices. Facilitate governor to undertake mental health training. Production of annual report on mental health for governing body.</p>	<p>Director of Student Experience/ SMT/governing body/Staff Development Co-ordinators. Nomination of governor by Easter 2024. Training to be completed by December 2024.</p>	<p>Nominated governor to undertake appropriate mental health training. Investment in CPD (TES, Educational Exchange), policies and procedures, SMT and governing body meeting minutes.</p>
<p>Mental Health Champions The college has Mental Health Champions (currently 39): meet termly to educate champions in key themes and share ideas/resources/ good practice.</p>	<p>Termly meetings co-ordinated by Student Services Team Leaders. Themes to be explored over the next academic year 1. Self-harm 2. Psychosis 3. Depression To increase the number of Mental Health Champions to at least 50 and to re-establish them as a Mental Health Working Group meeting every half term. Long term aim is to have a Mental Health Champion within every team college wide.</p>	<p>Director of Student Experience, Student Services Team Leaders, Mental Health Champions. Working group to be formed at Spring term 2024 meeting.</p>	<p>CPD data, increase in number of MHCs. Mental Health Working Group minutes.</p>

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Student Support Hub</p>	<p>The Director of Student Experience initiated a meeting with the ICB with Adult and Children’s Mental Health Commissioners. An investment of £90k was agreed to establish a way forward to meet the needs of young people recognising the need to join up services. The Student Support Hub was born. Across Truro, Penwith, Callywith, Rosewarne and Stoke Climsland Colleges an innovative “Human Learning System” was adopted to support students’ mental health.</p>	<p>Director of Student Experience Student Services Team Leaders PC Youth Workers Intercom Trust LGBTQ+ Youth Worker This project is currently funded until March 2025.</p>	<p>Student Support Hub survey data and evidence.</p>
<p>Cornwall’s Children and Young People’s Mental Health Champions (CYPMHC)</p>	<p>TPC has committed to sending key staff to train as CYPMHC. These staff will gain a deeper understanding of and a broader range of mental health skills to support children and young people presenting in a mental health crisis. It is envisaged that there will be about 50 champions across all systems of care in Cornwall.</p>	<p>The college has 2 members of staff currently training in the first cohort (1 Truro, 1 Penwith). We aim to send an additional 4 members of staff in the second cohort – commencing March 2024, followed by an additional 2 in the third cohort – commencing July 2024. Student Services Team Leads to identify relevant staff and liaise with the Cornwall Training Hub (NHS).</p>	<p>There is no financial cost to the college for the training, however staff will need to be freed up from their roles to complete the following:</p> <ul style="list-style-type: none"> • HEADDs assessment for vulnerable youth (2 hours) • Mental Health First Aid Youth (4 half days) • Suicide First Aid (2 half days) • Signs of Safety (half day) • Suicide Awareness - SP-ARK/ SP-OT/SP-EAK (1 day) • Understanding neurodiversity (0.5 day) • TIS (Trauma Informed Schools training) TBC
<p>Mental Health First Aiders Currently we have 11 staff (T&P), recorded as completing a MHFA qualification within the last 3 years.</p>	<p>To increase the numbers holding the MHFA qualification across the college to 30.</p> <p>To have lists of MHFAs promoted around the college and on the Intranet so that staff and students are easily able to identify qualified staff. Actively promote and give visibility to mental health role models across the college. Links on Team TPC.</p>	<p>Staff Development Co-ordinator/Student Services Team Leads (by end of 2024/2025 academic year).</p> <p>Staff Development Co-ordinator/Student Services Team Leads.</p>	<p>Staff development budget (currently the MHFA course is free through Healthy Cornwall) – time out/cover arranged to allow staff to gain the qualification.</p>

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<p>Orange Button holders Cornwall Council's Public Health and Healthy Cornwall teams are working in partnership to provide the Orange Button Scheme, training a network of people who can signpost information to those thinking of ending their life. The Orange Button is worn by people who have undergone mental health first aid or suicide prevention training. It is a way of showing others in your community who are having thoughts of suicide, or are worried about somebody else, that you are willing to listen without judgement and can inform them where to find help and support. TPC currently has 15 Orange Button holders.</p>	<p>Increase the number of Orange Button holders across the college to 25. When someone ends their life, on average 135 people are impacted including immediate family, friends and those in the person's wider circle. And anyone touched by that death might feel regret, guilt or responsible in some way. This includes professionals who were supporting that person. Promote the scheme better to enhance visibility and reduce stigma around talking about suicide. Train more staff to have confidence in engaging in conversations about suicide.</p>	<p>Penwith Student Services Team Lead, Orange Button holders, Staff Development Co-ordinator. By end of academic year 2024-2025.</p>	<p>Number of Orange Button holders increased and greater visibility following more robust promotion and explanation.</p> <p>Financial commitment into CPD. To become an Orange Button holder requires completion of the MHFA course AND relevant training in Suicide awareness and prevention. The MHFA course is currently free however there will potentially be a charge for the additional course.</p>
<p>Promotion of Mental Health Events Commitment to hold college wide events and external agency talks – including: First Light, Odd Balls, Brook, Kernow Young Carers, Intercom Trust, Healthy Cornwall, Hunrosa etc. Aim: to keep mind and body wellbeing in the minds of our students and to give them the confidence to seek support if needed.</p>	<p>Annual shared events calendar aligned with the nine protected characteristics at all campus events such as Stay Healthy Virtual Fair, EDI Fair, Freshers Fair etc. Proactive visual displays in more buildings across campus as well as Student Services.</p>	<p>SMT, Student Services Team Leads, PSAs, PTLs. By end of 2023-2024 academic year. To have designed and implemented 3 visual displays linked to mental health and wellbeing at various locations across each campus for increased visibility. By end of 2023-2024 academic year.</p>	<p>Student surveys. Student Services surveys. Student Council.</p>



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<p>Policies To ensure actions are integrated, sustained and monitored for impact. It is important that a commitment to addressing mental health and wellbeing is referenced within improvement plans and policies (such as safeguarding, confidentiality) and that these plans and policies are reflected through practice. It is also important to involve pupils and students, staff and parents and carers in developing these policies so that they remain “live” documents that are reviewed and responsive to the evolving needs of the college community. (From Promoting children and young people’s mental health and wellbeing).</p>	<p>New member of Safeguarding Team appointed to lead on compliance and safeguarding training for staff. Mental Health and Self-harm policies to be updated. Development of Mental Health College wide strategy document produced by Marketing team to demonstrate the commitment to the AOC Charter. Promotion on college website and official launch.</p>	<p>SMT/governing body Appointed 2022-2023. DSL Safeguarding Officer for Training and Compliance Senior Mental Health Lead, Penwith Student Services Team Lead, design team - following the launch of the new AoC Charter February 2024.</p>	<p>Staff investment. Policies updated regularly – evidence in SMT/governing body minutes. Increased support for self-harmers. Support for staff working with self-harmers – resources to be developed for this purpose.</p>
<p>DSL organises a termly whole college safeguarding meeting incorporating relevant training for the college-wide team of safeguarders (not just the safeguarding officers).</p>	<p>A half day each term is assigned to the cross-college Safeguarding Team meeting to share good practice, updates, developments and participate in targeted training provided by relevant agencies. Training providers in the 2022 – 2023 year included: Early Intervention Team (Psychosis), Papyrus (suicide intervention) and Hunrosa (sleep). Further training providers to be identified.</p>	<p>DSL Safeguarding Officer (Compliance and Training). Safeguarding Team members. Termly meetings are ongoing.</p>	<p>Safeguarding Team minutes. SMT minutes.</p>
<p>Parental Engagement</p>	<p>Promote mental health materials on college website. Advertise contact information for mental health external agencies. Student support talks at open events to include mental health and wellbeing offer.</p>	<p>Themes to develop: Trauma Informed Practice Eating Disorders</p>	<p>Parent feedback and surveys.</p>

SUPPORT FOR STUDENTS

Fostering a physically and psychologically safe and welcoming environment that promotes wellbeing proactively supporting students' mental health throughout their learning journey.

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Personal tutors</p>	<p>Personal tutors are the first port of call for many students. Increase awareness and support through staff development training.</p>	<p>Personal Tutors, PTLs/DTLs and Staff Development Coordinators</p>	<p>CPD investment</p>
<p>Mental Health Advisers One full-time at Truro, one 0.8 at Penwith offering one-to-one confidential appointments to discuss mental health issues, practical help and coping strategies to deal with anxiety, depression, anger, self-harm, eating issues, OCD, psychosis and other emotional difficulty. Support for students who self-harm – using diversion techniques, signposting to appropriate apps and online resources. Support students with specific goal setting to help alleviate anxiety, manage social and exam anxiety and educate and inform about the importance of self-care to maintain positive physical and mental wellbeing. CBT techniques utilised.</p>	<p>Mind MOT appointments are being developed by Penwith MHA to offer students an opportunity for a mental health check up. (HWS are already offering a Body MOT appointment). MHA at Penwith undertaking level 5 counselling training – ability to work with multi-modality.</p> <p>Current review of working practices and need being undertaken by Truro Student Services Team Lead involving Mental Health Advisers, counsellors, PSAs and Penwith Student Services Team Lead. Responding to increased demand on Mental Health Advisers and counsellors. Because of waiting lists to see counsellors a new model of triage is being deployed at the Truro campus. A PSA (who is a newly qualified counsellor) will meet students on the waiting list, then refer to appropriate service (counselling, MHA, YPC youth worker, external agency). Whilst on waiting list a single session intervention will be offered within 2 weeks of referral.</p>	<p>MHAs Student Services Team Leads Ongoing.</p> <p>Truro Student Services Team Lead and counsellors. By Easter 2024. MHAs</p>	<p>Feedback gained from students from service user survey.</p> <p>Student Services data. Changes in staff roles/working patterns.</p>
<p>Providing publications and resources for more information and where to go for help. CBT based approach.</p>	<p>Working with Learning Resources Support Team Leader.</p>	<p>MHAs, Student Services Team Leads by end of 2023-24 academic year</p>	<p>Campaign launched and resources available. Allocation of specialist staff.</p>

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Admissions Process</p>	<p>Specialist trained interviewers for applicants declaring a mental health condition / EHCP. Twilight interview sessions for ease of access for students and parents.</p>		
<p>Promotion of NHS Every Mind Matters – practical help on:</p> <ul style="list-style-type: none"> • Anxiety • Sleep • Self-help CBT techniques • Sleep • Couch to 5k 	<p>Create campaign on avoidance of exam stress on social media/ posters/Student Services Sharepoint sites. Create campaign supporting mental health for college apprentices.</p>	<p>Head of Marketing MHAs Promotion via MHCs and Exams team Bulletins / plasmas</p>	<p>Social media budget Poster campaign Feedback from students gained from service user survey.</p>
<p>Counsellors Two part-time person-centred counsellors at Truro, one part-time at Penwith. All BACP members. Counsellors provide one-to-one support to students experiencing a wide range of emotional and psychological difficulties. They provide support and empathy to help clients overcome their problems and enhance their wellbeing.</p>	<p>The counselling service has implemented increased capacity hours at Truro (additional 8 hours weekly). New model of learners being contacted from the waiting list for an initial assessment then learners triaged to alternative support systems whilst on waiting list such as HWS referral or to a designated Personal Support Adviser.</p> <p>The Penwith Counsellor has been relocated to a different room with more light and space for the benefit of counsellor and clients. Aim was to improve the counselling environment for the wellbeing benefit of counsellors and student users of the service.</p> <p>Penwith – counselling companion dog (Dimpsey) introduced.</p>	<p>Counsellors Student Services Team Leads</p> <p>Summer 2023</p> <p>2022</p>	<p>Feedback from students gained from service user survey.</p> <p>Staffing resource.</p> <p>Positive feedback from counsellor and clients.</p> <p>Positive feedback from students in service user survey.</p>



In common with other FE colleges mental health support has improved considerably over the last few years and T&P College has used its Safeguarding Team well in building excellent wellbeing practice.

matrix Accreditation Review 2023

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Safeguarding Team – this incorporates 25 members cross-college, including the DSL and designated Safeguarding governor. In addition, there are four safeguarding officers at Truro and two at Penwith. The introduction of CPOMS in 2022 has greatly improved the recording of safeguarding concerns and follow-up actions. Extensive training has been provided for staff in use of the system including a video produced by the DSL.</p> <p>RASPs (Risk Assessments, Safety Plans) put in place for vulnerable students for reasons such as suicide attempt, suicide ideation, self-harm, CSE, neglect, abuse etc.</p> <p>Attendance at ICPCs (Initial Child Protection Conferences), CP Core Group meetings, ChIN meetings, Strategy meetings, professionals meetings.</p>	<p>Review of RASP process/record Analyse data to assess where to put resources and staffing support based on need.</p> <p>Monitor number of referrals.</p>	<p>DSL SMT</p> <p>DSL (Safeguarding Officer) Safeguarding Compliance Officer Safeguarding Team</p> <p>Safeguarding Team - ongoing</p>	<p>CPOMS data</p> <p>CPOMS data</p>

SAFEGUARDING TEAM

Who can I talk to if I'm worried about my safety or the safety of someone else? Contact one of the Safeguarding Team, we are here to help.
Tel: 01872 305712 Email: safeguarding@truro-penwith.ac.uk

 Lisa Briscoe Designated Safeguarding Lead t. 01872 305712 e. lbriscoe@truro-penwith.ac.uk	 Gary Kos Safeguarding Officer t. 01872 305712 e. garyk@truro-penwith.ac.uk	 Joe Parra Assistant Safeguarding Officer t. 01782 335876 e. jparra@truro-penwith.ac.uk	 Jo Reeves Assistant Safeguarding Officer t. 01872 305712 e. joreeves@truro-penwith.ac.uk	 Ceri Skilton Assistant Safeguarding Officer t. 01872 205182 e. ceriskilton@truro-penwith.ac.uk
 Lucy Maggs Director of Operations (Penwith) t. 01772 305712 e. lucym@truro-penwith.ac.uk	 Jane Cashmore Director of Operations t. 01872 305712 e. jancashmore@truro-penwith.ac.uk	 Caroline Keech Student Services t. 01872 305712 e. carolinek@truro-penwith.ac.uk	 Gemma Marshall Learning Services t. 01872 305712 e. gemma@truro-penwith.ac.uk	 Steve Kenward Head of Campus (Penwith), Vulnerability Advice t. 01772 305712 e. skenward@truro-penwith.ac.uk
 Angela Thompson Support Services t. 01872 305712 e. angela@truro-penwith.ac.uk	 Robin Philip Personal Professional Development t. 01872 305712 e. rphilip@truro-penwith.ac.uk	 Nicky Eden Student Services t. 01872 305712 e. nickyeden@truro-penwith.ac.uk	 Jo Aiker Student Services t. 01872 305712 e. joaiker@truro-penwith.ac.uk	 Chris Scrivens DSL - Penwith t. 01872 205182 e. scrivens@truro-penwith.ac.uk
 Keely Nash Training, Compliance & Assistant Safeguarding Officer t. 01872 305712 e. keelynash@truro-penwith.ac.uk	 Kate Mason Student Services t. 01872 305712 e. katemason@truro-penwith.ac.uk	 Hannah Hopkins Community Advice t. 01872 305712 e. hannah@truro-penwith.ac.uk	 Jenna Hawke Bursary & Development t. 01872 305712 e. jenna@truro-penwith.ac.uk	 Linda Batchelor Governor for Safeguarding t. 01872 305712 e. linda@truro-penwith.ac.uk

Remember: Never keep your concerns about a young or vulnerable person to yourself.

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>MARU (Multi Agency Referral Unit)</p>	<p>Monitor attendance and number of referrals.</p>	<p>DSL Safeguarding Team</p>	<p>Reflect on case management and allocation of staff.</p>
<p>Harassment Log If bullying and/or harassment does occur all students should be able to tell a member of college staff and know that incidents will be dealt with promptly and effectively.</p>	<p>Harassment log form is completed for each reported incident.</p>	<p>SMT and PTLs</p>	<p>Monitor harassment log records</p>
<p>Personal Support Advisers – welfare, personal support issues, independent living, relationship or family issues, finance and bursary, sexual health. Groups run include bereavement, LGBTQ+, self-esteem/assertiveness, knit and natter.</p> <p>Displays/promotions in relation to events in college calendar: including Blue Monday, Breast Cancer Awareness, Chinese New Year, Christmas Jumper Day.</p> <p>Booking events and speakers including Brook pop ups (including chlamydia testing, Oddballs, Kernow Young Carers, Hunrosa.</p>	<p>Graduated response scheme Bookmarks Here for You Let's Talk</p> <p>Displays/promotions to be placed at various locations around the college instead of in Student Services – aim to increase impact and visibility.</p> <p>Awareness events to be located in venues around college instead of just in Student Services areas for increased visibility/impact.</p>	<p>SMT, Student Services Team Lead</p> <p>Student Services Team Leads, PSAs</p> <p>Student Services Team Leads PSAs</p>	<p>Student Services surveys, Student Council, Student surveys, Learner Voice</p> <p>Student Services surveys, Student Council, Student surveys, Learner Voice</p> <p>Student Services surveys, Student Council, Student surveys, Learner Voice</p>



Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>HWS (Health, Wellbeing and Sport) – The college is committed to providing an environment where students can grow and develop by offering a wide range of fully inclusive health and wellbeing sessions to support time at college. The HWS Co-ordinator oversees the health and wellbeing programme at both Truro and Penwith and leads the team providing free sessions for students to access to enhance their experience of being part of the college community. Students and staff can book in for a Body MOT. Student Services refer into HWS for anger management support, exercise and nutrition advice.</p>	<p>The HWS programme provides every student the opportunity to participate in a range of free health & wellbeing activities from climbing and gym to knitting and board games and everything in between. All the sessions are inclusive and open to all. The initiative focuses on the 5 ways to wellbeing: connecting with other people, being physically active, learning new skills, giving to others and practising mindfulness. The HWS timetable offers all of these free to students. The sessions are non-competitive, relaxed and friendly. The aim is to promote good physical health and mental wellbeing throughout the college. A new updated timetable is offered every half term. Student Services staff regularly signpost students to HWS for wellbeing support, anger management, nutrition advice etc.</p>	<p>HWS Team (6 staff and 5 voluntary “staff activators”)</p>	<p>In 2022/23 - 1055 students accessed HWS drop-in sessions on a regular basis (totalling 12,797 visits to drop-in sessions) and this is on the rise this academic year</p> <p>Learner Voice Student Surveys</p>
<p>Enrichment - Mental health and wellbeing approach to academy and enrichment options including: DofE, football, netball, rugby, gym, multisport, Fairer Futures, Marine conservation, patisserie, medics, board games, hair & beauty</p>	<p>Current offer has been developed to include many new activities to appeal to more students.</p>	<p>Enrichment Co-ordinator</p>	<p>Learner Voice Student Surveys</p>
<p>Sexual Health / No smoking /general health and wellbeing PSAs offer sexual health advice and signposting at Penwith campus. All PSAs C-Card trained at each campus.</p>	<p>Following retirement of sexual health nurse at Truro – PSA has taken on responsibility for sexual AND general health. Will offer sexual health and health advice, pregnancy testing, chlamydia screening – all services offered by sexual health nurse except emergency contraception.</p> <p>LGBT Intercom Trust youth worker offers specialist sexual health advice to our LGBT students as part of the Hub Project.</p>	<p>PSAs, Intercom Trust Youth Worker - ongoing</p>	<p>Student Services usage data</p>

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<p>Safe campus – strong emphasis on health and safety, speed restrictions, regular fire drills, first aiders, emergency responders, Youth Intervention Officers, parking permits etc</p>	<p>Introduction of compulsory wearing of lanyards for all students, staff, visitors, contractors – clearly identifying that anyone on campus belongs to the college community. Lanyard activation to open doors of buildings is currently being rolled out for additional security of students and staff.</p> <p>Additional CCTV facilities to be installed at both campuses.</p>	<p>SMT/governing body, Health and Safety Officers, first aiders, emergency responders, Youth Intervention Officers</p> <p>SMT, Associate Director of Penwith</p>	<p>Health and safety data, SMT meeting minutes, governing body minutes</p>
<p>Skills Development Clinics – delivering skills clinics through tutor programme based on baseline skills assessments completed through Navigate on the themes of team working, communication, creativity, resilience, academic skills and physical literacy.</p>	<p>Clinics are going to be streamlined to focus on less skills/qualities. New resources are being developed. Increased signposting to resilience clinics. Assess resilience as a baseline and review it during targeted interventions to increase resilience scores.</p>	<p>Student Services Deputy, Work Placement Officers, Career Zone Assistant (Penwith)</p>	<p>Skills Clinics usage data, Navigate data</p>
<p>Tutorial Programme Cross-curricular approach to ensure the consistent delivery of psychoeducational mental health and wellbeing education within the tutor time programme. Structure of tutor session with one-to-one time built in all sessions for one-to-one support, solution focused practice and signposting. Using evidence-based psychologically informed scheme of work. Opportunity to:</p> <ul style="list-style-type: none"> • honour the college's values and vision • support the “trusted adult” connection • support retention and achievement • develop personal and professional skills • “bridge the gap” • “look upstream” • for early intervention • signpost 	<p>Website development on mental health within parent/carer section.</p> <p>Resources developed (brand and refine)</p> <p>Tutor Lead Practitioner</p> <p>Tutor Leads (change in responsibilities)</p> <p>Quality processes continued</p> <p>REAAAL for apprenticeships</p> <p>Ongoing reflection, development, feedback gathering</p>	<p>SMT</p> <p>Tutor Lead Practitioner, Tutor Leads, Personal Tutors, PTLs, DTLs</p>	<p>Measure attendance and engagement</p> <p>Navigate data</p> <p>Ongoing assessment</p> <p>Learner Voice</p> <p>Student Surveys</p>



The Mental Health/Wellbeing service is a natural development from student support and recognises the growth in demand for support with mental health issues. The support provided gives access to services that are limited elsewhere and there were many examples of early interventions that provided appropriate and timely support, often preventing ‘drop-out’ and harm and safeguarding concerns.

matrix Accreditation Review 2023

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Healthy Cornwall Regular attendance at college delivering sessions on physical wellbeing including: weight management, healthy eating, stopping smoking/vaping and physical activity. At Truro once per month, at Penwith, once per term (this is because of less capacity in the West Cornwall team compared to the Mid Cornwall team). Healthy Cornwall content delivered in tutor sessions.</p>	<p>Healthy Cornwall presence to be relocated to other venues within college rather than in just the Student Services area.</p>	<p>Student Services Team Leads, PSAs</p>	<p>Numbers using the service, Learner Voice, Student Surveys</p>
<p>Allies A staff group of Allies has been formed to support, listen and talk to students who are holding and/or expressing discriminatory views including misogyny, racism or hate speech. On referral from lecturers or tutors, students will be matched with the most appropriate ally for a supportive conversation aiming to make impactful change on attitudes and behaviours.</p>	<p>Video developed to provide an introduction to students and staff.</p> <p>The original idea was to recruit male staff members to the scheme, but this is being extended to include female members of staff. It is predominantly male students that we are aware of expressing such views/opinions.</p>	<p>DTL Student Services Allies – staff members (including the principal)</p>	<p>Numbers using the service</p>

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Therapy Dog A recent report highlighted children/young people working with therapy dogs experienced increased motivation for learning, resulting in improved outcomes. Therapy dogs are being used to support children with social and emotional learning needs, which in turn can assist in academic/learning development. Research into the effects of therapy dogs in colleges is showing a range of benefits including:</p> <ul style="list-style-type: none"> • increase in attendance • gains in confidence • decreases in learner anxiety behaviours resulting in improved learning outcomes, positive changes towards learning and improved motivation, and • enhanced relationships with peers and lecturers due to experiencing trust and unconditional love from a therapy dog. This in turn helps students learn how to express their feelings and enter into more trusting relationships. 	<p>It has been possible to introduce a therapy dog at the Penwith campus. Barney, a four-year old springer spaniel, is owned by the college's Premises Manager who lives on site. Barney has completed his therapy dog training and spends time in Student Services available for students to visit and talk to. He wears a hi-vis jacket and accompanies Student Services team members as they move around the campus so he is highly visible. Neurodiverse students and Progressive Pathways students regularly spend time with Barney in Student Services and in their department.</p>	<p>Student Services Team Leader and whole Student Services team at Penwith Daily and ongoing</p>	<p>Student Surveys Learner Voice Social media Student Services January 2024 survey, out of 231 responses 43 students stated that they came to Student Services specifically to see Barney</p>



WORKPLACE WELLBEING

Nurturing a culture that supports and invests in people and their wellbeing, creating an exceptional working environment where colleagues feel valued, supported and can thrive.

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Staff are signposted to internal support mechanisms such as HWS, college counsellors, MHAs. HWS options include: gym sessions (female only is on offer), trampolining, football, knit and natter, mindfulness and meditation, yoga, chess and board games, singing, book club and dance. Provide information and support to line managers and staff to reduce the stigma around mental ill-health in staff and support any problems within the workplace.</p>	<p>Regular promotion of mental health campaigns, including Every Mind Matters. Addition of mental health “how to” guides provided by the Mental Health Foundation and regular reminders of the resources available. Health related campaigns cross college e.g. sleep awareness.</p> <p>Induction process is continually being updated – the online process includes a section on wellbeing.</p>	<p>HRES team HWS team MHAs Counsellors</p>	<p>Staff Wellbeing surveys Absence data currently has fallen to pre-Covid levels</p> <p>In 2022/23 570 staff attended HWS drop-in sessions (case studies available evidencing effectiveness)</p>
<p>Health and Wellbeing Policy and Stress Policy in place for staff. Provide clear guidance of our stress management pathway.</p> <p>Reasonable adjustments in working practice/pattern to support staff with mental health/physical health issues. To include hybrid working/working from home/flexible working/reduced responsibility/other roles/change to hours (temporary or permanent).</p>	<p>These policies are being combined into one policy which will include sections on menopause/mental health and long-term chronic illness and how the college can support staff.</p> <p>Provide evidence of the implementation of the HSE stress management standards and build into workplace policies, procedures, and everyday activities. Various flexible working and family friendly policies and procedures.</p>	<p>HRES team SMT Governing body</p> <p>HRES/SMT will continue to monitor the effectiveness of all ways of working.</p>	<p>Absence rates data Increased support for and understanding of staff, development of leaders, absence rates data.</p> <p>We currently do not have high levels of stress and work-related stress sickness but use the HSE stress questionnaire with staff to assess if any support required. Effectiveness – work/life balance, diversity, happy staff. Staff survey results will inform this.</p> <p>Regular reports are run on absence, recruitment and turnover – all of this monitored.</p>
<p>Wellbeing (including Menopause) Champions 26 cross college. Termly meetings to provide support to colleagues, share ideas and good practice and training.</p>	<p>All team leaders have been required to complete “Menopause Awareness” training.</p>	<p>SMT HRES Wellbeing (including Menopause) Champions</p>	<p>Training data Wellbeing (including Menopause) Champions meeting minutes</p>

MENTAL HEALTH AND WELLBEING STRATEGY

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
Lots of wellbeing resources on the Intranet.	<p>These are currently being updated/rationalised. We will be signing up for the Healthy Cornwall Award which will include more health-related campaigns to get back to the levels of promotion we were at pre-Covid. This replaces the Healthy Workplace Awards. When the college was part of this scheme we were holders of the Gold Award. PULSE surveys will be conducted to get a better snapshot of employee opinion/ wellbeing.</p> <p>The college is looking into further NHS health checks/ services for staff e.g. flu jabs, covid boosters to be delivered on site.</p>	HRES	Staff survey data
Education Support Staff have access to the only UK charity dedicated to supporting the mental health and wellbeing of teachers and education staff in schools, colleges and universities. This includes helpline counsellors - a free and completely confidential service.	<p>Access to a practical tool kit for senior leaders including exercises, tools and tips to help implement healthy habits for supporting their own wellbeing and the wellbeing of staff.</p> <p>Resources for staff on: anxiety, stress, burnout and self-care tips.</p>	HRES and SMT	Staff survey data.
A cohesive approach is developed to audit the training needs of staff and to identify CPD activities which meets the needs of all staff involved in the delivery of the mental health and wellbeing activity in academic and vocational programmes to all learners (FE/HE/19+/ Apprenticeships).	Complete audit of all mental health qualified staff.	HRES Staff Development Officers Safeguarding Compliance Officer	Staff to conduct audit. Promotion of mental health courses.
Supervision protocol being developed – supervision with a qualified supervisor is available to staff in key roles – safeguarding, MHAs. Peer and group supervision is also available within teams as is counselling support from the college counsellors.	Training in peer/group supervision planned for November 2024 Staff Development Day.	SMHL Student Services and Safeguarding Teams Staff Development Co-ordinator	Numbers using peer support, group supervision, supervision

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>We run mental health awareness staff training and now we provide the MHFA. Staff can book appointments with the counsellor or MHA.</p>	<p>The full MHFA Youth course to be offered to staff in the July 2024 admin week.</p>	<p>Staff Development Officer Training and Compliance Officer SMT</p>	<p>Increased numbers of staff completing mental health training</p>
<p>Develop support pack for staff.</p>	<p>A support pack for staff will be developed with practical advice and guidance on topics such as self harm, anxiety, depression to assist staff in their conversations with students and to give staff the confidence to have these interactions.</p>	<p>HRES MHAs Student Services Team Leads</p>	<p>Staff surveys – to gather data on effectiveness of resource</p>

EVIDENCE AND IMPACT

Delivery and development of services, policies and strategy are responsive to research and evidence of lived experience and community need. Transparent accountability is provided through consistent and effective mechanisms, regular evaluation and reporting, and a partnership approach to college activity.

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Student Support Hub Student Services support – PSAs, MHAs, counsellors – referral to external agencies to provide additional or specialist support for students was often difficult because of lengthy waiting times, threshold levels, oversubscription etc. In particular to CAMHS, Early Help Hub, MARU.</p> <p>YPC mental health focused youth workers on site 5 days per week, Intercom Trust LGBTQ+ youth worker 1 day per week.</p> <p>Target groups: inclusive support for students less likely to seek help. Tailored interventions, flexible support services and outreach initiatives offered.</p>	<p>Data reporting and qualitative feedback from staff in college indicated that mental health concerns were being raised by students aged 16-19 in college. Team leaders were concerned that we were unable to meet the demands during 2021/22 academic year despite increases in staffing resources for safeguarding, counselling and personal support.</p> <p>Student Support Hub Collaborative project with Young People Cornwall and CAMHS. Involvement of The Intercom Trust and We Are With You as external service providers to dovetail support with YPC.</p>	<p>Director of Student Experience Student Services Team Leads YPC mental health focused youth workers Intercom Trust LGBTQ+ youth worker The project is currently funded until March 2025</p>	<p>The project has now grown to £500k until March 2025 and now involves Cornwall College and Callywith College impacting on many more young people. Increased personnel to now work on campus to create more impact and expand the number of Young People Cornwall Youth workers. Continuation of detached work as it impacts a wide number of learners, over 250 to date. Expansion of the Human Learning Systems Audit to show demonstrable impact throughout the project. Intercom Trust Youth worker joined the team May 2023 to specialise in supporting LGBTQ+ as well as mental health needs. Survey evidence to date has clearly demonstrated that students are reporting that YPC has had a positive impact on their wellbeing.</p> <p>Increased accessibility: enhanced accessibility and flexibility through adaptable appointments and places of engagement. Inclusivity and engagement: improved engagement from students less likely to seek mental health support. Positive mental health impact: reduce stigma, improve wellbeing, and proactive mental health management, improved social connections and living more fulfilled lives.</p>

Current offer	Developments/Actions	Lead Person(s) responsible/ timescales	Resources to be allocated/ evidence of effectiveness
<p>Healthy Cornwall are now delivering sessions across the college on physical wellbeing including: weight management, healthy eating, stopping smoking/vaping and physical activity.</p>	<p>Healthy Cornwall input used in tutorial sessions across the college. Promote Healthy Cornwall training courses.</p>	<p>Student Services Teams</p>	<p>Measure attendance and engagement Navigate data Ongoing assessment Learner Voice Student Surveys</p>
<p>Student Voice Student surveys to contain questions on mental health. Attendance at Student Council meetings to gather student opinions.</p>	<p>Nominated MHC from Student Council. Survey to create new questions in existing format.</p>	<p>Director of Student Experience Student Services DTL</p>	<p>Tutorial time to conduct survey.</p>
<p>Gap analysis The college endeavours to ensure that the offer of activities, resources and support from staff permeates all curriculum areas of the college as well as to staff in all departments however it is clear that the number of female students referring themselves into and accessing help and support greatly outnumbers males. Female members of staff are more likely to access support from the counsellors or MHAs than their male counterparts.</p>	<p>Safeguarding Team members/ PSAs to “dive” into occupational areas (construction in particular)</p>	<p>Director of Student Experience Safeguarding Team PTLs/DTLs</p>	<p>matrix continuous development plan.</p>

THE SIX PILLARS OF LIFESTYLE MEDICINE

Lifestyle Medicine is a multi-disciplinary approach which embraces and works alongside other approaches such as self-care, social prescribing etc. The approach is evidence based and aims to support individuals to manage and reverse chronic conditions, support behavioural change and to create and sustain healthy lifestyles. There are considered six ways to take control of your health and manage your wellbeing.

MENTAL WELLBEING



Recognising negative stress responses, identify coping mechanisms and reduction techniques to improve wellbeing.

HEALTHY EATING



Considering food as medicine. Choosing healthy options of whole and plant-based foods.

MINIMISING SUBSTANCE ABUSE



Understanding dangers of any addictive substance and how its use can increase health risks. Considering cessation of tobacco use and limiting the intake of alcohol.

SLEEP



Identifying dietary, environmental and coping behaviours to improve sleep health.

HEALTHY RELATIONSHIPS



Being socially connected is good for emotional resilience.

PHYSICAL EXERCISE



Regular and consistent physical activity that can be maintained on a daily basis through your life.

GLOSSARY OF TERMS

AoC Association of Colleges	PSA Personal Support Adviser
CAMHS Child & Adolescent Mental Health Services	PTL Programme Team Leader
ChIN Child in Need	RASP Risk Assessment Safety Plan
Clos Cornwall and Isles of Scilly	SMHL Senior Mental Health Lead
CP Child Protection	SMT Senior Management Team
CPD Continuing Professional Development	TIS Trauma Informed School
CPOMS Child Protection Online Management System	TPC Truro & Penwith College
CSE Child Sexual Exploitation	YPC Young People Cornwall
CYPMHC Cornwall's Children and Young Peoples Mental Health Champion	
DfE Department for Education	
DofE Duke of Edinburgh Award	
DSL Designated Safeguarding Lead	
DTL Deputy Team Leader	
EDI Equality, Diversity and Inclusion	
EHH Early Help Hub	
HRES Human Resources & Employment Services	
HWS Health, Wellbeing & Sport	
ICB Integrated Care Board	
ICPC Initial Child Protection Conference	
LGBTQ+ Lesbian Gay Bisexual Transgender Queer (Questioning) Plus	
LRC Learning Resource Centre	
MARU Multi Agency Referral Unit	
MH & W Mental Health & Wellbeing	
MHA Mental Health Adviser	
MHC Mental Health Champion	
MHFA Mental Health First Aider	
OCD Obsessive Compulsive Disorder	

SUPPORT IS JUST A CALL, CLICK OR CONVERSATION AWAY



Support for under 19 year olds
childline.org.uk
0800 1111

Non-emergency police enquiries
police.uk
101

101



LGBTQ+ support
intercomtrust.org.uk
0800 6123010

Prevention of young suicide
papyrus-uk.org
0800 0684141



Bereavement support
penhaligonsfriends.org.uk
01209 210624

Mental health support
youngminds.org.uk
Text YM to 85258

YOUNGMINDS



Domestic abuse and sexual
violence recovery service
firstlight.org.uk | 0300 7774777

Eating disorder support
beateatingdisorders.org.uk
0808 8010677



Alcohol, drug use and mental
health support
wearewithyou.org.uk | 01872 300816

Sexual health and wellbeing
brook.org.uk



Support services for young people
facebook.com/KernowConnect
01872 321486



Supporting anybody affected by self-harm
battle-scars-self-harm.org.uk



The 24 hour NHS Mental Health number is 0800 038 5300