



The City
of Liverpool
College



The City of Liverpool College
Welfare & Wellbeing Team



WELFARE & WELLBEING

THE CITY OF LIVERPOOL COLLEGE

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The City of Liverpool College Welfare & Wellbeing Team

INTRODUCTION



My name is Steven, I am the team manager and have 13 years' experience of supporting, advising and managing teams who work with vulnerable children and young people in schools, the local authority and student support. I am passionate about keeping students safe and supporting to improve their wellbeing, which hopefully leads to them achieving their goals.

Promoting the welfare of our college community and providing a safe and welcoming environment where everyone is respected and valued is

extremely important to us. As a student of the College, our aim is to support you throughout your studies so that you get the most from your college experience and achieve your full potential.

Here at the College, we have a dedicated and professional Welfare and Wellbeing team ready to support you throughout your time with us. If there should come a time when you have a safeguarding or mental health worry - or you just want to talk things through, you can speak to a member of the team.

We want you to know that any concerns raised will be taken seriously and treated in a sensitive manner.

Steven Panter
*Safeguarding, Mental Health
& Wellbeing Manager*



SAFEGUARDING

THE CITY OF LIVERPOOL COLLEGE



INTRODUCTION TO SAFEGUARDING

The following highlights have been taken from the College's Safeguarding policies and procedures:

- The safeguarding team will ensure that the necessary steps are taken to protect students and staff within the college community.
- The safeguarding team will give advice and recommend essential actions that need to be taken and be an important point of contact to all professional services in the area of safeguarding (Careline, the Police, Housing Options, Domestic Violence Services, GP, Crisis teams, and many more).
- We will act to protect the student (and families) who are making disclosures, supporting the needs of all those concerned.



- We will report all actions and conversations (we cannot promise confidentiality).
- Highlight Safeguarding policies and procedures within the college community.

WHAT DOES THE SAFEGUARDING TEAM OFFER?



- A listening ear about concerns regarding student wellbeing and the 'lived experiences' of the student.
- Reassurance that students are being taken seriously and will be supported and kept safe.
- We make staff/wider college community aware of indicators of abuse and/or neglect via training.
- We take appropriate actions, working closely with the student, by listening to the student's voice and being an advocate for that student and all involved, for a safe and successful outcome.
- Access to an in-college police officer – support with reporting crimes.
- Multi-agency working, attend Strategy, Child in Need, Looked After Child and other professional meetings.
- Referral to 'Keeping Children Safe in Education' – guidance on support as well as 'Working Together to Safeguard Children'.
- Registering actions by recording all information on CPOMS, to create a chronological view of a situation.
- The 5 Rs: Recognise. Respond. Report. Record. Refer.

OTHER IMPORTANT INFORMATION

Please be aware that the safeguarding team cannot always promise confidentiality, but will discuss the implications of disclosure with a student. We are here to support and never assume anything or be judgemental.

Please be aware that the safeguarding team cannot provide counselling support. There is a counselling service within the college which can be accessed via

referral to the counselling team.

Students should speak to their progress leader/tutor about referral, or complete a referral form and email to: safeguarding@liv-coll.ac.uk

Referral form available on the Student Wellbeing Hub page on the college website: <https://www.liv-coll.ac.uk/life-at-the-college/student-support-and-wellbeing/>

CONTACT INFORMATION

In the first instance call safeguarding on: **0151 252 3733**.

This allows the team to assess the situation, action appropriately and give advice.

Staff will then report concerns on the CPOMS system to manage and document all concerns.



MEET THE SAFEGUARDING TEAM



Linda Leonard - *Safeguarding Officer*

I am passionate about supporting our young people and their families, whatever their background and issues. I have worked at the College for 10 years, with more than 5 years as the Safeguarding Officer within the college. I have extensive knowledge and experience within safeguarding and have worked on many complex situations with students and staff.



Rosie Pate - *Safeguarding Officer*

I am here to support students with a wide range of issues that impact their safety and wellbeing. My background is in social work with children in need of protection and looked after children and also working in the charity sector with Action for Children and Barnardo's.



Jess Williams - *Safeguarding Officer*

I have previously been a Head of Year and Safeguarding Officer in a secondary school where I focused on building positive relationships with students and their families. I am passionate about listening to students' life experiences and aspirations and referring to services that act upon their voices, to ensure they are happy, healthy and prepared for adulthood.



Georgia Whalley-Smith - *Safeguarding Apprentice, Admin Support*

My passions include mental wellbeing, LGBTQIA+ inclusivity and supporting people to achieve their full potential! I'm a creative person and love to learn new things, so I enjoy getting involved in a variety of projects at the College.



MENTAL HEALTH

THE CITY OF LIVERPOOL COLLEGE



INTRODUCTION TO MENTAL HEALTH

The mental health team will provide a safe, confidential, and non-judgemental space for students to openly talk about anything that may be affecting their mental health and wellbeing.

Our goal is to work together with students to empower them with practical solutions to support their mental health. Once a referral is received, we will invite students for an initial assessment to agree on the best next steps, we offer information, advice, guidance, and techniques during our one-to-one sessions.

As we work towards safety first, we work closely with the college safeguarding and counselling teams, and external services such as YPAS, RASA, Mental Health Crisis Team, We Are With You, and many more. In the hope that students leave our sessions feeling like they have been given the best support from us.



WHAT DOES THE MENTAL HEALTH TEAM PROVIDE?



- We provide students with information, advice and guidance regarding their mental health.
- We speak to students' tutors / progress leaders to inform them of any reasonable adjustments or support students' needs in classroom work.
- We assess whether any practical adjustments can be made to teaching, coursework hand-in times or exams, to reduce the impact from a mental health condition on a student's studies at college.
- Practical goal setting and suggestions on how to address any particular issues a student may be experiencing.
- Referrals externally and internally (college counselling).
- Support accessing local statutory services such as Mersey Care and CAMHS and other non-statutory agencies such as YPAS.
- Group work sessions for all students without a mental health referral.
- Work with the mental health team on one-to-one support for up to 5 session (psycho-educational and self-help strategies).
- Access to an in-college police officer - support with reporting crimes.
- Educating staff on mental health responses.
- Educating staff on how to make a referral via CPOMS.

OTHER IMPORTANT INFORMATION

Drop-in Service

Unfortunately, there is no mental health drop-in service available in the college.

If a student is in crisis, please ring the Mental Health duty phone on **0151 252 4848**, or contact **Merseyside Crisis Line on 0800 145 6570**.

Mental Health Diagnosis

If a mental health diagnosis is required, the student should visit their GP.

Open Door Policy

The mental health team is unable to operate an open door policy, therefore if a student requires non-urgent mental health support, they will need to go through the referral process.

In-house Counselling

The college offers an in-house counselling service. Referral to this is via a tutor / progress leader on the CPOMS system. However, the counselling team and the mental health team can offer signposting and referrals to external counselling services.

HOW TO REFER

Student self-referral:

Email mentalhealth@liv-coll.ac.uk

If a student is in crisis, please ring the Mental Health duty phone (**0151 252 4848**) or contact **Merseyside crisis line (0800 145 6570)**

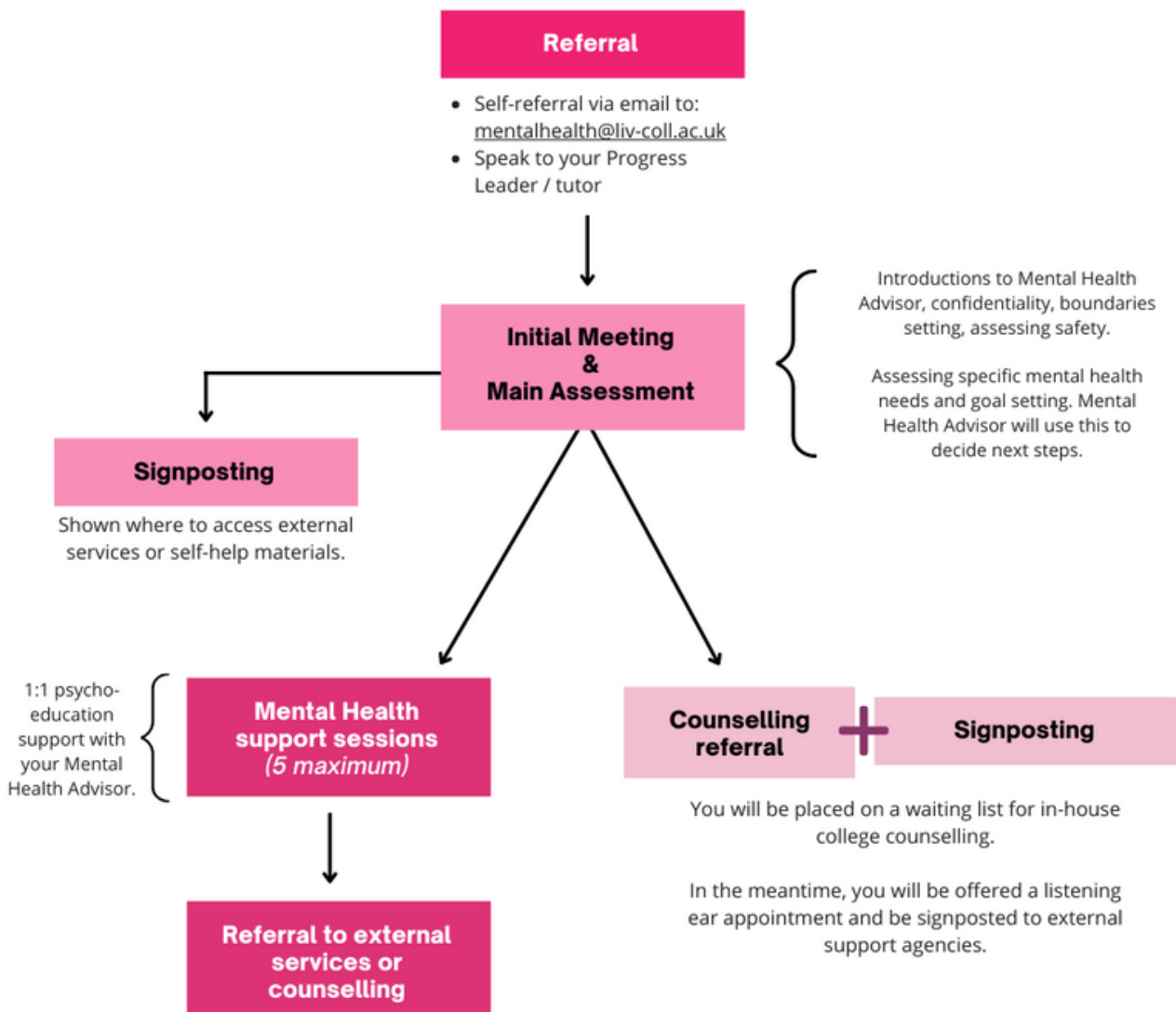
Tutor/Progress Lead referral: via CPOMS. If a staff member is making a student referral, the student must give their consent to confirm their willingness to engage with the mental health team.



REFERRAL PROCESS

What is the process after a referral has been made?

1. The mental health team emails the student to confirm they are placed on the waiting list. Once they are allocated to a member of the team, an initial meeting will be arranged.
2. The student is contacted by their Mental Health Advisor with a suggested date/time to meet - the student has 72 hours to respond. Once this time has passed, their file will be closed.
3. A student can again be referred to the team, but will be placed back on the waiting list.



GROUP WORK



Involvement with the mental health team that does not require a referral.



The mental health team runs six psycho-educational mental health sessions, on a rolling basis, throughout the academic year.

Research has shown that group work helps individuals to enhance their social functioning through purposeful group experiences. They are then able to cope more effectively with their personal, group or community problems.

This will be available in the Arts Centre (Myrtle Street), Clarence Street, the Learning Exchange (Roscoe Street) and Vauxhall Road, for all students who wish to join - *rooms and times will be communicated via internal staff emails.*

The team can also offer bespoke sessions at the request of staff.

Topics covered:

- Anxiety
- Low Mood
- Coping Strategies and Stress
- Sleep Hygiene
- Mindfulness/Meditation
- Motivation v Procrastination

MEET THE MENTAL HEALTH TEAM



Colin Gallacher - *Mental Health Advisor*

I am a qualified Mental Health Practitioner. I am passionate about empowering people to overcome their mental health difficulties. I can support the student in various areas, with my main experience being in stress/worry management and low mood/depression. My aim is to support the student to feel listened to and experience a safe, confidential, and non-judgemental space.



Lauren Smith - *Mental Health Advisor*

I have worked in the field of mental health for almost 6 years now and I am passionate about helping people grow in their mindset, so that they are equipped to improve their overall mental health. I specialise in anxiety, self-esteem, addictions, and depression.



Lottie Burgess - *Mental Health Advisor*

I have worked to support young people with their mental health for 4 years after starting my career as a teacher. I am committed to breaking down barriers to learning, of which mental health can be one. I work with students experiencing psychological distress by offering non-judgemental support, helping them to succeed in education and beyond.



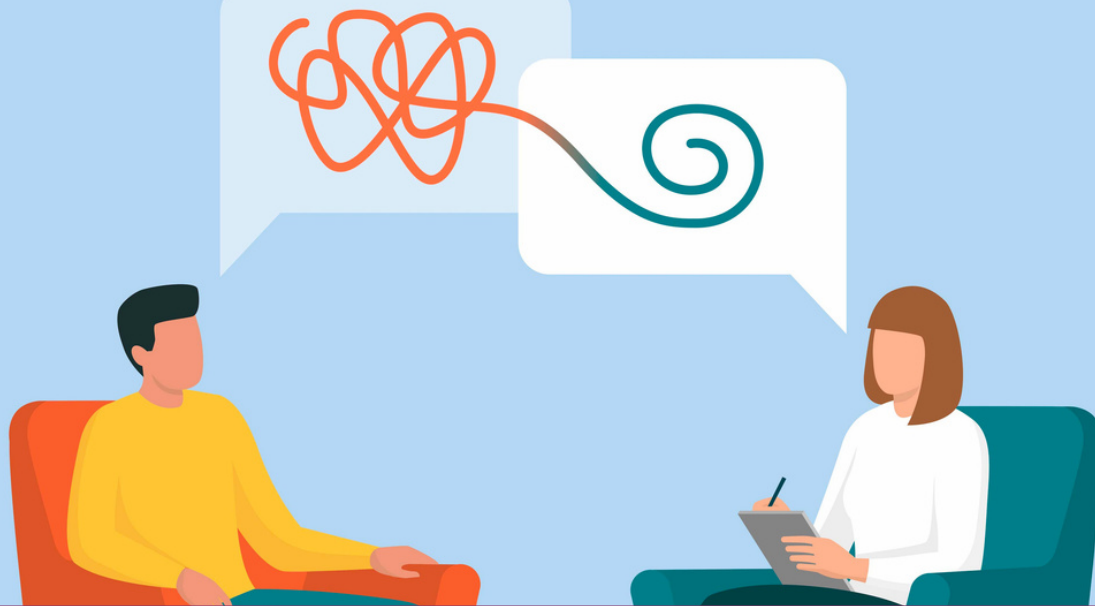
Fran Loguellou - *Mental Health Advisor*

I have worked in young people's mental health for 5 years. I enjoy working together with students to offer support and find an approach that supports their mental health, no matter how big or small they feel the problem is. I can support students in a variety of areas, with my main area being suicide prevention.



COUNSELLING

THE CITY OF LIVERPOOL COLLEGE



INTRODUCTION TO THE COUNSELLING SERVICE



College life can become demanding, where students struggle to manage a heavy workload, deadlines, or exams. On top of this, they may also have personal issues that can impact their life and their studies.

The College has a professional and confidential student counselling service which can help with any personal issues and challenges students may be

experiencing. Counselling can also help them discover new ways to think about a problem, so they manage things better and feel more in control.

College counsellors work in a non-judgemental way, respecting students' values and beliefs. They will respond sensitively and empathically to their needs and provide a safe and confidential environment where they can explore anything worrying, upsetting or troubling.

Our counsellors are highly qualified and experienced practitioners, who are all registered with the British Association for Counselling and Psychotherapy (BACP) and abide by the BACP's Code of Ethics and Practice. Further information can be found on the BACP website.

WHAT DOES THE COUNSELLING TEAM OFFER?



- A 30 minute one-to-one listening ear appointment (not a counselling session) to offload any worries.
- An initial assessment of needs to determine how best we can help **(50 minute appointment)**.
- Six one-to-one counselling sessions with a dedicated counsellor **(50 minutes in duration)**.
- Telephone support if needed.
- Information and self-help resources on specific issues.
- Signposting to external services.
- Referral to further internal support, including Safeguarding and Mental Health, if required.

Appointments: Important Information

If a counsellor has arranged an appointment, it's important that the student keeps to their schedule, where possible, or informs the team immediately if they're unable to attend. It is also important to be punctual as lateness will impact on the time that is offered.

Counselling is conducted in an atmosphere of mutual respect, non-violence and respect for college employees and property.

Making changes is hard work, where honesty, commitment and personal responsibility are required. Counselling provides the environment and structure to allow changes to take place, but the student must be willing to work on the problems.

ISSUES COUNSELLING CAN HELP WITH

The Counselling team can help with a range of issues including:

- Academic worries/pressures
- Relationship difficulties
- Self-esteem and confidence
- Anxiety and stress/panic attacks
- Family problems
- Issues around sex and sexuality
- Depression
- Suicidal thoughts/self-harm
- Decision making
- Bereavement and parental separation
- Eating disorders
- Loneliness/feelings of isolation
- Difficulties managing anger
- Bullying and harassment

We are here to support students with whatever they find troubling...
it's time to reach out.

HOW TO REFER

Progress leaders/tutors can refer students, or they can complete a referral form and email to:

Talktome@liv-coll.ac.uk

Referral form available on the Student Wellbeing Hub page on the college website:

<https://www.liv-coll.ac.uk/life-at-the-college/student-support-and-wellbeing/>



MEET THE COUNSELLING TEAM



Deanna Kirby - *Counsellor*

I am an integrative counsellor at the college. My core approach is person-centred, making 'the student' the centre of our work together – the student is their own expert! I feel privileged to work with young people and support them as they achieve their academic studies.



Glenys Taylor - *Counsellor*

Working empathically and to the student's needs, I offer Person Centred, Cognitive Behavioural Therapy (CBT), mindfulness, some Solution Focused Therapy (SFT) and EMDR. I am experienced in counselling a diverse range of issues.



Rachel Czumaj - *Counsellor*

I have worked at the college for 7 years as a Integrative counsellor, where Person Centred Therapy underpins my practice. The students are at the centre of our approach as we offer unconditional, positive regard and empathic understanding throughout our sessions. It is a pleasure to work with and support our students through their college experience at The City of Liverpool College.



Karen Felton - *Counsellor*

My specialism of Counselling is predominantly Person Centred. I have experience of working with all ages, and with experience of working with a variety of issues. I am very much here to support students in moving forward to a clearer positive future.



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