

# ESCP – London Campus

## Health & Wellbeing Policy

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## **Purpose**

The purpose of this policy is to:

- Ensure an awareness of Health and Wellbeing within the School.
- Provide a clear framework to structure and inform our response to Health and Wellbeing concerns, including a supportive Incident Report Process (Flow Chart) as well as a Referral process.
- Recognise current practice which contributes to the Health and Wellbeing process.

## **Scope**

The Health and Wellbeing Policy applies to everyone attending ESCP, London Campus. It confers responsibilities on all staff, students, agency staff and volunteers, contractors, visitors, consultants and those working under self-employed arrangements.

## **Background Information and Legal Context**

Students with a long-term illness that have a substantial adverse effect on their ability to carry out normal day-to-day activities are defined as disabled under the Equality Act 2010. While the School owes a duty of care to all students, this legislation places a special duty on the School not to discriminate against students with health difficulties, either in terms of admission, courses or in the operation of education and support services. In addition to this commitment to providing a non-discriminatory environment, the School is also committed to providing a supportive learning environment that aims to ensure that all its students realise their academic potential. Involved in the support and care of students while ensuring that the availability of support is accurately and widely publicised to both prospective and current students.

## **Key Principles**

This Health and Wellbeing Policy describes the key principles we shall apply through the actions managed, co-ordinated, and promoted by the School's Wellbeing Service under the Student and Academic Services department. This policy seeks to complement and underpin other School policies such as those in health, safety, employment, and academic performance.

The Key Principles which will maintain and improve health and wellbeing throughout the School community, are the following:

- a. To encourage and enable all students, as members of the School community, to take responsibility for maintaining their own good health.
- b. To support students with physical or mental disabilities to receive all practical and financial assistance available to them and ensure that all reasonable adjustments are made to enable them to undertake their programme of study/work responsibilities on as similar as possible a basis as non-disabled students.
- c. To offer to those students who declare a need for help with disability or mental health issues, early assessment, triage and signposting to self-help resources, group and peer support actions, to individual counselling, or to external specialist psychological services.
- d. To focus on positive steps to be taken to anticipate and overcome psychological difficulties which may stand in the way of academic achievement.
- e. To provide the interventions needed for maximum impact.
- f. To deliver a well-publicised service to meet the needs of the students.
- g. To manage the immediate risk to individuals, teams, and others, from students experiencing poor health and wellbeing, recognising that in the medium to longer term such risks should be managed by appropriately qualified NHS mental health professionals.
- h. To provide positive psychology education and training to staff.
- i. To encourage a wide dialogue about mental health by organising events dedicated to mental health and wellbeing awareness.

- j. To strengthen and manage partnerships within and outside the School community which will contribute to delivering maximum benefit to the students of the Health and Wellbeing Service.
- k. To recognise that the Health and Wellbeing Service does not provide an out of hours service and ensure that information about referral procedures to external NHS emergency services is well publicised and known.
- l. To respect the confidentiality of sensitive personal information provided by students with health difficulties.

### **Wellbeing Lead**

The Wellbeing practitioner has been identified as the member of the senior leadership team responsible for ensuring that the School complies with the Health and Wellbeing Policy, in collaboration with the Wellbeing Service (Health Counsellor and Wellbeing Practitioner) and in liaison with the Dean of the London Campus, Faculty, student facing Staff and other key stakeholders within the School.

### **Faculty and Staff of ESCP, London Campus**

All faculty and staff have a responsibility to:

- create and support an ethos that upholds the School's mission, vision and values to create an environment of respect, equality and diversity and inclusion;
- attend Health and Wellbeing training in order to have the skills to recognise those who may be vulnerable and to know the appropriate action to take if they have concerns;
- support the development of staff and student understanding of the issues around Health and Wellbeing through activities such as training, awareness campaigns and tutorials.

### **Leadership and Values**

To create and maintain the School's ethos that upholds core values of shared responsibility and wellbeing for all students whilst promoting respect, equality and diversity and understanding.

The School takes seriously the need to deal with all Health and Wellbeing issues occurring in our community. The aim is to:

- Promote core values of respect regardless of religion, race, nationality, sexual orientation or disability, equality and diversity and a free bullying/harassment environment.
- Build staff and student understanding of the issues and confidence to deal with them through mandatory staff training, awareness campaigns and community engagement activities.
- Deepening engagement with relevant communities and organisations where appropriate.
- ESCP, London Campus, discharges this responsibility in partnership with other agencies like NHS services, local GPs and the Police

### **Health and Wellbeing Support**

The School has a duty of care towards its students and is committed to providing an environment that promotes opportunities to learn and develop as individuals. We take seriously our responsibility to ensure the safety and wellbeing of students, staff and the wider community. Health and Wellbeing support is available to students in a variety of ways at

ESCP, London Campus. Specialist support is a key way of safeguarding student wellbeing, particularly those who may be vulnerable.

Pastoral care is delivered through Academic tutors and the Wellbeing staff. Training will be provided for all staff involved directly in student wellbeing, so that such staff are aware of their duties under the Health and Wellbeing Policy, and understand the processes by which they can support vulnerable students.

All staff and students should be aware that, should they have concerns regarding the wellbeing of a student, they can raise these in confidence with the Wellbeing team of the School. In either case, relevant stakeholders will be informed on a need to know basis.

Wellbeing team are the primary links between external services, such as mental health services, hospital liaison services and general practitioners, and the students. Referrals from the student should be directed towards the Health and Wellbeing Service.

### **Reasonable Adjustments**

When a health difficulty falls within the scope of the Equality Act 2010, students are entitled to the full range of support available under the Act and provided by the ESCP, London Campus.

If a student refuses to accept a recommendation to suspend their studies or refuses offers of support there may be implications for that student's progress, with the Fitness to Study Policy being invoked by Wellbeing staff, the Director of Student and Academic Services or the Dean.

Additionally, students who are concerned for a fellow student's wellbeing can seek a confidential appointment to discuss these concerns. Once a referral is received by the Wellbeing team, the student will be contacted and offered an appointment with the Health and Wellbeing Practitioner, who will offer professional judgments as to the most appropriate route.

Confidentiality is not applied in case there is a risk of dangerous behaviour towards self or/and others.

### **Confidentiality**

No information (including the fact of consultation itself) will be passed on to other bodies or individuals without the explicit written consent of the individual concerned. Staff not bound by such professional codes are still required to respect student confidentiality. Current confidentiality provisions arise from the relevant legislation. Students will be requested to complete a health questionnaire at enrolment, which will be stored on a case incident management software which complies with the General Data Protection Regulations (GDPR). Information sharing will only take place with external authorities when this is consistent with the provisions of the Data Protection Act (1998).

The confidentiality is not applied in case there is a risk of dangerous behaviour towards self or/and others. The student who is a client of the Health & Wellbeing Service must be informed about confidentiality during the meeting with the Mental Health Counsellor or Health and Wellbeing Practitioner, in relation to informing external emergency services in case of the presented risk.

Support and staff training, wherever necessary and possible, the School will make reasonable adjustments to processes and procedures to help students with health difficulties engage fully in their activities and meet academic and course requirements. The School also aims to

promote positive health and wellbeing by encouraging students who have (or believe they may have) health difficulties to seek support at the earliest possible opportunity. This can be through a confidential approach within the departmental structures, or directly to the Health and Wellbeing Service.

### **Referral of Concerns Regarding Health and Wellbeing**

- Any member of ESCP (student, faculty/academic directors or staff member), London Campus, may identify concerns about a student who appears to be vulnerable or presents health or wellbeing related behaviours.
- It is important that such concerns can be shared in a safe and supportive fashion to enable concerns to be investigated and an appropriate intervention to be developed, if required.
- It is equally important that assumptions are not made on the basis of information received and that referrals are investigated thoroughly and fairly. The School will seek to approach such concerns from the perspective of safeguarding the individual about whom concerns have been expressed.
- Only where there is clear and compelling evidence of a requirement to do so will information be shared with other relevant parties and stakeholders.
- Where a student, faculty/academic director or staff member has concerns that a student is exhibiting symptoms related to their Health and Wellbeing, concerns should be passed to the Wellbeing Service.
- The Wellbeing Practitioner will then pass all the information – if necessary – to the Mental Health Counsellor.
- The Wellbeing Practitioner of the London Campus will convey these concerns to the Director of Student and Academic Services and then, if required, to the Dean of the London Campus, the relevant Academic Director and Senior Management Team, depending on its severity as identified and coded by the Health and Wellbeing Practitioner.
- In the meantime, the Wellbeing Practitioner will investigate the matter, seeking to gather together the substantive information and evidence which would allow a full consideration of the case and keep the relevant parties updated at all times.
- Once any available information and substantive evidence has been gathered, the Wellbeing Practitioner will inform the Director of Student and Academic Services who will report to the Dean of the London Campus, the relevant Academic Director and the Senior Management Team, if necessary. A decision will be made as to the seriousness of the case. Three potential outcomes are likely at this stage:
  - No further action is required.
  - There is substance to the case and external support is being considered. Advice may be sought from the Health and Wellbeing Practitioner or other external medical services. The Senior Management team will be fully briefed if necessary.
  - A referral to external medical services is required because there are serious and immediate issues of safety to the student or others.

### **Staff Training and Awareness**

Wellbeing staff will attend training events and briefings related to Health and Wellbeing as appropriate. Training can be offered on a regular basis for all relevant staff so that they can recognise those who are vulnerable and require support.

This training will be carried out after consultation with the Wellbeing Practitioner and Head of People (HR) and Engagement. It will include an explanation of how to handle appropriately and sensitively any concern that may emerge. For those with whom any specific concerns will be raised (primarily staff in Student Services), differentiating the risks at different levels of incidents will be covered in more detail, together with the opportunities and requirement to

share information confidentially where needed. Our approach will be to support vulnerable students in whatever circumstance they find themselves.

### **Related Policies & Procedures**

This policy should be used in conjunction with the following policies and procedures:

- Incident Report Process – Flow Chart
- Mental Health and Wellbeing Referral Form
- Fitness to Study Policy
- Health and Safety Policy
- Disciplinary Policy and Procedure (Staff)
- Examinations and Assessment Regulations
- Student Code of Conduct
- Admissions Policy and Procedures