

# Student Wellbeing Centre



Information for

# Parents and Guardians

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## Student Wellbeing Centre

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 @UnioflincolnSW

 UnioflincolnSWC

When your son or daughter starts at university, it marks the beginning of an exciting new part of their life. For many students it's the start of an independent life, living away from home and people that they know and can be daunting and exciting at the same time.

We understand that for many parents, this is the first experience of having no involvement with your son or daughter on a daily basis. You may find that they may contact you frequently and let you know that things are going well or alternatively, they may throw themselves into university life and not make contact as often as you would like. This is not necessarily something to worry about and is a normal part of moving away from home and becoming independent.

This guide is designed to provide some answers to questions that you may have and to offer some practical advice on how you can support your son or daughter's transition to university.



## Homesickness

It is common for some students to find settling in harder than others. Adjusting to a new independent life as well as making new friends, getting to know the city and a new way of studying can be overwhelming. It is important for you to remember that there are services in place to help your son or daughter settle in which we have outlined below in our frequently asked questions.

### How you can help

There are many ways in which you can help your son or daughter to settle into their new life and we understand that this can be just as stressful for you as well as for them. Here are some tips to help you.

- **Anxiety about starting university is completely normal.** Your son or daughter may feel like they are the only other student feeling this way, but it is really important for them to understand that many others feel the same when they first start university. We have an experienced team of advisors who can talk to students about how they are feeling and reassure them that they are no different from anyone else.
- **Help your son or daughter have realistic expectations of their academic goals and their social life.** It is so important that students get the right balance of social and academic life so help them to plan out how they are going to manage this and to understand that they can make their own decisions about how they want to live and not be pressured by others.
- **If your son or daughter is really struggling, you should encourage them to access our services at the Student Wellbeing Centre.** This is the first point of contact for them for any emotional issues they are experiencing. They can also access our website for information on all the services we offer by visiting <https://studentservices.lincoln.ac.uk/>
- **Encourage them to get involved with different activities and societies through the Students' Union.** If they have struggled to make friends, there may be something that interests them and where they can start to feel more comfortable and meet new people.





## Frequently Asked Questions

### How will I know how my son or daughter is getting on at university?

Unfortunately, the only way to find out how they are doing is to ask them directly. UK Data Protection Law means that no-one at the university is permitted to release information about or discuss students to any third party without the consent of the student themselves. This includes their parents, guardians or carers or anyone who contacts us with regard to them.

All students accessing our services have the option to sign a parental consent form if they wish to. This will allow staff in the Student Wellbeing Centre to talk to their parents about their wellbeing. It is important to remember that this consent is only relevant to the Student Wellbeing Centre and not the whole university, so you will not be able to discuss their academic progress with their Academic School or personal tutor without prior consent. It is also important to remember that if your son or daughter does not want to give parental consent then we are legally obliged to follow their wishes and they can withdraw their consent at any time.

### What if my son or daughter has specific requirements when applying for accommodation?

If you can provide medical evidence of your son or daughter's condition, and there is legitimate need for prioritised accommodation, the Student Wellbeing Centre will liaise with Residential Services to support their application for this. Your son or daughter will still need to apply for accommodation as normal and our Advisors will help them with any additional requirements they may need putting into place.

### What if my son or daughter has a disability, long standing condition, mental health condition or Specific Learning Difference?

The Student Wellbeing Centre can offer support to any student who can provide medical evidence with any of the above conditions. This is known as a Learning Support Plan and is sent to the student's tutors as well as the Library to advise them of the additional support (such as exam or library support) that the student might need.

Please note that if your son or daughter has been diagnosed with a Specific Learning Difference, they will need to provide us with a copy of their full Educational Psychologist Assessment which needs to have been completed after they turned 16 years old.

### Does my son or daughter need to register with a GP in Lincoln?

The University of Lincoln has a Health Centre on campus which we encourage all students to register with during their first week at university.

### My son or daughter is a carer, what kind of support can you offer to them?

We realise that many of our students act as carers for members of their family. We have specialist support in place for these students and can offer support and guidance on managing their caring responsibilities alongside their academic studies. Your son or daughter should contact us as soon as possible so that we can talk to them about the support we can offer to them.

### What do I do if I have a serious concern for the welfare of my son or daughter?

If you have concerns about your son or daughter whilst they are at university then it is important that you contact us. If you have received a worrying message from them, not heard from them in a while or are worried about a serious medical condition that they may have and you are concerned then please tell us. We can then check to see if things are as they should be through our 'Concern for Welfare' procedure. Whilst we may not be able to tell you the outcome, we can act on what you tell us. Although we can't give you the student's contact details, we can encourage them to make contact with you.

## Student Wellbeing Services

If your son or daughter has a disability, a medical condition, a learning difference or mental health problems, the Student Wellbeing Team are here for them. Located in the Student Wellbeing Centre on the Brayford Pool Campus, the team offer support and advice with any issues or challenges they may face during their studies. A team of Wellbeing Advisors, Mental Health Advisors and Counsellors provide advice and guidance on how to make the most of their time at university.



If a student decides to access this service, they will be assigned their own Wellbeing Advisor who can provide advice and support during their academic studies. This includes the creation of a Learning Support Plan to ensure the necessary support is put in place for your son or daughter. Students with disabilities can also apply for Disabled Students' Allowance which can help fund assistant technology and non-medical help to aid the student's academic studies. Our Wellbeing Advisors can assist in the process of this application. Your son or daughter will also be able to access the Student Wellbeing Service at any time should they have any concerns relating to their disability.

### Mental Health Support and Counselling

The Student Wellbeing Service has an experienced team of Mental Health Advisors and Counsellors who offer a high standard of service to support students through their difficulties, to help them understand themselves better and find better ways of managing their emotions. Should your son or daughter ever feel the need to access these services, they should contact the Student Wellbeing Centre to find out how and which service is the best one to access.

Please note that our Counselling Service is designed for short term therapy and cannot be used to replace ongoing counselling from the NHS. If your son or daughter currently accesses mental health services via the NHS, you should consult with their GP or practitioner about how your son or daughter's treatment can be transferred to Lincoln.

Our Mental Health Advisors provide ongoing support for students who experience mental health issues.

To find out more about the services and how to access it, your son or daughter should contact us via the details on the front of this leaflet.

### Student Minds Transition to university Guides

Student Minds have created a guide for students transitioning to university. It contains helpful information on what to expect academically and what support is available. To access the guides please visit the following link:

<http://www.studentminds.org.uk/transitions.html>

You can also read about our own student's experiences of starting university here:

<https://studentservices.lincoln.ac.uk/student-experience-blogs/>

## Other services available to support students

### The Student Support Centre

The Student Support Team is here to ensure that your son or daughter can access all of our services and information. Our friendly and helpful staff can help with a wide range of queries from council tax exemption letters, enrolment cards, general advice and information and directions around the campus.

The Advice Service is also based in the Student Support Centre and is a free, confidential and impartial service available to all students and prospective students of the university.

### Student Funding Team

The Student Funding Team is here to provide students with a friendly and reliable service on all aspects of student funding, offering solutions to any financial problems you may be experiencing.

### Chaplaincy

Regardless of your faith, the university's Multi-Faith Chaplaincy Service is here for all students and staff. If you need someone to listen, want to share good news or bad, or have issues surrounding work, relationships or your personal life, you can talk to the Chaplaincy Co-ordinator.

## Information for parents

The University of Lincoln takes the welfare of all its students seriously and offers wellbeing support to students through a team of expert professional staff in our Student Wellbeing Centre. Under Data Protection law all students have the right to confidentiality to protect their interests and the Student Wellbeing Service is therefore committed to providing a confidential service to all students who engage with the service. The provision of this service also ensures a relationship of trust between student and staff which enables appropriate and timely support to be put in place for those students in need of it.



The Student Wellbeing Service requires a student's consent to talk to anyone outside of the university about an individual, including parents and guardians. Whilst the service cannot confirm to a third party if a student is enrolled as a student, or their whereabouts, they will follow up any concerns which are raised about students using the university's well established 'Concern for Welfare' process which provides a rapid and co-ordinated response to any concerns which are raised by staff, students, parents or others about individual students.

If you have concerns about your child whilst they are at university, you are encouraged to contact the Student Wellbeing Centre. This could be because you have received a worrying message, not heard from them in a while or are concerned about a serious medical condition that they have. The Student Wellbeing Team will then follow a process to check to see if things are as they should be and, whilst they may not be able to share the outcome, they can act on the information provided and encourage, where necessary, your child to contact the person who has raised the concern to reassure them of their wellbeing.



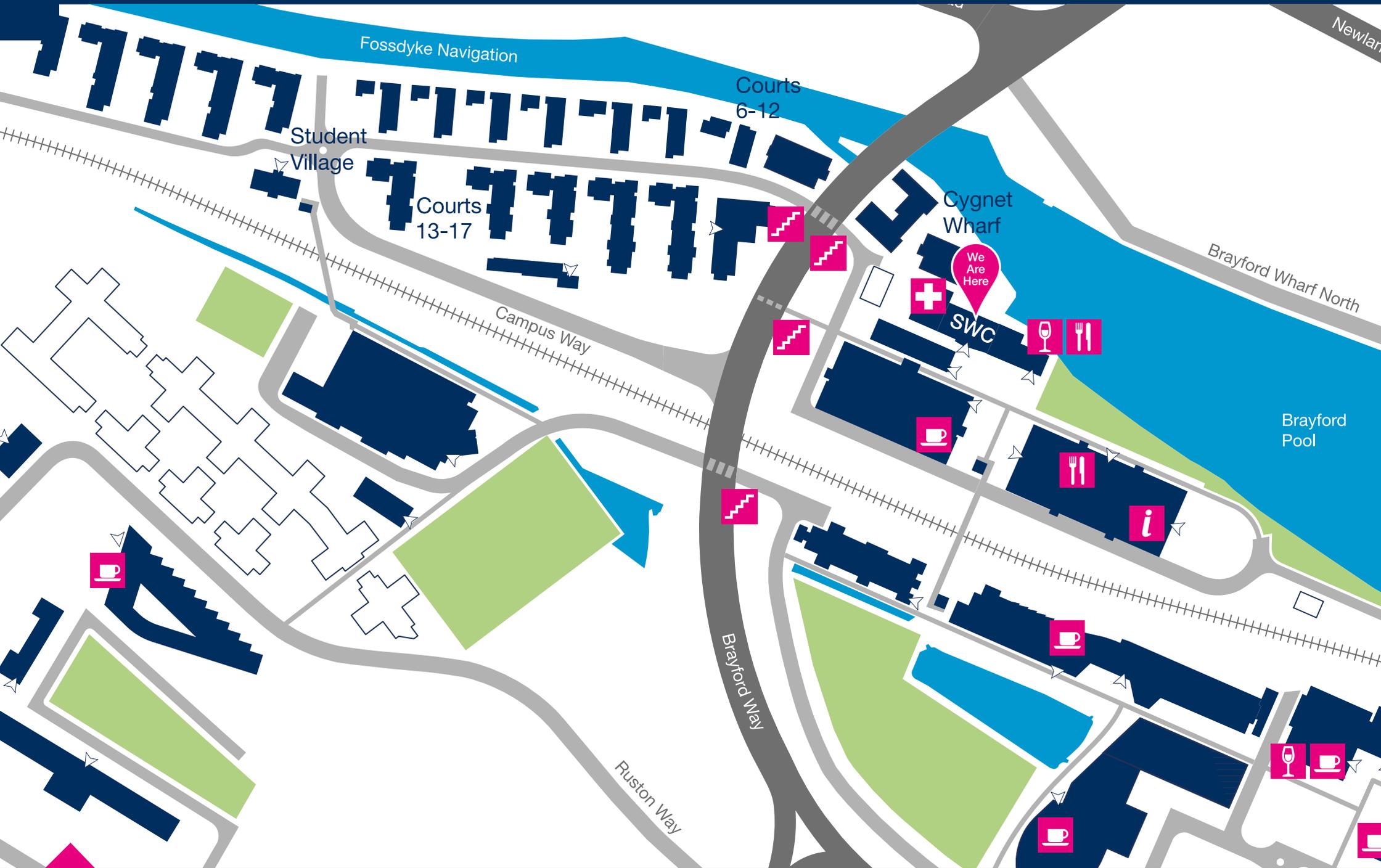
### Nominated Person Consent

At enrolment all students are given the opportunity to opt-in to a 'Nominated Person Consent'. This will give the Student Wellbeing Service consent to contact their nominated person, this can be their parent, guardian, or a friend in situations which are not an emergency, but where they have serious concerns about a student's wellbeing.

It is important to recognise that this opt-in does not allow parents, guardians or a nominated person to seek information about a student's academic studies, or their day to day activities and will only be used in relation to concerns about a student's wellbeing.

### If a student chooses to opt in

If a student has opted-in to the Nominated Person Consent and is the subject of a wellbeing concern, the Student Wellbeing Team will undertake an assessment of the situation and will then have the option to make contact with a student's Nominated Person to discuss any concerns and a plan of action to support the student.



You can find us between The Swan pub and the Health Centre

# Useful Contact Information

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## **Student Support Centre**

01522 837080

[studentsupport@lincoln.ac.uk](mailto:studentsupport@lincoln.ac.uk)

## **Students' Union**

01522 886006

[reception@lincolnsu.com](mailto:reception@lincolnsu.com)

## **Accommodation Service**

01522 886195

[accommodation@lincoln.ac.uk](mailto:accommodation@lincoln.ac.uk)

For information on how to contact the Student Wellbeing Centre, please see the front of this leaflet.

