

Supporting our Student Carers – Action Plan

Each principle has a set of key actions designed to progress the priorities and ensure implementation across all areas of the College during AY 2018-19 through to AY 2019-20.

| Principle | Key Action(s) | Tasks | To be completed by whom / timeline | Arrangements for monitoring progress / impact | Progress to date |
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| 1. Identify: Carers are being proactively identified and awareness is being raised throughout the College. | Complete the Pre-baseline survey for <i>Going for Student Carers: Recognition Award</i> . | <i>Going for Student Carers: Recognition Award</i> Pre-baseline survey completed. | Head of Student Services. April 2019 | Progress monitored by the Senior Management Team (SMT), College Management Team (CMT) and the Safeguarding Group. | Confirmation email to Carers Trust Scotland of completed Pre-baseline survey. |
| | College Safeguarding Group reviews student carer identification process and support at the College and makes recommendations for improvement. | The College has an active Safeguarding Group which has both staff and student representation. Supporting student carers forms part of the remit of this Group with the Named Staff Contact (Guidance & Support Advisor) being a member. | Head of Student Services. January 2019. | SMT and CMT. | Group already well established with both staff and student representation. The Group is chaired by the Head of Student Services and has SMT representation. The Group act as a channel of communication where issues affecting student carers can be raised and addressed and where important key college actions are agreed and progressed. |
| | Carers Trust Scotland definition of a carer adopted by the College and | Carers Trust Scotland definition to be used across the College and embedded into forward | Head of Student Services, Depute Head and Guidance & Support Advisor. April 2019. | Progress monitored by the Safeguarding Group, Equality Group. | Carer definitions used in policy, corporate documents, pre-entry and on-course support literature and |

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| | <p>widely used and promoted across all areas of the College.</p> <p>College to produce a statement of intent highlighting the College's ethos and approach to supporting student carers.</p> <p>Carers are identified as a prioritised group in the College's Access and Inclusion Strategy and annual Action Plan.</p> <p>Systems and processes in place at the pre-entry stage to proactively support a positive transition for student carers.</p> | <p>planning, promotional and support materials on a wide range of platforms.</p> <p>Statement of Intent to be produced and widely promoted across all areas of the College including the website.</p> <p>Student carers clearly identified in the College's Access and Inclusion Strategy and Action Plan. This links to the ongoing activity that takes place to support student carers within the faculties and services to support learners.</p> <p>A range of pre-entry transitional support is in place to encourage and promote the rights of student carers. Interview Support Checklist, Guide for Applicants and Student Carers section on the College website.</p> | <p>Head of Student Services. April 2019</p> <p>Associate Principal for Business. Action Plan updated on an annual basis. April 2019.</p> <p>Head of Student Services, Depute Head & Guidance & Support Advisor. April 2019</p> | <p>Progress monitored by the Safeguarding Group, Equality Group</p> <p>Progressed monitored by SMT, CMT, and the SFC through the Regional Outcome Agreement (ROA).</p> <p>Progressed monitored by SMT, CMT and the Safeguarding Group.</p> | <p>through social media platforms including the College website.</p> <p>Statement of Intent produced and agreed. Circulated to students and staff and made available through the document portal and college website.</p> <p>Access & Inclusion Strategy and Action Plan circulated across the College and available in the document portal and college website.</p> <p>Student carer information reviewed and updated on an annual basis. Support services undergo a rigorous self-evaluation process each year to continually improve support and services for learners. Regular</p> |
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| | <p>Student carers can self-disclose during the enrolment process.</p> <p>Key college objective to allow students to self-disclose as part of the application process to help tailor personalised support at an earlier point.</p> | <p>Student carers are encouraged to disclose as part of the enrolment process. The Carers Trust definition is used to describe what a carer is and clear guidance/explanation given as to the reasons why the College gather this data. This information shared with designated Named Staff Contact (Guidance & Support Advisor) who then makes contact and sends regular communications.</p> <p>IT project underway to develop an in-house bespoke online application system.</p> | <p>Head of MIS, IT Team. Already in place.</p> <p>Head of Student Services / Head of MIS / Guidance & Support Advisor. Review date set for August 2019.</p> | <p>Statistical information shared with Scottish Funding Council (SFC), SMT, CMT and Head of Student Services.</p> <p>Progress monitored by the Safeguarding Group, Equality Group and Academic Board.</p> <p>Progress monitored by SMT, Head of MIS, Head of Student Services. Short Working Group created to discuss project requirement and monitor ongoing progress.</p> | <p>attendance at faculty meetings.</p> <p>Detailed on Enrolment Form. Enrolment form reviewed and updated on an annual basis. Submission to SFC. KPI data analysed. Student carer support identified in annual Operational Planning (OP) and Self-evaluation process (SE). Named Staff Contact in place to provide tailored 1:1 support.</p> <p>Project underway with regular SWG and team meetings taking place.</p> |
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| | <p>Student Carers have the facility to self-disclose at any point during the AY by using the Carer Forever Button through the Student Portal.</p> | <p>Forever Button created through the Student Portal to allow student to self-disclose as a Student Carer at any point during the academic year. Automated communication is generated from the system with a follow up meeting with the Named Staff Contact.</p> | <p>Head of MIS / Head of Student Services / Guidance Tutors / Guidance & Support Advisor. January 2019</p> | <p>Support referrals managed by the Head of Student Services, Depute Head and the Guidance & Support Advisor. Progress monitored by the Safeguarding Group.</p> | <p>Facility in place from January 2019. Student carers have been using to update/disclose their status.</p> |
| | <p>New support email to be created.</p> | <p>New support email to be created and promoted in student carer literature. This will allow student carers greater to accessibility disclose more easily and access support.</p> | <p>Depute Head of Student Services. April 2019.</p> | <p>Monitored by Head of Student Services, Depute Head and Guidance and Support Advisor.</p> | <p>Support email created to allow greater accessibility for student carers to disclose and access support. Email address promoted in student carer literature.</p> |
| | <p>Internal flagging system in place to alert teaching staff and designated Guidance Tutors of potential concerns or issues.</p> | <p>Student carers are identified on the class register to allow teaching staff and designated Guidance Tutors to identify at-risk students. This will allow them to carry out an early intervention and arrange for appropriate support to be put in place to avoid students reaching crisis</p> | <p>Head of MIS / Head of Student Services / Guidance Tutors / Guidance & Support Advisor. In place from AY 2017-18.</p> | <p>Support referrals managed by the Head of Student Services, Depute Head and the Guidance & Support Advisor. Progress monitored by the Safeguarding Group.</p> | <p>Early identification of at-risk students take place and referrals carried out to Student Services for further support. Partnership approach in place between faculties and services to support learners. Close partnership with external support agencies Carers Trust and local partners Lanarkshire Carers Network.</p> |

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| | The College accepts confirmation of being a student carer through the enrolment process / Forever button. | point because of their caring responsibilities. The College recognises that there has to be flexibility and acceptance of a being a student carer to remove the barriers to allow carers to feel able to disclose their status. | Head of Student Service. August 2018. | Monitored by Head of Student Services/Depute Head and Named Staff Contact. | Regular communications sent to student carers and status is discussed during support meetings. Those no longer identified as a carer removed from the MIS student records system. |
| 2. Support: Carers are being supported to give them a fair chance to be successful in their studies. | Identify a Named Staff Contact for student carers. Produce a Student Carers Policy and Student Carer Support Plan which outlines the support available to student carers. Launch policy to all students and staff. Take continual action to promote awareness of the practice and procedures in place for identifying, | The Guidance & Support Advisor role within the Student Services team is the Named Staff Contact for student carers. Student Carer Policy / Student Carer Support Plan created and launched at the start of AY 2018-19. The Policy and Plan was developed in consultation with staff, Students' Association and the Lanarkshire Carers Network. Action Plan in place. Student carers on the remit of the Safeguarding Group. Student carer support is a key college objective and identified in | Head of Student Services. In place since September 2015. Head of Student Services. August 2018. SMT and the Head of Student Services. April 2019. | Monitored by Head of Student Services/Depute Head. Monitored by SMT, CMT, Safeguarding Group and Head of Student Services. Monitored by Board of Management, SMT, CMT, Safeguarding Group and Head of Student Services. | Tailored 1:1 support provided to student carers by the Named Staff Contact before, during and after college. Policy and Plan used across the College. Policy and Plan available on the document portal, ROA, website and the Learner Induction. Policy and Plan presentation to all staff through full faculty team meetings. Actions within the Supporting our Student Carers Action Plan progress monitored. Ongoing analysis of student carers KPI's. Student carers support identified in the |

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| | <p>supporting and reporting on carers.</p> <p>Ensure student carers are considered in ongoing policy development including for example anti-bullying, equality and diversity, access and inclusion</p> <p>Create new publications to highlight and promote the support available to student carers. Update existing resources to ensure they are engaging and reach out to student carers.</p> | <p>a number of corporate documents i.e. Access & Inclusion Strategy and Student Services OP and SE.</p> <p>Caring responsibilities taken into account when developing new policies and within policy development.</p> <p>Student carer support resources and literature reviewed and updated as appropriate.</p> | <p>SMT, CMT, Equalities Officer and the Head of Student Services. Ongoing work.</p> <p>Head of Student Services, Depute Head and Guidance Support Advisor. April 2019.</p> | <p>Monitored by Board of Management, SMT, CMT, Safeguarding Group and Head of Student Services.</p> <p>Monitored by SMT.</p> | <p>Student Services OP and SE. Students' Association provide feedback on this process.</p> <p>New polices developed to include support for those with caring responsibilities including for example, Caring for Carers Guidance, Equality Mainstreaming Report and Education Scotland How Good is our College Report.</p> <p>Updated student carer support information as follows: Guide to Applicant Designated student carer website page Student Handbook Learner Induction Carer Induction Video Carer Notice Board Regular communication from Named Staff Contact to student carers</p> |
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| | <p>Create a dedicated website page for student carers.</p> <p>Organise and deliver a range of events and activities to recognise and support student carers.</p> <p>Formal procedures and protocols in place for student carers for making referrals to both internal and external support services.</p> <p>Partnership approach with the Students'</p> | <p>Student carer information on the website page to be reviewed and updated. Designated page for carer support.</p> <p>Deliver a carer awareness raising event in college using a wide range of methods. Work in partnership with the SA to facilitate Student Support Sessions for those with caring responsibilities.</p> <p>Close partnership working with a number of external specialised carer support agencies. Referrals to external/internal services. Recording forms of referrals i.e. Record of Guidance and Support Form / Carer Support Plan / counselling records.</p> <p>Students' Association sits within the Student Services area and all</p> | <p>Depute Head of Student Services. April 2019</p> <p>Head of HR, Equalities Officer, Head of Student Services, SA President. Reviewed on an annual basis.</p> <p>Head of Student Services, Depute Head and Guidance & Support Advisor. In place.</p> <p>Head of Student Services, SA President</p> | <p>Monitored by SMT and the Head of Student Services.</p> <p>Monitored by SMT.</p> <p>Monitored by Head of Student Services and Safeguarding Group.</p> <p>Monitored by the SMT, Safeguarding Group, Equality Group.</p> | <p>New webpage created for student carers. Highlighting the support available to make it easier for student carers to access.</p> <p>College event organised to tie in with national campaigns such as Carers Week. Monthly support surgery in College facilitated by Lanarkshire Carers Network. Carers Support Group for staff. SA Student Support Group for student carers.</p> <p>Partnership agreement in place with local carer support group South Lanarkshire Carers Network. Referrals made as and when required. Support can be delivered to students in college. Internal referrals to Student Counselling Service, mindfulness classes and Learning Development Support.</p> <p>SA President is an active member of the Safeguarding Group, Equality Group,</p> |
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| | <p>Association in the evaluation of services and support and the delivery of events and activities in college.</p> | <p>student carer support, events and activities to be planned, organised and evaluated by the SA. Student President member of the Safeguarding Group.</p> | <p>and Vice President. In place.</p> | | <p>Mental Health Group, Board of Management etc. and feeds into the college strategy and ongoing college planned activities. Part of the Student Services team and feeds into the annual OP and SE and attend departmental meetings. Updates then disseminated to SA Executive Committee. Ongoing gathering of testimonials to showcase student stories in their own voice.</p> |
| | <p>Build cohesive partnerships with the National Carers Trust Network and local agency South Lanarkshire Carers Network.</p> | <p>Strong partnership in place. Aim of joint working and interaction. Referrals to local support agency. Support Group work in college. Good practice shared and support provided to college staff.</p> | <p>Head of HR, Equalities Officer, Head of Student Services, Depute Head and Guidance & Support Advisor. In place.</p> | <p>Monitored by the SMT, Safeguarding Group, Equality Group.</p> | <p>Strong partnership with regular meetings and communications. Good practice shared and good news stories. Monthly support surgery in college. Staff support sessions in place. SA led student support session with themed session for student carers. Staff and SA attendance at external events and training.</p> |
| | <p>Deliver Carers Trust Scotland training to staff</p> | <p>Training to take place for staff in scheduled staff development days to raise</p> | <p>Head of HR, Training Officer. June 2019.</p> | <p>Monitored by HR and HR Committee of the Board of Management.</p> | <p>In partnership with the Carers Trust Network student carer awareness training delivered to staff</p> |

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| | <p>including senior management.</p> <p>Deliver Carers Trust Scotland training to the Students' Association.</p> <p>Participate in the sector pilot through CDN to develop student carer e-learning training.</p> | <p>awareness of staff / student carers.</p> <p>Training to take place for the SA in scheduled staff development days to raise awareness of student carers.</p> <p>Work with CDN and Carers Trust Network to trial sector student carer awareness training.</p> | <p>Head of HR, Training Officer. June 2019.</p> <p>CDN, Carers Trust and Head of Student Services. Date TBC.</p> | <p>Monitored by HR and HR Committee of the Board of Management.</p> <p>Monitored by HR, SMT and Head of Student Services.</p> | <p>during the June 2019 staff development days.</p> <p>In partnership with the Carers Trust Network student carer awareness training delivered to the SA during the June 2019 staff development days.</p> <p>Email sent to CDN to confirm participation in the pilot e-learning module.</p> |
| <p>3. Report: Student Carers progressions are showcased, and evaluation tools are used to celebrate achievements and make improvements.</p> | <p>Student carer data submitted to the SFC as part of the annual Further Education Statistics Return.</p> <p>Monitor and analyse student carer numbers including KPI's. Share this data with Board Members, staff, Students' Association,</p> | <p>Annual return submitted to SFC from Head of MIS.</p> <p>Student carer data, KPI's year-on-year trends shared and evaluated by senior staff.</p> | <p>Head of MIS. Annual Return.</p> <p>SMT, Quality Enhancement Group (QEG), Head of Student Services. Data analysis carried out on an annual basis following SFC data released.</p> | <p>Monitored by SFC, Board of Management, SMT, and CMT.</p> <p>Monitored by SFC, Board of Management, SMT, CMT, QEG, Equality Group</p> | <p>SFC data published February each year. A data analysis exercise takes place to evaluate attainment levels of student carers.</p> <p>Formal presentations made at Board level and KPI's evaluated and discussed at Academic Board, QEG, Equality Group, Safeguarding Group. Data disseminated to faculties and teams across the College.</p> |

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| | <p>students and stakeholders.</p> <p>Student carers support detailed in the Regional Outcome Agreement (ROA).</p> <p>Take steps to promote the College's journey in undertaking the <i>Going for Student Carers: Recognition Award</i>.</p> <p>The Student Carers Policy and Supporting our Student Carers Action Plan to be widely shared with staff, students and stakeholders.</p> | <p>Student carer support aspirations and key objectives detailed in the ROA.</p> <p>Promote the College's journey to support student carers during Carers Week 2019.</p> <p>Share the Supporting our Student Carers Action Plan with SMT, CMT, and SA Executive team, Safeguarding Group, Equality Group and the Mental Health Group.</p> | <p>Depute Principal in partnership with NCL.</p> <p>Head of Student Services, Depute Head, Guidance & Support Advisor, and SA President. June 2019.</p> <p>Head of Student Services. April 2019.</p> | <p>Monitored by the SFC Regional Outcome Agreement Manager, Board of SLC and Regional Strategic Board.</p> <p>Head of Student Services.</p> <p>Monitored by Safeguarding Group.</p> | <p>Depute Principal has regular meetings with staff and the SA to discuss key college objectives to support student carers. Continual process of collaboration across the region to produce the ROA. Regular updates provided to Regional Outcome Agreement Manager, SLC Board and Regional Strategic Board.</p> <p>Share the College's journey with staff, student and stakeholders during planned events and activities during Carers Week 2019.</p> <p>Action Plan emailed to SMT, CMT, and SA Executive team, Safeguarding Group, Equality Group and the Mental Health Group. Action Plan uploaded to Carers section of the College website.</p> |
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| | <p>Annual review of the Safeguarding Group and impact access against targets and student outcomes.</p> <p>Complete the Post-baseline survey for <i>Going for Student Carers: Recognition Award</i>.</p> | <p>Safeguarding Group remit and impact reviewed on an annual basis.</p> <p><i>Going for Student Carers: Recognition Award</i> Post-baseline survey completed.</p> | <p>Chair of the Safeguarding Group, September each year.</p> <p>Head of Student. July 2019</p> | <p>Monitored by SMT.</p> <p>Progress monitored by the SMT, CMT and the Safeguarding Group.</p> | <p>Discussion each year on the remit and work of the Group. Evaluation and impact of the Group's work and progress carried out on an annual basis through the Group's professional discussion and the College SE Report.</p> <p>Confirmation email to Carers Trust Scotland of completed Post-baseline survey.</p> |
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Safeguarding Group – Supporting our Student Carers Action Plan Signed Off:

Chairperson of Safeguarding Group – Head of Student Services

Review Date:

Date: 9 / 10 / 2019

Signature: Rose Heston

Date: 26 / 6 / 2020