

How to support Care Leavers, former Foyer residents, Estranged students and Refugees

Generally these students do not wish to be singled out or labelled, coming to University can be an opportunity for them to move on from their past and make a new start. It is important to respect their privacy but also make them feel comfortable and confident in disclosing any concerns to staff.

Care Leaver: 18-25 year old who has been in the Care of the Local Authority for a period of 13 weeks or more since the age of 14 and spanning their 16th birthday.

Former Foyer resident: Foyers provide a safe place for young people to live, learn and make the transition to independent adulthood who were either homeless or at risk of being homeless.

Estranged student: 18-25 year old who is irreconcilably estranged from their biological, adoptive parents or their only living parent.

Research shows that these students are:

- More likely to have experienced unstable upbringing, complex family situations, and neglect or abuse in past. They may have lacked strong adult role models.
- More likely to be uneasy about developing relationships with staff, will take time to gain their trust.
- May find it difficult to relate to their peers.
- Not likely to return home during the holidays and therefore may feel isolated.
- Financially independent so may have part-time work commitments, budgeting issues.
- More likely to have mental health difficulties.

Refugee: a displaced person who has left their home country due to persecution, been granted Refugee or Humanitarian Protection status by UK government.

Asylum Seeker: a person who seeks asylum – protection – in a country other than their own, not yet accepted as a Refugee by the government.

Research shows that these students:

- Might suffer from culture shock, find it difficult to integrate with peers.
- May have no contact with family and have experienced traumatic events in past.
- May be needing to adapt to new systems of learning, teaching and assessment.
- More likely to have mental health difficulties.



If in doubt call the Student Services Staff Advice Line on

01225 384321

You can increase these students' chances of success by:

- Showing that you are committed to their experience at University.
- Being non-judgemental and responding to issues in a personal way.
- Showing respect and understanding.
- Noticing changes in a student's appearance, behaviour or progress.
- Inviting students to discuss any issues of concern with you.
- Encouraging students to seek help early.
- Highlighting additional support from Academic Skills, including English language provision.
- Explaining learning and assessment processes clearly as they adapt to a new education system.
- If needed referring the student to Wellbeing Service daily drop-in in 4 West
- Being available but setting clear boundaries.
- **If you have concerns – Ring 4321 for advice.**

How to support Young Adult Carers and Under 18 year olds

Young Adult Carer: 18-25 year old who looks after a relative or friend due to a disability, chronic or terminal illness, mental health problem or drug/alcohol addiction or dependency.

Research shows that these students:

- Will need to go home more often than other students, affecting their attendance.
- Could be tired or distracted in lectures and seminars.
- Might be living at the family home and commuting, unable to socialise or integrate with their peers due to caring responsibilities and therefore feel isolated.
- Finding the time to participate in group work may be more difficult.
- May have additional financial responsibilities or costs.
- Increased caring responsibilities in holiday periods may cause stress or lack of rest.

You can increase their chances of success by:

- Noticing changes in a student's appearance, behaviour or progress
- Inviting students to discuss any issues of concern with you
- Encouraging students to seek help early
- Making adjustments to their timetable
- If needed referring the student to Wellbeing Service daily drop-in in 4 West

If you think a student might be in one of these groups and need additional support, and they have not disclosed this to the University, we recommend signposting or making a direct referral to Student Services, with the student's permission, as soon as possible.

The Student Retention & Success Adviser in Student Services is the key contact for these cohorts of students and provides additional advice and guidance throughout their time at university to ensure they have access to all necessary support.

Additional guidance when working with under 18 year olds

Departments with students who are under 18 must put special measures in place. These include the following:

- Senior Tutors should brief personal tutors for students under 18 on the special duty of care owed to underage students and in particular of the offence of abuse of trust under the Sexual Offences (Amendment) Act 2000.
- An early initial meeting should be followed up by regular individual meetings with the personal tutor **at least every month** in order to establish substantial contact.
- The Director of Student Services will support Personal Tutors by providing advice on pastoral issues relating to students who are under 18.

These students:

- Sometimes have difficulties in settling with their older peers or with peer pressure to engage in behaviour they are not ready for.
- Can be frustrated by the behaviour that they commit to meet while under 18 (e.g. not drinking).
- Can have parents who wish to be kept informed of their child's progress.

You can help by:

- Referring them to Wellbeing Advisers to deal with any difficulties with peers, peer pressure or under-age drinking.
- Managing parental contact suitably, see our guidance on Student Confidentiality.
- Reading further information from the Office of the University Secretary and the Admissions Office.
- **Please get in touch on 4321 if you have any questions or would like to discuss a student's situation.**



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