

CUBC Welfare Policy
2021-22

September 2021

CUBC Welfare Policy

INTRODUCTION

1. CUBC is a diverse community incorporating undergraduate and graduate students who combine intensive academic study with elite sporting activity. Many student athletes, whether they are from the UK or overseas, are likely to experience significant transition impact. CUBC athletes are as susceptible to welfare problems as any other group of students. This policy should be read alongside the CUBC Safeguarding Policy.

2. Arrival at university is a major life transition, a period when psychological stresses are likely to be high. Successive generations of increasingly diverse student populations bring fresh welfare challenges that demand close attention. Problems may occur, or reoccur, to inhibit study, or sport, or any other aspect of life, by day or night. This policy lays out how CUBC will help support the athletes during their time with the club.

AIM

3. **The aim of this policy is to identify effective care pathways for CUBC athletes in order to alleviate welfare problems at the earliest possible time.**

ASSUMPTIONS

4. CUBC's Welfare policy is based on the following set of assumptions:

A. It is reasonable to suppose some athletes will suffer welfare problems, of varying degrees, every year. Students who combine intensive study and elite sport are subject to more intense and various pressures than many others.

B. Vigilance is key to the timely identification of potential welfare problems. CUBC staff are ideally placed to exercise close oversight of athletes in the normal course of training activity. Staff receive training for this purpose.

C. Quick referral along designated care pathways will expedite satisfactory outcomes.

D. Welfare provision must be clearly defined and well understood by all. A welfare induction process is mandatory for all athletes before selection activity commences.

E. Optimal welfare provision is heavily dependent upon existing internal resources: College; University; CUBC.

WELFARE RESOURCES

PRIMARY

College

5. Each College has access to a Nurse, sometimes shared with another College, and access to Tutors.

6. A College Nurse is available to deliver limited medical care, advice, and onward referral to NHS resource.

7. Every athlete has a nominated Tutor, notified in the database known as the Cambridge Student Information System (CAMSIS). www.camsis.cam.ac.uk. The role of a Tutor is to provide welfare advice, guidance on academic-related matters, advice about financial support available, and he/she may refer the athlete to other resources within the College and beyond. An athlete should expect to be seen by his/ her College Nurse and/or Tutor within twenty-four hours of requesting an appointment.

CUBC Welfare Resources

8. We are fortunate to have supportive and understanding Senior Members who will do their best to respond to student queries quickly. The Senior Members are able to provide additional support and advice to students on a variety of matters. A team of experienced junior welfare officers are available to support the athletes. The One Club Secretary is responsible for the annual organisation and recruitment of the junior welfare team.

Dr Morag Hunter, Girton College
CUBC Senior Welfare Officer
mah1003@cam.ac.uk
07990621675

CUBC OneClub Sec
Dylan Whitaker

CUBC Student Welfare Officers 2021-22

	Kate Shipley	Freddie Scott	Coco Newton	Sophie Paine	Clay Roberts
Email	fjs41@cantab.ac.uk	ccn30@cam.ac.uk	sophie.paine97@gmail.com	clay.n.roberts@gmail.com	

The Welfare Officers are there to:

- accept messages and requests in a timely manner where possible from any member of the squad
- have a good knowledge of the resources available to the squad (Annex C) as well as CUBC policies regarding welfare
- triage if issues need to be escalated to the Senior Welfare Officer
- offer support through active listening and referring to resources

The Welfare Officers are NOT there to:

- promise they will not pass things on
- ask as a councillor
- act outside the values of CUBC
- talk about welfare issues with others including coaches, CUBC staff the OneClub secretary or other members of the student committee unless directly asked by that person

University

University Counselling Service (UCS) www.counselling.cam.ac.uk

9. UCS is available to all students for support with problems at any level of severity. Staff are qualified, experienced, accredited/registered counsellors, psychotherapists, and/or cognitive therapists. UCS also have dedicated Mental Health Advisors (MHA) and a Sexual Assault and Harassment Advisor ([SAHA](#)). Students can self-refer or can ask to be referred by his/her College Nurse or Tutor.

10. UCS supports students with counselling for a range of personal, emotional, and psychological problems: anxiety; stress; depression; family and/or relationship difficulties; sexual problems; identity issues; addictions; eating difficulties; transitional difficulties and other. Appointments are prioritised. Most initial consultations take place within seven to ten days.

The University Office of Student Conduct, Complaints and Appeals (OSCCA):
<https://www.studentcomplaints.admin.cam.ac.uk/>

11. OSCCA provides procedural advice, case handling and oversight of a number of student procedures including: complaints, the review of examination results, fitness to study, harassment and sexual misconduct, discipline, and a number of final appeal stage processes, for example, fitness to practise.

Cambridge University Student Union (CUSU): <https://www.cambridgesu.co.uk/>

12. CUSU is a federal organization representing the interests of all students, both graduate and undergraduate, to the University. CUSU also provides the Students Union Advice Service (SUAS) which offers independent advice and support on academic and welfare issues.

Disability Resource Centre (DRC) www.disability.admin.cam.ac.uk

13. The DRC provides advice and guidance for prospective and current disabled students to enable them to access a wide range of services. Support is given to students with: SPLD; sensory impairments (including hearing loss, visual impairment); mental health conditions (including depression, schizophrenia, and anxiety disorder); Asperger syndrome; Autism; Epilepsy.

Cambridge Student Advice Service <https://www.cambridgesu.co.uk/support/advice/>

14. The Cambridge Student Advice Service offer free, confidential, and impartial advice and support to all Cambridge University students - undergraduate, graduate and postgraduate - from any College or course. Students can go to the Student

Advice Service with any issues or problems they experience as a student, from making friends to working relationships, from exams to intermission, and from welfare concerns to finance. The service is free, confidential and impartial. The service is independent of the Colleges and the University and offers non-directive and non-judgmental support to all students.

SECONDARY

National Health Service (NHS) www.england.nhs.uk

15. The NHS coordinates health care provision in England. Care is delivered locally by GPs, pharmacists, dentists, and local health services (clinics, hospitals and emergency services).

GP Appointments

16. An athlete may book an appointment with his/her GP by contacting the surgery directly or via his or her College Nurse. Waiting times vary but same-day appointments are sometimes available.

17. International students may not be able to obtain all medications through the NHS. Overseas athletes reliant on medication are advised to research availability in the UK before arrival.

TERTIARY (See Annex C).

EMERGENCIES

In any emergency: dial 999 and call an ambulance immediately.

18. If an athlete poses immediate danger to himself/herself or to others, dial 999. Remain with the athlete until help arrives. Remove any potentially dangerous objects. Inform the student's College via the Porters' Lodge.

You should be ready to give the emergency services the athlete's full name, date of birth and the address they actually live at.

Inform the CUBC Senior Welfare Officer Dr Morag Hunter mah1003@cam.ac.uk 07990 621675.

Urgent Cases

19. If an athlete's mental health, or wellbeing, is a cause for urgent concern but there is no emergency, suggest to the athlete that he/she contacts their tutor/college nurse and/or his/her GP or calls 111 option 2 for 24 hour access to mental health professionals. Inform the CUBC Senior Member or the Senior Welfare Officer.

Athlete at Risk but not of immediate harm to themselves or others

20. If an athlete appears to be at risk for any reason: consider speaking to the club welfare team, with the athlete's permission. Suggest to the athlete that he/she contacts their tutor or college nurse or suggest that the student go to the UCS Mental Health Advisor <https://www.counselling.cam.ac.uk/> where they can self-refer. Inform the CUBC Senior Member or Senior Welfare Officer.

CUBC WELFARE: CARE PATHWAYS

21. This policy describes three care pathways. Each represents the quickest route to appropriate support for most likely welfare needs: financial; physical and mental health; academic.

22. *Financial* welfare considerations focus on sufficient financial resource for subsistence and ancillaries to facilitate study, and recreation including travel.

23. *Physical* welfare considerations focus on disability, physical health, mental health, emotional wellbeing, and it responds to unforeseen and unforeseeable alterations in these states.

24. *Academic* welfare considerations focus on academic performance and underperformance. Academic underperformance can be a function of many factors: financial; physical and mental health; learning disabilities; other.

Financial Welfare Pathway (Annex A).

25. All student must pay the University composition fee by specified due dates to avoid penalties. If an athlete runs short of money for this purpose, or for any other purpose, for any reason (including simple mismanagement) the athlete should arrange to see his/her College Tutor to explain the level of hardship. Each college will have a process to help the student address the issue.

26. Likely outcomes:

- ° the Tutor may facilitate relief through the disbursement of a grant or loan
- ° fee deadlines may be extended (composition and/or accommodation fees).

27. The Tutor may refer the athlete to the Senior Tutor and it is open to the athlete to request a meeting with the Senior Tutor at any time after first contact with the Tutor.

28. If a College resolution is not achieved the athlete may contact the CUBC Senior Member or Senior Welfare Officer to request a meeting. It is open to the athlete, at any stage, to seek other likely sources of support: [UCS](#); [CUSU](#).

Health & Mental Health Welfare Pathway (Annex B).

29. If an athlete has concerns over his/her physical health, mental health, or emotional wellbeing there may be a detriment to academic and rowing performances if the issue is neglected. Mental illness may be broadly divided into anxiety disorders, mood disorders, and psychotic disorders. Overlapping conditions often make it difficult to distinguish between types. Mental health issues are often very complex and it is important that appropriate

support is sought without delay. Where concerns exist the athlete should take the following action:

- arrange to see his/her College Nurse and/or Tutor to explain the problem.
- talk to someone within the CUBC welfare committee (**Annex B.2**)

Athletes are encouraged to use the resources available within Colleges and the University and within the NHS where they can receive professional care and advice.

30. Likely outcomes within college:

- The Tutor may refer the athlete to the College Nurse and vice versa
- the College Nurse may book the athlete an appointment to see his/her GP
- the GP may treat the athlete and refer him/her back to the College Nurse
- the GP may refer the athlete to a specialist medical practitioner or therapist.

31. At any stage the College Nurse may also refer the athlete to his/her College Tutor, and the Tutor may refer onwards to the Senior Tutor. It is open to the athlete to request a meeting with the Senior Tutor at any time after first contact with the Tutor.

32. If a satisfactory resolution to the problem is not achieved the athlete may contact the CUBC Senior Member or Senior Welfare Officer.

33. It is open to the athlete, at any stage, to resort to other likely primary sources of support: UCS (including the UCS Mental Health Advisor via his/her tutor); NHS services or the range of tertiary support services available nationally.

Academic Welfare Pathway (Annex D).

34. An athlete may develop concerns over his or her academic performance. Alternatively, a Supervisor or the Director of Studies, or the athlete's Tutor, may express concerns over underperformance by formal or informal means. If concerns are raised the athlete should take the following action:

- arrange to see his/her College Tutor to explain the problem and to seek advice.

35. Likely outcomes:

- Tutor will explore possible reasons for underperformance and may engage academic specialists to recover parts of the curriculum or arrange extra support of some other kind
- Tutor may refer the athlete to the Senior Tutor if there is a likelihood of academic failure
- Tutor may book the athlete an appointment to see the College Nurse if a physical welfare issue is suspected and from this point the Physical Welfare pathway might apply
- Tutor or the College Nurse may refer the athlete to the Disability Resource Centre (DRC) if a specific learning disability (SpLD) is suspected
- the DRC will screen the athlete for SpLD and it may refer onwards to the Dyslexia Assessment Centre (DAC) in London for full diagnostic testing.

36. At any stage the College Tutor may refer the athlete to the Senior Tutor. It is open to the athlete to request a meeting with the Senior Tutor at any time after first contact with the Tutor.

37. If satisfactory resolution of the problem is not achieved the athlete may write to the CUBC Senior Member to request an appointment with him.

38. It is open to the athlete, at any stage, to resort to other likely primary sources of support: UCS (including the UCS Mental Health Advisor); CUSU (SUAS).

39. Occasionally, an athlete may develop concerns over the conduct or performance of his/her Supervisor or Director of Studies. In such a case the athlete should contact the Senior Tutor directly, without delay.

CUBC SPECIAL PROVISIONS

Staff Training

40. Training for CUBC staff is delivered by two consultant Counsellors and the Senior Member or Senior Welfare Officer in the first week of September annually. Topics covered include: active listening; referral options (when and where); confidentiality; record-keeping; contact from next-of-kin; emergencies; the PREVENT Duty.

Athletes' Induction

41. A standard letter is sent to all athletes trialling for selection by 1 September each year setting out their obligations, with a copy of this policy.

42. A welfare induction briefing for all athletes is delivered by the Senior Welfare Officer and members of the Welfare Team in advance of selection activity. All athletes are required to register with a Cambridge GP before the briefing.

CONFIDENTIALITY

43. Welfare issues concerning individuals may be shared with explicit consent of the individual concerned, or on a strictly need-to-know basis in accordance with the perception of grave risk. In exceptional circumstances it may be necessary to pass information without the athlete's consent, if there is risk to life.

44. If an athlete refuses to consent to disclosure, when his or her personal safety is at risk, or others are at risk, or disclosure is required by law, disclosure should be made.

45. Requests for information about an athlete's health received from family or friends, from the press, or from any other source must be refused. CUBC has no authority to provide information regarding the health of any athlete without his/her explicit consent.

DATA PROTECTION

46. Written information held about an athlete is governed by the provisions of the Data Protection Act 1998. Information on an athlete's health amounts to 'sensitive personal data' under the Act and must be processed accordingly. An athlete must give explicit consent to data processing, or CUBC will need to justify retention to protect the vital interests of the athlete and/or others.

KEY CONTACTS LIST

PRIMARY

College

Senior Tutors

<https://www.seniortutors.admin.cam.ac.uk/supporting-students>

CUBC

Senior Welfare Officer Dr Morag Hunter mah1003@cam.ac.uk 07775
941668

University

CUSU <https://www.cambridgesu.co.uk/> (01223) 333313

Students' Unions' Advice Service www.studentadvice.cam.ac.uk (01223) 746999

University Counselling service <https://www.counselling.cam.ac.uk/>

SECONDARY

NHS Services

GP Surgeries:

Newnham Walk www.newnhamwalksurgery.nhs.uk (01223) 366811

Trumpington Street www.trumpingtonstreetmedicalpractice.co.uk (01223) 361611

York Street www.yorkstreetmedicalpractice.nhs.uk (01223) 364116

Hospital

Addenbrookes Hospital www.cuh.nhs.uk (01223) 245151

TERTIARY

Alcohol and Drug Addiction

Alcoholics Anonymous www.alcoholics-anonymous.org.uk (01223)234286

Mental Health

Depression Alliance www.depressionalliance.org (0207) 6330557

Mental Health Foundation www.mentalhealth.org.uk (0207) 5357400.

National Schizophrenia Fellowship www.nsf.org.uk (01223) 311911

CHUMS Mental Health and Emotional Wellbeing Service www.chums.uk.com/cambspborough-services

Beat Eating Disorders www.beateatingdisorders.org.uk 08088010677

General

Samaritans www.samaritans.org.uk

(01223) 364455
0345 909090

Miscellaneous

Emergency Services

999

24 Hour Mental Health support

111 option 2

Police (Non-emergency)

101

Taxis

Panther www.panthertaxi.co.uk

(01223) 715715

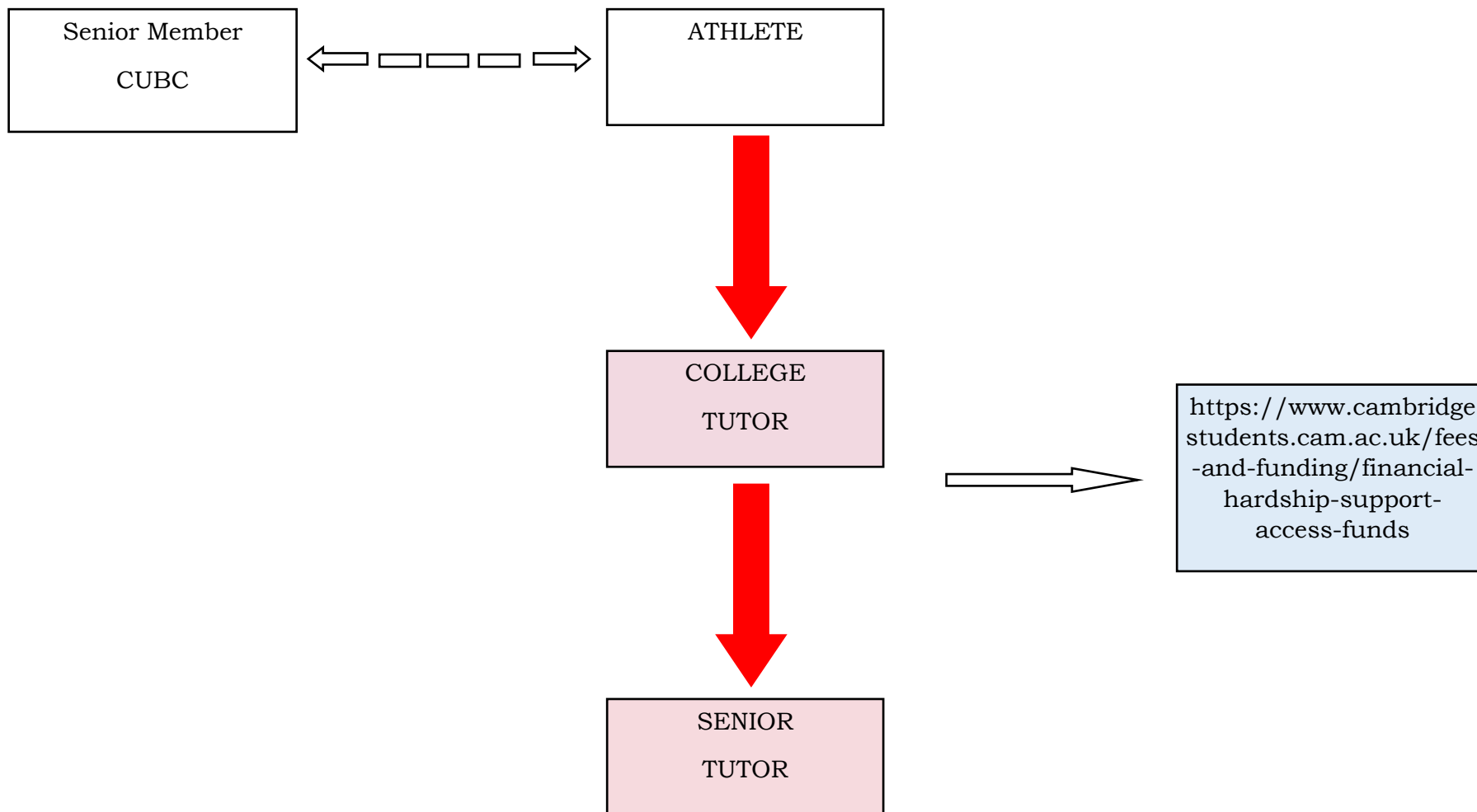
Approved by CUBC Rowing and Management Board

17 September 2020

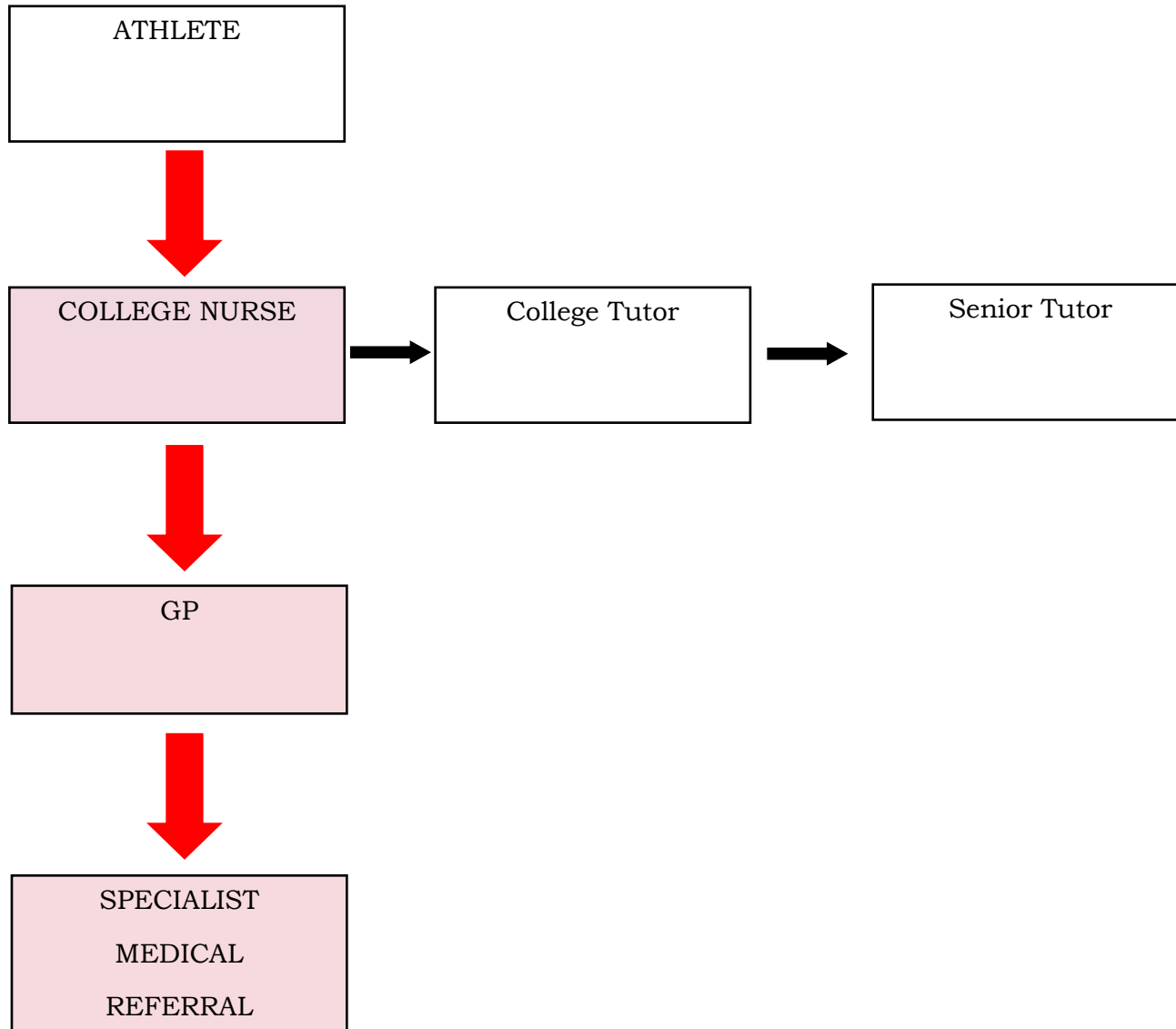
List of Annexes:

- Annex A. Financial Welfare Pathway
 - Annex B. Health and Mental Health welfare Pathways
 - Annex C. Tertiary Support Services
 - Annex D. Academic Welfare Pathway
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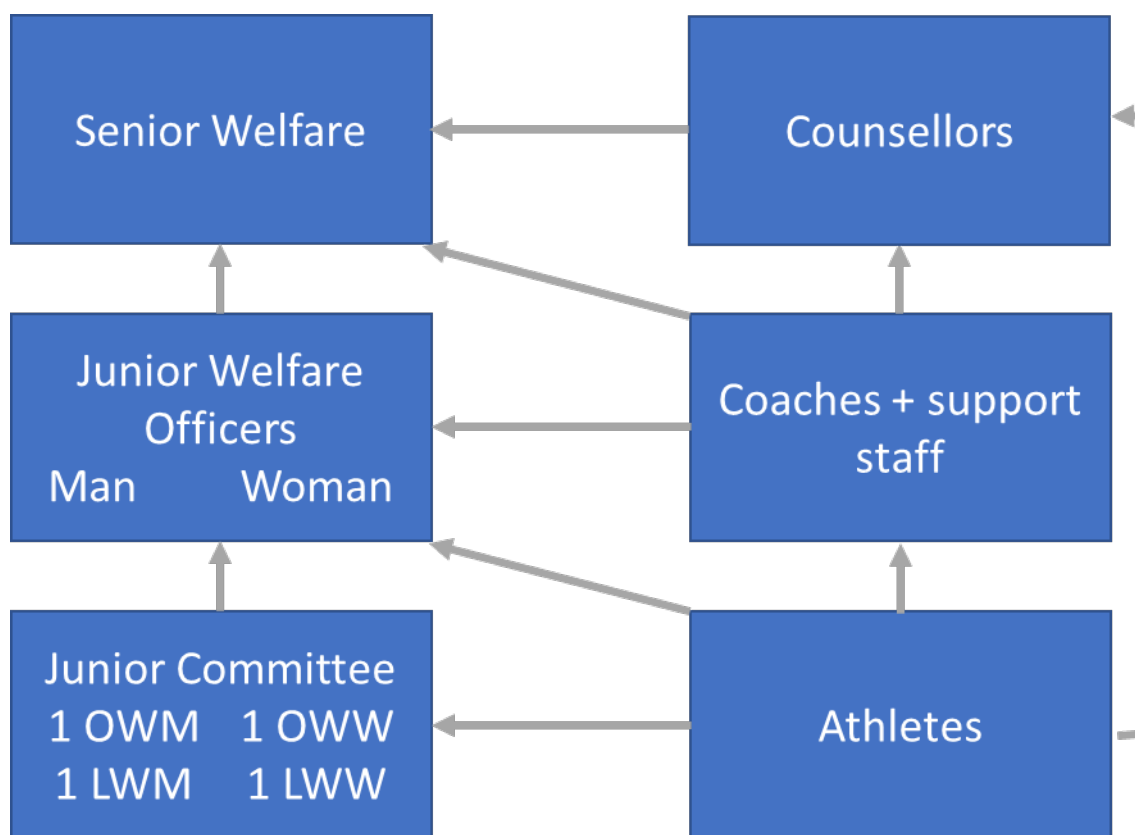
Financial Pathway



Physical & Mental Health Pathway in college



Physical & Mental Health Pathway in CUBC



TERTIARY SUPPORT

CAMBRIDGE

Alcoholics Anonymous (AA)

AA offers support for drug and alcohol rehabilitation. Station Road, Histon, Cambridge, CB24 9NP. (01223)234286

Mind (www.mind.org.uk)

Mind is a leading mental health charity in England and Wales, working for better life for everyone with experience of mental distress. 100 Chesterton Road, Cambridge (01223)311320.

National Schizophrenia Fellowship (NSF) (www.nsf.org.uk)

NSF is the largest severe mental illness charity in the UK, dedicated to improving the lives of everyone affected by severe mental illness. The @ease web-site is designed for young people. 19 Sturton Street, Cambridge (01223)311911

Samaritans (www.samaritans.org.uk)

The Samaritans exist to provide confidential emotional support to any person who is suicidal or despairing, and to increase public awareness of issues around suicide and depression. It offers a 24-hour UK helpline for anyone experiencing emotional distress. 4 Emmanuel Road, Cambridge CB1 1JW. 24-hour help line: 01223-364455 or 0345 909090.

BEAT (<https://www.pedsupport.co.uk/support/beat-online-support-in-cambridgeshire/>).

UK's eating disorder charity are now providing online support via two groups, which is currently available to those within Cambridgeshire.

PEDS: (<https://www.pedsupport.co.uk/support/beat-online-support-in-cambridgeshire/>)

Personalised Eating Disorder Support Charity based in Peterborough. Supporting both the patient and those caring for them.

CHUMS <http://chums.uk.com/cambs-pborough-services/>

CHUMS Mental Health and Emotional Wellbeing Service offers support to young people up to 25 with mild to moderate mental health difficulties, such as anxiety and low mood, as well as those with significant emotional wellbeing difficulties arising from life events, such as bereavement and bullying.

UK

Eating Disorders Association (www.edauk.com)

Support and information on anorexia and bulimia for sufferers, family and friends. Helpline: (01603)621 414

Depression Alliance (www.depressionalliance.org)

Depression Alliance is a UK charity offering help to people with depression, run by sufferers themselves. National Office: 0207 633 0557

Manic Depression Fellowship (MDF) (www.mdf.org.uk)

The Manic Depression Fellowship is a national user-led organisation and registered charity for people whose lives are affected by manic depression (bi-polar affective disorder).

MDF National Office: (0207)793 2600

Mental Health Foundation (www.mentalhealth.org.uk)

Mental Health Foundation aims to improve the lives of everyone with mental health problems or learning disability. UK Office: (0207)5357400

Academic Performance (and Underperformance) Pathway

