

Request Ref: 2834

FOI Request dated **09/03/2023** as follows –

I am aiming to find out to what extent is higher education institutions across the UK are providing mental health support for international students post-COVID. I am requesting the following information on services available during and post COVID.

Please answer the following questions regarding services available during COVID (2020-2021):

*What well-being/mental health support was available for students during the COVID-19 pandemic?
Which languages other than English were the services available in?*

Please answer the following questions regarding services post-COVID (2022-2023):

*Did mental health services change after the pandemic? What other resources were made available and why?
Are they available in languages other than English?*

Response

- Our full range of mental health and wellbeing support remained available throughout the pandemic but was delivered online rather than face to face. This included one to one intervention, group workshops, online advice and guidance and newly created online self-help modules.
- We have the option of using language line in delivering our services.
- We have undertaken a review of our mental health service delivery to ensure we maximise our resources. Opportunities presented in terms of alternative forms of delivery have allowed us to reach a broader range of students including those who found in person on campus delivery difficult to access and we are now able to offer our students a choice in how they engage with the service. We have also commissioned a specialist student assistance programme which is available 24/7 to all students.
- Language line is available to support all service delivery.