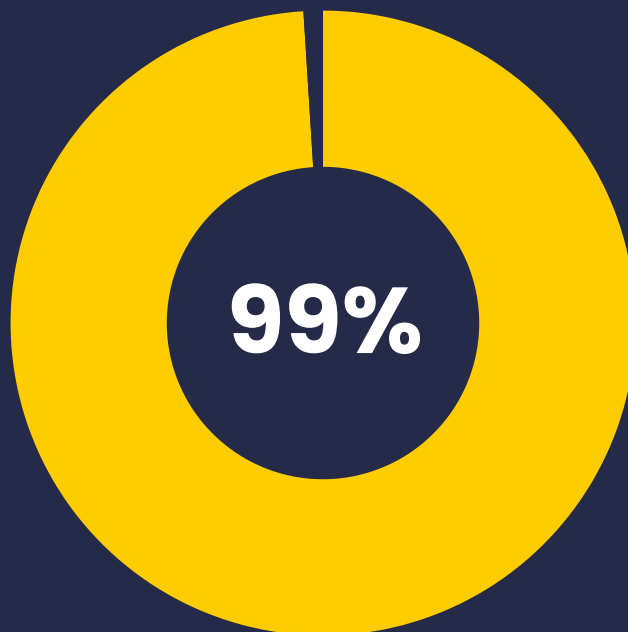




Clear Links Support
Annual impact report 2025/26

Student **satisfaction**



**average student satisfaction
with their Clear Links support**

Based on students rating their support throughout the year

Academic year 2025/26

About these figures

Throughout the year, we gather feedback from the students we support. At the end of each academic year we also invite them to complete our annual survey, which for 2025/26 ran from 21 May to 24 June 2026.

What you can expect **from us**

- **Crystal platform**

Students can view details of their support in Crystal, our online system.

- **Referral processing time**

We process referrals and contact students within one working day of receiving the referral.

- **Ongoing CPD training**

We invest in CPD training for our support workers, helping them keep their skills up to date.

How students rated **our team**

99%

Approachable

98%

Quick to respond

98%

Supportive

98%

Professional

We asked

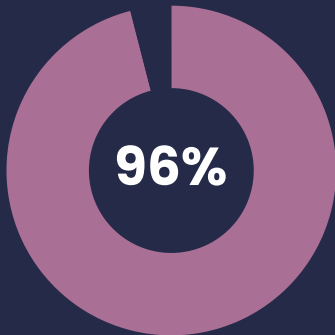
"In your contact with Clear Links staff, were we..."

“ My 5 years with Clear Links, especially Helen and Tracy, have been outstanding. I couldn't have done it without them.

Hajra Khan

Postgraduate student
from Arden University

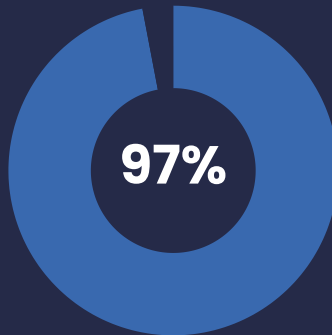
What our students told us



rated their support positively

We asked

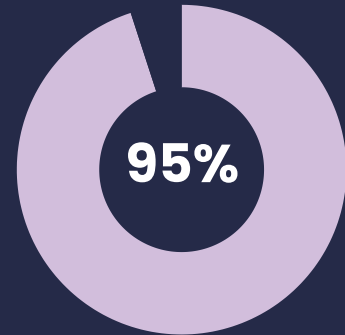
"Do you feel that your support from Clear Links has been of value in relation to your studies?"



said it had a positive impact on their studies

We asked

"Would you agree that your support had a positive impact on your studies?"



said it had a positive impact on their wellbeing

We asked

"Do you feel that the support from Clear Links has had a positive impact on your wellbeing?"

2025/26 Student story

Una Tarrant

Postgraduate student from The University of Sheffield

Challenge

"At first, I didn't really know what I was struggling with. I just knew I was often starting my coursework two days before the deadline."

Support

"I had fortnightly online 1:1 sessions with a Specialist Mentor and a Study Skills Tutor from Clear Links throughout my undergraduate and postgraduate degrees."

Outcome

"I'm now extremely organised with my coursework, and I feel more confident in my studies and in everyday life. I put that down to the support I had to build a good routine and stick to it."

Working with Clear Links

Referral process and turnaround

Referrals are processed within one working day, and on average students are assigned a support worker within two working days of the referral being processed. Students are matched to a support worker based on their needs, availability and preferred working style.

A dedicated point of contact for Higher Education Providers (HEPs) and students

Every HEP with students supported by Clear Links has a named point of contact within our team, and every student supported by Clear Links has a named contact they can approach directly with questions.

Capacity and quality you can rely on

We keep a clear view of support worker availability, helping us assign support as quickly as possible. We consider each support worker's qualifications, relevant experience and ongoing CPD to ensure they have the appropriate skills and knowledge for the student's requirements.

Delivery modes

We deliver one-to-one sessions face-to-face, remotely, or in a hybrid format, based on the mode the student requests. Where a student needs a quiet space for face-to-face sessions, we'll provide guidance to the student and support worker on how to arrange a suitable space.

Crystal, our online support management system

HEPs with students supported by Clear Links have access to Crystal at no cost, giving them oversight of the support being delivered to their students. Through the platform, HEPs can view support information, student feedback and session engagement metrics.

Quality and safeguarding

Feedback

We actively seek feedback from students throughout the year and use it to identify where we can improve their experience. Students also provide feedback through Crystal, all of which our team reads regularly so that any concerns can be picked up and addressed promptly.

Registration

We have in-depth knowledge of the Department for Education Mandatory Criteria, which form the quality standard for our support worker recruitment. Our team are also trained and experienced in safer recruitment, with clear processes around shortlisting, interviewing, right-to-work checks, reviewing references and conducting background checks where required.

Training

Our support workers all complete regular CPD-accredited training to keep their knowledge and skills up to date. We also provide each support worker with a CPD allowance, giving them the opportunity to undertake further training relevant to their role and the students they support.

Safeguarding

We have Designated Safeguarding Leads, a clear safeguarding escalation process and Mental Health First Aiders across the team. All support workers receive regular safeguarding training, so they understand their safeguarding responsibilities, know how to report a concern and understand the appropriate escalation process.

What's next for **Clear Links**

[Click to read more | Study Buddy](#)

Study Buddy

Our new AI tool, Study Buddy, is now live. It's designed to give students support between sessions to increase confidence when starting academic work. We developed this with students supported by Clear Links to ensure it complements their support and strategies, whilst upholding academic integrity.

[Click to read more | Workplace training](#)

Workplace Training Sessions

Sessions are tailored to your team's working environment, giving staff the awareness and confidence to work well with disabled and neurodivergent colleagues. This helps create a more inclusive workplace where disabled and neurodivergent staff feel understood, respected and supported in their work.

[Click to sign up for updates](#)

Clear Links Counselling

We're launching Clear Links Counselling, a dedicated counselling service providing access to qualified counsellors. This includes support with mental health, wellbeing, personal circumstances and challenges at work or in education. We'll share more about the service as it develops.

Questions about **this report?**

Our team is happy to talk you through any of the figures, or answer any questions you may have about the support we provide. If you already work with us, your support supervisor is always the quickest way to reach us.

info@clear-links.co.uk | 0114 278 6866



Clear Links Support Annual impact report 2025/26



Contact

0114 278 6866
info@clear-links.co.uk
clear-links.co.uk

Address

The Portergate Building
Ecclesall Road
Sheffield S11 8NX

Opening times

Monday to Friday
9am to 5pm