STUDENT SUPPORT ESCALATION PROCESS

Student behaviour:
• Severe distress displayed
• Threatening email, video call or telephone call received
• Behaving differently to usual
• Threat to self/others (if immediate call Police on 999)

If the student is injured, do not follow process – instead call an ambulance on 999.

Do you feel the student is unsafe?

NO
YES

Is the student on campus?

NO
YES

Do you feel the student is unsafe?

NO
YES

Next steps:
Seek advice from or refer the student to the Student Welfare Team (using ext. 4777)
Provide the student with the 'Look after yourself at university' card
Submit a notification of concern

During evenings and weekends
Call Security on ext. 6300. Security will contact the on-duty Hall Warden or Berkshire Mental Health Crisis Team as appropriate.
They will then provide advice on the next steps

During working hours (9:00-16:00)
Call the Suicide Prevention duty phone on 0118 378 6233
The Clinical Practitioner will make a judgement of possible outcomes
The member of staff on duty is qualified and responsible for assessment and decision making

Refer to the University Duty Doctor
Refer to the Berkshire Mental Health Crisis Team
Deemed not serious/urgent

Follow up
1. Record the incident by submitting a 'Notification Of Concern' through your Support Centre
2. Speak to your line manager to keep them informed as soon as possible
3. Look after yourself: Take some time to recover. You may benefit from some support to come to terms with what happened. Talk to your line manager and consider using the Employee Assistance Programme

Find out where they are, and contact the emergency services. Alert the Welfare team through Notification of Concern (NOC) so they can follow up

Is the situation urgent and/or serious? How can I tell?

Direct the student to the Essentials webpages for general support resources and Life Tools.

Is the student on campus?