STUDENT SUPPORT ESCALATION PROCESS

University of Reading

Is the situation urgent and / or serious?

How can I tell?

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?

YES → **Is the student on campus?**

NO → Find out where they are, and contact the emergency services.

Alert the Welfare team through Notification of Concern (NOC) so they can follow up

YES →

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

NO → **Is the student on campus?**

NO → Direct the student to the Essentials webpages for general support resources and Life Tools.

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'

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