

Concerned about a student?

Take a few minutes to review the recommended pathways to support for any student that you are concerned about. The examples are a guide to the most appropriate pathway and not an exhaustive list. Please contact the Student Welfare Team for advice at any time studentwelfare@reading.ac.uk.



24hr Support Line

Students have unlimited access to the free and confidential **24HR SUPPORT LINE** to call or live chat with experts on any personal issues. **0800 023 2466** or via the **Wisdom: Learn, Grow, Thrive app**.



NHS Support

In case of a serious risk to life **dial 999** and alert security at **6300**. In crisis **call 111** and select mental health option.

Violence and abuse

Students can disclose and seek support at: reportandsupport.reading.ac.uk

- Sexual violence
- Relationship abuse and stalking
- Hate crime and harassment
- Online harassment or cyber-bullying
- Honour-based threat
- Spiking

Cause for concern

notificationofconcern@reading.ac.uk

- Potential Risk to self or others
- Erratic or disruptive behaviour
- Safeguarding
- Infectious diseases

Radicalisation or risk of violent extremism

Email: prevent@reading.ac.uk

Teams are here to support students and advise staff weekdays, 9am–5pm in the Carrington Building. Bear in mind that we cannot guarantee to provide immediate responses.

Wellbeing support

For wellbeing guidance refer students to: reading.ac.uk/support-and-wellbeing including the Student Wellness Checker

- Emotional distress
- Depression or anxiety
- Loneliness or isolation
- Substance misuse
- Relationship issues

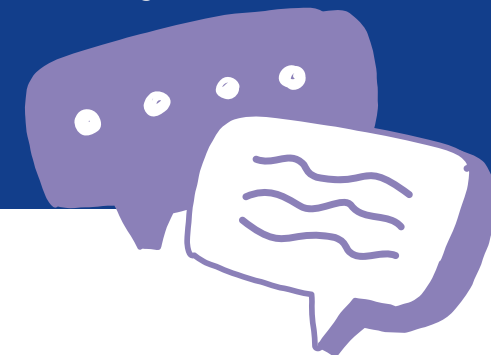
For self-access guidance in non-emergency situations refer students to the wealth of useful information and contacts at reading.ac.uk/support-and-wellbeing, and reading.ac.uk/money.

Financial difficulty

studentfunding@reading.ac.uk

- Hardship
- Debt

For guidance on money matters refer students to reading.ac.uk/money



Student Welfare Team

0118 378 4777

studentwelfare@reading.ac.uk

Counselling and Wellbeing Team

0118 378 4216

counselling@reading.ac.uk

Student Financial Support Team

0118 378 5555

studentfunding@reading.ac.uk