**STUDENT SUPPORT ESCALATION PROCESS**

**Student behavior:**
- 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.

**Is the situation urgent and/or serious?**

- **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**
  - Is the student on campus?
    - **NO**
      - Refer to the Essentials webpage for general support and resources. Suggest they make use of Big White Wall and Life Tools resources.
    - **YES**
      - **IS the student on campus?**
        - **NO**
          - **IS the student on campus?**
            - **NO**
              - **Is the student on campus?**
                - **NO**
                  - Direct the student to the Essentials webpage for general support and resources. Suggest they make use of Big White Wall and Life Tools resources.
                - **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'
          - **YES**
            - 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
        - **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

**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