

Supporting You to Support Students Flowchart: Accessible Transcript

REMEMBER:

Distressing situations can have both an immediate and delayed impact on your wellbeing and mental health.

Your safety and wellbeing are important. Access de-brief sessions through the University Counselling Service and additional support via the employee wellbeing pages.

In all situations:

- Try to stay calm and present
- Don't try to manage the situation alone
- Engage with the student, if possible, but prioritise your own safety and that of others
- Inform the Security Team via SafeZone if emergency services have been called to campus
- Inform Student Advice and Support by email to ensure appropriate follow up for the student
- Inform your manager and seek support for yourself

START

STEP 1

Question: Is there a risk of immediate harm to the student or others?

- **NO** - This is a non-urgent situation – **GO TO STEP 2**
- **YES** – This is an urgent situation – **GO TO STEP 5**

STEP 2

LEVEL 1 INTERVENTION – LISTEN, SUPPORT AND SIGNPOST

Question: During or after discussion, do you still have concerns?

- **NO** – I am confident the student has a clear support plan – **GO TO STEP 3**
- **YES** - I have concerns, but still **no immediate risk**. **GO TO STEP 4**
- **YES** – **IMMEDIATE RISK IDENTIFIED**. **GO TO STEP 5**

STEP 3

Actions:

- Signpost support, agree clear next steps and arrange follow-up.
- Send a follow-up email with links to support, confirm actions and offer reassurance.

END OF LEVEL 1 INTERVENTION

STEP 4

LEVEL 2 INTERVENTION – RECOGNISE CONCERNS AND ACT

Actions:

- Share your concerns and explain you want to help.
- Discuss appropriate support options and how to access them.
- Continue to signpost to available support.
- Sense-check with a colleague, share concerns via the Student of Concern Form, and continue to check in with the student, escalating any ongoing concerns to Student Advice and Support.
- Inform your line manager of your involvement.
- Access and make use of support available to you.

END OF LEVEL 2 INTERVENTION

STEP 5

LEVEL 3 – IMMEDIATE RISK IDENTIFIED/ EMERGENCY RESPONSE REQUIRED

Actions:

Take immediate action:

- Do not delay – contact emergency support, regardless of whether the student accepts help.
- **Call 999**
- Student can contact GP for an emergency appointment.
- NHS 24 (111) provides specialist mental health crisis support.

Responding:

- Engage with the student, if possible, but prioritise your own safety and that of others.
- Reassure, listen without judgement, and offer help.
- If the student seems open to help, involve them in deciding how they would like to access emergency support.
- Inform your line manager of your involvement.
- Access and make use of support available to you.