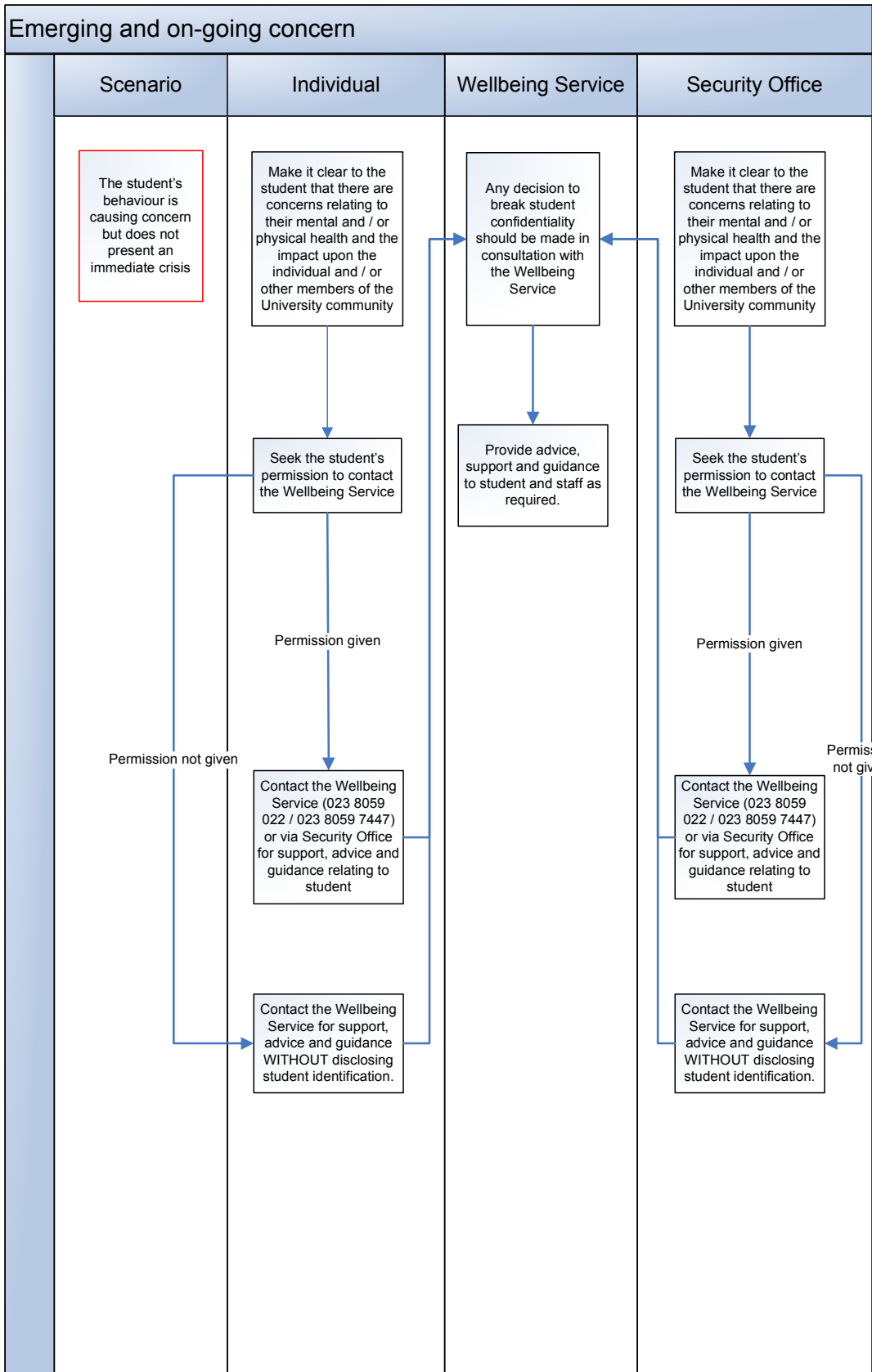


Student Emergencies			
Scenario	Individual (Staff)	Wellbeing Service	Security Office
<p>The student's behaviour presents an immediate and serious risk to themselves and / or others</p>	<p>Call the Emergency Services by dialling 999</p> <p>↓</p> <p>Call the University Security Office by dialling the 24-hour Emergency Control Centre: 023 8059 2811 (int: 22811)</p>	<p>Call the Emergency Services by dialling 999</p> <p>↓</p> <p>Call the University Security Office by dialling the 24-hour Emergency Control Centre: 023 8059 2811 (int: 22811)</p> <p>↓</p> <p>Provide advice, support and guidance to student and staff where required.</p>	<p>Call the Emergency Services by dialling 999 if this has not already been done</p> <p>↓</p> <p>Contact the Wellbeing Service using the confidential mobile number during office hours, or using the confidential contact number(s) out of hours</p>
<p>The student is indicating that s/he has suicidal ideation</p>	<p>Contact the Wellbeing Service (023 8059 022 / 023 8059 7447) or via Security Office</p>	<p>During GP surgery open hours, make an emergency appointment (Highfield Health: 023 8059 5545 or University Health Service: 023 8059 3539)</p> <p>↓</p> <p>Encourage student to contact University Counselling Service</p>	<p>Contact the Wellbeing Service (023 8059 022 / 023 8059 7447) or via Security Office</p>



Disruptive behaviour or a situation giving cause for serious concern

Scenario	Staff	Wellbeing Service	Security Office
<p>The student's behaviour / situation appears to be worsening and / or they refuse to see the Wellbeing Service</p>	<p>Contact Wellbeing Service (023 8059 9022/023 8059 7447)</p>	<p>Co-ordinate and monitor a response through the active intervention of members of specialist support staff</p> <p>Assistant Director of Student Services (Head of Student Support) / Deputy Head of Student Support make a decision regarding referral to local statutory agencies if appropriate.</p> <p>If necessary, seek intervention of student's GP and / or mental health services</p> <p>Where necessary, offer support to students and colleagues who may be affected by any incident or ongoing situation</p> <p>If it is apparent that the student's support needs are beyond the responsibilities of the University, the Assistant Director of Student Services (Head of Student Support) / Deputy Head of Student Support will alert the head of the relevant academic school to the situation.</p> <p>The Assistant Director of Student Services (Head of Student Support) / Deputy Head of Student Support will liaise with the student's Head of School to make a decision on whether the student's nominated emergency contact should be informed.</p>	<p>Contact Wellbeing Service (023 8059 9022/023 8059 7447)</p> <p>OR</p> <p>Staff Referral to University Counselling Service (023 8059 3719) or HR / Staff Referral to Wellbeing Service</p>

Need for alternative student accommodation

