Student discloses wellbeing concern1

OR

staff member has cause for concern2 for student

Does the concern relate to an incident of gender based violence3?

Is the concern urgent? For example, is the student talking about suicide or is there an immediate risk of harm to the student or someone else?

Is the concern an emergency? For example, if a student has made a suicide attempt, they are behaving violently, are at significant risk of harming themselves or others or is seriously injured

No

Yes

No

**Yes – call 999**5

If a student requires ambulance or Police see note 5 overleaf for on/ off campus and in office/ out of office hours instructions and follow up actions required

Yes - see [first responder guidelines](https://www.stir.ac.uk/internal-staff/supporting-our-students/first-responder-guidelines/) and advise student to seek support through [SVMLOs](https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/sexual-violence/i-have-been-affected-by-sexual-or-gender-based-violence/talk-to-someone/) (sexual violence and misconduct liasion officer) via [Report and Support](https://reportandsupport.stir.ac.uk/)

Does the concern relate to a potential safeguarding issue, where a child or vulnerable adult are at risk of harm.  For example, a student at risk of being drawn into terrorism, concerns student might be a victim of human trafficking, child protection concerns.

No

Has the concern presented during office hours?  (Monday to Friday, 9-5pm)

Yes – offer to support, encourage student to register with Accessibility and Inclusion and make a referral to the Student Hub by completing this form:

[**https://forms.office.com/e/JmPasEe3cn**](https://forms.office.com/e/JmPasEe3cn)

No

Yes - discuss with Student Safeguarding Leads

[University Safeguarding framework](https://www.stir.ac.uk/media/stirling/services/policy-and-planning/documents/UoS-Safeguarding-Framework-FINAL.docx)

Yes – complete the urgent student referral form here:

[**https://forms.office.com/e/Sb9HMxvKn0**](https://forms.office.com/e/Sb9HMxvKn0)

Or call staff urgent referral line: 01786 466077

Has the student disclosed, or do you suspect, that they have a disability7?

Has the student disclosed that they are a Care Experienced Student, are an Estranged Student or are a Student Carer?8

No

No - signpost student to NHS - GP (next working day) or nhs24 on 111, **24/7 Student Support: 0800 031 8227**

For more info see [out of hours support webpage](https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/out-of-hours-support/)

Follow up actions are required following an urgent concern out of hours. **See note 6** overleaf.

No

Is the student capable of reaching out for support4?

Yes – offer to support and encourage them to register with the Point of Contact for students with a Widening Participation background here:  <https://forms.office.com/r/ihZ4mST3Jf>

**Notes**

**If a staff member has a cause for concern about a student and it isn't clear what action they should take, they should call the staff urgent referral line on 01786 466077 for immediate advice.**

No - routine REFERRAL to Student Hub

Yes - routine SIGNPOST to Student Hub

1. **“Wellbeing concern”** - a concern about a student’s wellbeing or general welfare, generally something more complex or concerning than an academic-related concern. This might relate to anxiety or mental health, physical health or disability, harassment, abuse or gender based violence, financial concerns that are causing worry.
2. **“Cause for concern”** - as above, student presents with an issue that cause concern about wellbeing/welfare that is generally broader than an academic related issue.
3. **Gender Based Violence** includes (but is not limited to):

* Physical, sexual and psychological violence occurring in the family (including against children and young people), within the general community or in institutions, including domestic abuse or intimate partner abuse, rape, and incest
* Sexual harassment, bullying and intimidation in any public or private space, including work
* Commercial sexual exploitation, including prostitution, lap dancing, stripping, pornography and trafficking
* Child sexual abuse, including familial sexual abuse, child sexual exploitation and online abuse
* So called 'honour based' violence, including dowry related violence, female genital mutilation, forced and child marriages, and 'honour' crimes

1. **“Capable of reaching out for support”** - For example, a student might display signs of extreme anxiety, social anxiety, depression or is expressing a reluctance or fear to reach out themselves.  Visit [here](https://www.stir.ac.uk/internal-staff/supporting-our-students/supporting-staff-to-support-students/?) for some more information about mental health red flags
2. **Emergency Services instructions:**

If the student is **on campus**, call the Security Team any time on 01786 467999 (x7999) to request the Police.

If you need an ambulance, dial 999 directly. Then call the Security Team on 01786 467999 (x7999) to let them know an ambulance will be arriving.

**Follow up actions:**

Within office hours: Once the emergency services have been called, and when there is time to do so, staff should inform Student Support Services on the staff urgent referral line – 01786 466077 (x6077) providing as much information as possible.

Once the Security team has been made aware of the emergency situation, the officer on duty will report the situation to a member of the senior management team, in line with incident reporting protocols.

Outwith office hours: Once the Security team has been made aware of the emergency situation, the officer on duty will report the situation to a member of the senior management team, in line with incident reporting protocols.

1. **Follow up actions:** Staff are asked to complete an [urgent student support referral form](https://forms.office.com/e/Sb9HMxvKn0) OR contact the Student Hub staff urgent referral line– 01786 466077 (x6077) as soon as possible within office hours, providing as much information about the urgent concern that presented out of office hours.
2. A person has a **disability**for the purposes of the Equality Act (2010) if he or she has a physical or mental impairment and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.     
   This could include physical and mobility difficulties, sensory impairments, mental health conditions and learning difficulties such as dyslexia.
3. The term **‘care-experienced’** refers to anyone who has been or is currently in care or from a looked-after background at any stage in their life, no matter how short, including adopted children who were previously looked-after.

The term **‘carer’** refers to anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

The term **‘estranged’** refers to young people (usually between 18-24) who are studying without the support and approval of a family network. Young people in this position often have no contact at all with their family, and are usually financially self-reliant and required to be assessed as independent by their government funding body rather than their parental household income.