Cause for Concern Policy

Policy for staff working with students in difficulties

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1 Aims of the Policy

1.1 This Policy aims to:

- raise awareness of how to recognise when a student is in difficulty;
- provide information about some common types of difficulty that students might experience;
- provide tools to decide how serious/urgent an issue is;
- identify appropriate internal and external sources of support to which students can be referred;
- give practical advice to help staff respond to situations effectively and with confidence;
- ensure that the University is exercising its duty of care to students;
- ensure that the University is meeting any statutory requirements (such as Safeguarding for FE students under 18 and the Prevent duty).

1.2 This policy is for all UWL staff who come into contact with students and not just those with formal responsibilities for pastoral care. Staff who encounter students in their day-to-day role can play an important part in supporting them. Sometimes, just listening and showing that you care about their situation is all that is needed to help. In more serious situations, being aware of the signs of problems could mean that you could help prevent the situation from escalating and becoming more complex by signposting the student to appropriate advice and encouraging them to seek support. Prompt action can also help to minimise the impact of the problem on other staff members, the student’s family and friends, and other students.

1.3 This policy should help staff by providing key information relating to different types of difficulty. In addition to this guide, advice can be sought from Student Services where necessary (Appendix E).

1.4 For FE students under the age of 18, staff should read this policy in conjunction with the University’s Safeguarding Children Policy. The University has additional duties in relation to how we address student difficulties for this cohort of students and we have additional responsibilities in terms of reporting abuse. Full details can be obtained: http://www.uwl.ac.uk/sites/default/files/Departments/About-us/Web/PDF/policies/safeguarding_children_updated_may16_final.pdf

2. Why students might seek help

2.1 Most people will experience difficult times and challenges during their lives, and being a student can be inherently unsettling or stressful. Any problems experienced by a student can be exacerbated by university life (e.g. being away from the usual support network, experiencing new challenges which they do not know how to tackle, worrying about the impact of an issue on their ability to meet course deadlines). Such difficulties can have a significant impact on their ability to make academic progress and to achieve their potential. Students may also be more vulnerable to outside influences that could have a negative impact on their lives, such as drink, drugs or other pressures.
3 When to report concerns

3.1 If you have identified a student you are concerned about or think needs help, you need to evaluate whether these concerns are urgent or non-urgent. Please see ‘Student in Distress’ flowchart see Appendix A. You may also wish to seek advice from a member of the Student Services team (Appendix E).

3.2 Where there are significant concerns, such as substance abuse, self-harm, students being coerced into a forced marriage you should report these to Student Services. For students under 18 these should be reported using the Safeguarding Policy and Procedures. Full details are obtained: http://www.uwl.ac.uk/about-us/policies-and-regulations.

3.3 Any concerns about radicalisation should be reported to the University Secretary under the procedures set out in Appendices B and D.

4 The University’s role in supporting students

4.1 The University’s aim is to ensure that students who need it receive an appropriate level of support to enable them to overcome obstacles to learning. Wherever possible, support should be delivered in a way that respects the students’ right to make decisions about their own lives, fostering their development by enabling them to develop confidence in their ability to choose appropriate courses of action.

4.2 It is important to remember that university employees do not have an in loco parentis role in relation to adult students. Students have a right to take decisions about their own lives, even if those decisions are not ones that we would take ourselves. We cannot for example alert a student’s family about a situation without the student’s consent as this would be a breach of the University’s Data Protection Policy. We should, however, ensure that we provide students with clear and accurate information so that they are aware of what their options are.

4.3 It should be noted that Student Services can only work effectively with students who are willing to seek help and support. You should not take students to Student Services against their will, or insist that they have to contact Student Services. It can be detrimental to students’ long-term wellbeing if support services are imposed on them. If they are not ready to engage then it can lead to them having a negative impression of the support services which could persist into the long-term. This could prevent them from seeking help in the future when they might need it.

5 Identifying difficulties

The student may report difficulties to you

5.1 Students may tell you personally that there is a problem, even if they do so in an indirect way (e.g. “Things are difficult right now...”, “I’ve had a lot going on so I wasn’t able to concentrate on my assignment”, “Do you know if the university has funding available for people who need it?”).

5.2 Often, these sorts of phrases are used to see how you react, or because the student lacks the confidence to raise the issue directly. They may not know who to talk to, and if they are worried they would be bothering you then asking indirectly can be a way of broaching the subject. If you listen and respond to them then they know that
you have chosen to engage in what they are asking, rather than that you are feeling pressurised into it

5.3 A calm and understanding reaction can help to reassure students that this is a normal situation which will not result in them being seen negatively. It can be helpful to use open questions to see if they are willing to tell you more, for example, “Is there anything I can help with?” or “It sounds like things are difficult for you at the moment, would it help you to tell me a bit about it?” The information below includes some excellent guidance on having conversations with people about problems they’re experiencing, which is recommended reading for anyone who has regular contact with students in the course of their role.

Other ways of identifying students who may be in difficulty

5.4 In many cases, staff become aware of students in difficulty through being observant and noticing signs that students could be going through a tough patch. Examples of factors which could indicate an underlying issue are:

- The student's friends or classmates might tell you there is something wrong;
- Persistent or regular absence from classes, and/or a failure to submit work;
- Persistent lateness to class, or disorganisation;
- Declining academic performance;
- Doing too much work – are they bombarding you with questions about the subject matter or spending all of their nights in the library? This could be a sign of anxiety about their academic abilities or they might be using study to distract themselves from an issue in their life that they cannot face addressing;
- Odd or unpredictable behaviour, including disruptive or withdrawn behaviour;
- Behaviour which indicates persistent sadness, lack of emotion, excess of emotion, irritability, tenseness or agitation;
- Lack of concentration and energy, constant fatigue;
- Inability to make decisions or to think logical issues through;
- Poor personal hygiene and/or unkempt appearance, particularly if this is out of character- have they lost or gained a lot of weight, are they dressing poorly, failing to brush their hair etc?
- Sudden change in appearance or behaviour;
- Smelling of alcohol or signs of taking drugs;
- Lack of friends, or having difficulties maintaining academic and social relationships;
- Visible bruising, cuts or scars.

5.5 If you are concerned about a particular student, perhaps because you have observed one or more of the above points, then the next stage is to decide how urgent or non-urgent and significant the difficulty is (see appendix A). You might need to gather more information first, for example, it could be helpful to discreetly ask colleagues if they have noticed the same things as you. In many cases it is sensible to have an informal, private conversation with the student to let them know what you have noticed, and to ask them if they need any support. You can also seek advice from your Head of School or from Student Services. You should always document what you have done, particularly where the student does not wish to seek further help. See appendix A or seek advice from a member of the Student Services team (Appendix E).
6 Procedures for an emergency situation

6.1 The situation is an emergency if:

- There is an imminent risk of suicide, i.e., the student is actively suicidal and has the intention to act on it, or has already acted on it (for example by taking an overdose or cutting their wrists)
- You think that the student is likely to hurt other people, or there is a serious risk to their wellbeing
- If the student is clearly mentally or physically ill and needs urgent help
- If the student is very disturbed or aggressive to the extent that others feel threatened

6.2 Urgent action is needed, so if possible do not delay the situation by contacting Student Services or by taking the student to Student Services.

6.3 If the student will accept help and if it is appropriate, you could facilitate them making an emergency appointment with their GP or transport to an A&E department of a hospital. This might involve looking up the contact details for them and allowing them use of a telephone. This option would be appropriate if, for example, the student is experiencing suicidal thoughts and wants to act to prevent them getting worse.

6.4 If the student will not accept help, or if they are so ill that they would not be able to get themselves to a GP or to A&E, tell them that you think they need emergency help and that you are going to contact emergency services. It is best if the student consents to this, but you can call emergency services without their permission if you have concerns for their safety or that of other people.

6.5 Ring Security and request that they call 999 for police and/or ambulance services. Give clear information so that they can find you, such as your room location and your name, as well as a description of the situation. If the student is not consenting, inform security because ambulance staff will only normally attend to treat a conscious non-consenting person if there is a police presence.

6.6 If you are with the student, try to get them into a safe and quiet place if they are not already. If there are colleagues available, make sure that one of them is aware of where you are, and keep Security updated if you move location.

6.7 Stay with the student until emergency services arrive (unless it is dangerous to do so), and answer any questions that the emergency services have. The Data Protection Act permits the disclosure of sensitive personal information if it is in the ‘vital interests’ of the individual or another person (e.g., information that could prevent their death).

6.8 You do not need to accompany the student to hospital or the police station, even if they ask you to.

6.9 Write down a factual account of what has happened. This does not need to be long and could be in note form, but it should include key information such as date, times, key details of the incident, whether other students were involved, and who has been made aware of it.

6.10 Make sure to write fact not opinion, or at least to make opinions clear. For example, instead of writing ‘she was rude and aggressive towards me’, which could be open to interpretation, write down what was said or what actions took place.
6.11 Send a copy of your notes to the Head of Student Services, who can follow up to see if any additional support is needed for the student or for other students who were involved.

6.12 Seek support for yourself, if you need it after the incident. This could be, for example, from your line manager, HR, or from the Employee Assistance Programme on: 0800 980 6830.

7 Referring students where there are significant concerns

7.1 As outlined above, there may be students who present serious issues. You should always report serious issues such as mental health issues, substance abuse, or where there is evidence of a forced marriage to Student Services. For these issues you should keep a record of what you are reporting and why and talk to Student Services. Student Services will be able to provide sources of support for the student.

7.2 Where you have concerns about radicalisation you should report these to the University Secretary as soon as possible. Guidance on radicalisation is set out in Appendix B.

7.3 If you have any concerns that a student may be being radicalised, drawn into extremism or terrorism, you should keep a careful record of what is prompting your concern. For example, if a student has used a series of phrases which have concerned you, it would be sensible to write them down to aid your memory so that, if a referral is required, you will be able to give accurate details. Note down dates and times where relevant. Concerns may also be raised by other students about a particular student’s social media activity. Again this should be reported to the University Secretary.

7.4 Any concerns reported will be assessed by an experienced panel within the University and, if appropriate, referral will be made according to the Information Sharing Protocol attached at Appendix D. Please note that it is your responsibility to report concerns but it is not your responsibility to decide whether to refer a student to local authorities. If in doubt, you should inform the University Secretary of your concerns.

8 Referring a student to sources of support

8.1 This section should be used if you feel:

- That the situation is urgent but not an emergency that requires emergency services, AND/OR
- You are supporting the student with an issue and you need to provide them with information about other forms of support which are available

8.2 How to refer students to Student Services

8.3 In normal circumstances, it is best if you can simply give Student Services contact details (Appendix E) to the student, so that they can contact Student Services themselves. If you are worried about a student and you would like to know whether they have made contact with Student Services and accessed support, please ask the
student to let you know directly. We are not able to tell you if a student is using our services unless we have explicit permission to do so.

8.4 If you are particularly worried about a student and they seem anxious about contacting us, you may wish to telephone Student Services while the student is with you. The frontline Welfare team will need to speak directly to the student themselves, but it can sometimes help if you make the initial call and then pass the telephone over to them. Alternatively, some students may like you to walk over to Student Services Service with them the first time. These options can be particularly useful if the student lacks the confidence, knowledge or language skills to explain to us what help they need.

8.5 Alternatively, you may wish to email us or call us to let us know that you have referred a student to us, and what your concerns are. We will not be able to tell you if the student does make contact with us, but we can note their name and our frontline staff team will look out for their contact. If you want to know the outcome, please ask the student to let you know.

8.6 Please keep in mind that we can only work effectively with students if they are willing and open to seeking help and support. Please do not insist that students come and see us if they do not wish to, as we are not able to work with students who are not willingly engaging with us.

8.7 If you have any questions about how best to refer students to us, please contact Student Services (Appendix E).

9 Supporting the student to help themselves

9.1 This section should be used:

If you are supporting a student who is experiencing a difficulty, which is not an urgent issue.

9.2 Remember that adult students are entitled to make their own decisions. Although you can offer options to students, you should not try to force your opinion. Even if you have experienced a very similar issue in your own life, everyone is different and will have different ways of coping. Telling a stressed person what you would do in their situation may only add an additional weight of expectation to the pressures that they are already experiencing. They may worry how they can justify to you that they do not want to take your advice.

9.3 Listen to the student in an empathetic way. Sometimes, just having someone who shows that they care can be enough to give the student strength to deal with the situation, and to prevent it from escalating.

9.4 Ask the student if they are already receiving support or if they have done in the past (for example, from their GP, mental health services, UWL counselling services, UWL financial advisors). If they have, it is sensible to explore whether they feel that they might benefit from further contact with those services.

9.5 Do be aware that, particularly if a student has experienced issues for a long time, they might not even realise that their experience is not the usual student experience. Signposting them to help that is available could make a significant difference.
9.6 Do not panic if there are tears – this is a natural response to heightened emotions, and does not necessarily indicate that a situation is out of control or an emergency. Reacting as if the crying is uncomfortable for you might make the student feel judged and as if they have embarrassed themselves. Just reassure them that it is OK to cry if they need to, and offer a tissue if you have one available. A few minutes silence will give them time to recover.

9.7 Do not feel you have to ‘fix’ the student’s life, or that things will be resolved after just one meeting. Difficult issues often take time to resolve, and some may never be resolved. Sometimes, the most that can be hoped for is that students will learn how to cope with the difficulties in their life.

9.8 Do not worry too much about ‘correct language’ in relation to matters such as disability or mental health. It is more important to have a conversation than to say nothing because you are afraid that you will use the wrong word. As a rule of thumb, if you speak in a respectful tone and reflect back any language that a student uses, you are unlikely to cause offence. If you are particularly worried, you could even tell the student that you are not familiar with the terminology and ask them to correct you if needed.

9.9 Be honest with the student. Avoid making promises that you cannot be sure you can deliver on, such as “Everything will be fine”, or “We’ll make sure you get your degree one way or the other”. Phrases such as, “I’m really sorry that things are so difficult right now, I’ll do what I can to help support you whilst things are so bad” can be useful.

9.10 Look after yourself. You cannot support anyone if you are burnt out. Do not support a student if you feel out of your depth. In this case refer them to other appropriate avenues of support.

9.11 If you do offer support, set clear boundaries about what your role is, and do not be afraid to stick to them. For example, it is fine to say that you can offer support with assignment planning to help reduce any anxiety, whilst making it clear that you are not qualified to offer help with mental health conditions.

9.12 Do not offer support out of working hours, or provide your home or mobile telephone numbers. This can confuse the student and lead to over-dependence rather than the development of coping skills. If you are worried about how a student will cope when you are unavailable, provide the contact details of a 24 hour support service such as Nightline (in term time) or Samaritans. (Appendix F).

9.13 If you offer ongoing support to the student, regularly stop to consider whether you are still the best person to do this or if you are getting out of your depth in relation to an escalating situation (possibly through discussion with a Student Services colleague). If you are getting out of your depth, refer the student to other avenues of support.

9.14 Keep brief notes of what support has been offered and when.

10 If a student will not accept help

10.1 Apart from in a situation requiring emergency services’ attendance, there is little that can be done without a student’s permission. We cannot force students to engage in medical treatment or emotional support, and indeed it could be a breach of the Equality Act 2010 to try to require this. There is an offence of discrimination by perception, in which people are disadvantaged because of a perception that they
have a disability, so we should not require a student to undergo additional obligations on the suspicion that they have a mental or physical health problem.

10.2 If a student is not prepared to engage with help or talk to you about their problems, then, in general, that decision needs to be accepted. However, this does not prevent you from implementing university policies such as the disciplinary procedures or fitness to practise procedures if the student’s behaviour is disruptive to others or if it presents a risk to others.

10.3 If a student will not engage with you, it is good practice to document this (ideally in a short email to the student explaining what options are available to them for support in case they wish to take it up in the future). Depending on the situation, you may also find it helpful to contact your Head of Subject, Head of School, or Head of Student Services for advice.

11 Student Confidentiality and data protection

11.1 In all cases, staff must be mindful that when a student discloses a problem to you, it is normally on the basis of trust. Students may at times ask you to keep the matter confidential. Where this occurs, you may need to explain to the student that there are some things you will need to disclose to others, and ideally seek their consent to do so. Most members of staff do not have a professional duty to keep information confidential, and it is also accepted that with service teams (eg. Counselling) there is a degree of disclosure that is appropriate between colleagues. What is vitally important is that a student’s private business should be treated with discretion, that any information is relayed on a “need to know” basis, and that any written/electronic records are kept appropriately, with due regard to the Data Protection Act.

11.2 While dialogue between colleagues is important, the Data Protection Act prohibits staff from disclosure of any information about registered students to third parties (including parents and sponsors) unless there is a potential life and death situation. Any queries about a student’s progress, state of mind etc. (and even simple queries about whether they are registered at UWL) should therefore be handled carefully and should not be answered without the student’s consent in writing.

11.3 The University’s Data Protection Policy http://www.uwl.ac.uk/about-us/policies-and-regulations and Appendix D of the Policy sets out guidance for staff on disclosure. Generally, personal information must not be disclosed unless it is in the ‘vital interests’ of that person. Advice can also be obtained from the University Secretary.

12 References and helpful resources

12.1 Below are some sources which may help you deal with individual situations. Appendix E also lists useful contact numbers of organisation to which students might be referred.

Employee Assistance Programme

12.2 The Employee Assistance Programme (Health Assured) can offer independent, free and confidential assistance to members of staff at UWL. They can be contact on 0800 030 5182.
Equality Act 2010


Having conversations with people about their difficulties, and avoiding pitfalls

12.4 Samaritans' guidance on holding these sorts of conversations is here: [http://www.samaritans.org/difficultconversations](http://www.samaritans.org/difficultconversations)

12.5 They also have brief and straightforward guidance on active listening skills, which enable you to help people talk through their problems: [http://www.samaritans.org/how-we-can-help-you/what-speak-us-about/if-you%E2%80%99re-worried-about-someone/how-start-difficult/active](http://www.samaritans.org/how-we-can-help-you/what-speak-us-about/if-you%E2%80%99re-worried-about-someone/how-start-difficult/active)

12.6 Student Minds have produced a guide called ‘Look After Your Mates’ which is aimed at helping students to support friends with mental health conditions. This may also be useful for staff who would like to develop basic listening and emotional support skills: [http://www.studentminds.org.uk/guide-for-friends.html](http://www.studentminds.org.uk/guide-for-friends.html)

Mental Health information

12.7 There is some excellent guidance on different mental health conditions, treatments and so on, available on the Mind website at: [http://www.mind.org.uk/information-support/types-of-mental-health-problems/](http://www.mind.org.uk/information-support/types-of-mental-health-problems/) and on the Rethink website at: [https://www.rethink.org/carers-family-friends](https://www.rethink.org/carers-family-friends)

Radicalisation/Extremism

12.8 Under Section 26 of the Counter-Terrorism and Security Act 2015, the University has to ensure it pays “due regard to the need to prevent people from being drawn into terrorism”. Appendix B for guidance to staff on how to deal with potential radicalisation.

Safeguarding

12.9 The University’s Safeguarding Policy and Procedure can be found at [http://www.uwl.ac.uk/about-us/policies-and-regulations](http://www.uwl.ac.uk/about-us/policies-and-regulations), and must be referred to when dealing with difficulties experienced by students under the age of 18.
Appendix A - Students in Distress: How to Respond

Student in Distress: How to Respond

Staff member concerned about a student in distress

Non-Urgent
If the student is or appears:

- Withdrawn, low in mood, tearful or unduly anxious or has a sudden deterioration in academic performance
- AND
- Does not display features considered as Urgent/Emergency

Urgent/Emergency
If the student is or appears:

- Very aggressive/threatening towards the staff member or other students (seek help from security 3333 and/or Police 999)
- Suicidal/actively talking about suicide.
- Disorientated or is displaying psychotic behaviour.
- Taken an overdose of drugs/alcohol.
- A recent victim of an assault or an attack.
- A risk to self or others.

Actions

- if possible consult a colleague and try not to act alone (it is important to ensure your own safety and that of the distressed student).
- Talk to the student and explain your concern (unless you believe this will aggravate the situation).
- if it is a life-threatening emergency, request an ambulance by calling 999, inform Campus Security ext. 3333 and inform your line manager (seek the student’s consent but contact anyway).
- if the student is violent or armed, inform Campus Security 3333. Security will then contact the Police.
- in non-life-threatening yet urgent situation, identify if the student is willing to seek help and seek consent from the student to contact the relevant professional services (UWL Counselling service, the student’s own GP, UWL Welfare) or students own emergency contact.
- Consider A&E or emergency services if other services are unavailable or closed.

After supporting the student who is distressed you may find that some of your own emotions are triggered, this is normal and it is advised that you debrief on the situation with your line manager to review your course of action and identify if anything else should be done. If you find that you continue to be emotionally affected please consider accessing support by contacting UWL’s appointed Employee Assistance Programme - Health Assured (24hrs): 0800 090 5182
**Student in Distress: How to Respond**

**Useful Contacts**

**INTERNAL (on-campus)**
- UWL Counselling Service
  - Opening hours: 9am – 5pm
  - Tel: 0208 251 2218
- UWL Welfare Team
  - Opening hours: 9am – 5pm
  - Tel: 0208 251 2315
- UWL Student Services
  - Opening hours: 9am – 5pm
  - Tel: 0208 251 2345
- UWL Security
  - St. Marys Road (24hrs) – Tel: 0208 251 2372
  - Paragon Site (6am – 9:30pm) – Tel: 0208 209 4657
  - Reading Site (reception/security) – Tel: 0208 251 4200
  - Emergencies only - Tel: ext.3333
- UWL Disability/Mental Health Advice:
  - Opening hours: 9am – 5pm
  - Tel: 0208 251 2739

**EXTERNAL (off-campus)**
- Emergency Services:
  - Opening hours: 24HRS
  - Tel: 999
- NHS Out Of Hours:
  - Tel: 111
- West London Mental Health Trust Helpline
  - Opening Hours: 24hrs
  - Tel: 020 8706 4444
- Samaritans
  - Opening Hours: 24hrs
  - Tel: 116 123
- Nightline (students there for students)
  - Opening Hours: 6pm – 8am (term time only)
  - Tel: 0207 631 0031
  - Text: 077717 589 900
  - Email: listening@nightline.org.uk
  - Skype: londonnightline

**TIPS & FAQ’s**

- **How much detail should I obtain from the student in distress?**
  - Try not to probe too much – obtain only the necessary information to allow you to assess what’s the most appropriate service for referral. This helps to avoid the student becoming further distressed or needing to share intimate details with multiple people/services. It also protects your boundaries and allows you to keep professional distance.

- **Can I follow up with a student I have referred or supported?**
  - Student Services will not be able to give specific follow-up feedback to you after you have referred a student in distress. You are free to check with the student directly, but it remains at their discretion how much they wish to disclose at this point. Please do not probe either the student themselves or Student Services for information about the situation as firm confidentiality boundaries and the maintenance of these are essential to allowing the student to feel supported appropriately. Student Services staff are required to uphold confidentiality at all times except in exceptional circumstances.

- **When is it appropriate to refer to others and/or breach confidentiality?**
  - Please endeavour to uphold confidentiality at all times where possible. In the event of a crisis, the following exceptional circumstances may require that you breach this:
    - If there is evidence of clear and imminent danger of harm to self and/or others, or from others – where appropriate, discuss any disclosure with the student and obtain prior consent where possible.
    - If there is potential concern about radicalisation, then please refer immediately to the University Secretary and do not inform the student of your disclosure.

- **Do we offer a crisis intervention service?**
  - NO! Student Services and the wider services of UWL are here as general support to help our students’ progress through issues that may impact on their academic career. If a crisis situation is identified then normal routes of referral should be followed as appropriate e.g. Police, emergency services, GPs...

- **Should I give my personal contact details to students in distress?**
  - NO! Never give out your personal email or contact (mobile/landline) number to a student in distress. You are welcome to provide your work email and contact number for the student to follow-up with you if they wish.

**Produced by: UWL Counselling Service (Version 2.0 Oct 2017)**
Appendix B - Dealing with potential Radicalisation/extremism

1 Section 26(1) of the Counter-Terrorism and Security Act 2015 (“the Act”) imposes a duty on “specified authorities”, when exercising their functions, to have due regard to the need to prevent people from being drawn into terrorism.

2 You should remember that the duty covers all aspects of radicalisation, including far right extremism, animal rights extremism and so on.

3 UWL works closely with communities and partner agencies particularly the Ealing and Hounslow Borough Prevent Coordinators to safeguard vulnerable individuals who are at risk from potential radicalisation. It will seek advice from them if there is an individual who is causing concern or if there is a request for an external speaker about whom the University is concerned.

4 There is no single way of identifying who is likely to be vulnerable to being drawn into terrorism. Factors that may have a bearing on someone becoming vulnerable may include: peer pressure, influence from other people or via the internet, bullying, crime against them or their involvement in crime, anti-social behaviour, family tensions, race/hate crime, lack of self-esteem or identity and personal or political grievances.

5 Some of the risk factors which could make a student susceptible to radicalisation are the following:

- A perception / experience of discrimination
- Experience of identity-based harassment
- Significant change in life, such as family break-up, unexpected failure of exams, confusion about the sense of purpose in life
- Depression or a feeling of worthlessness
- Negative views of policing
- Lack of trust in democratic government
- A perception that specific communities are being unfairly treated
- An aspiration to defend specific communities when they are perceived to be under attack or unjustly treated
- A perception of biased media coverage
- Personality-driven factors
- Family or local allegiances
- A lack of a sense of ‘belonging’ and purpose
- A desire for status or excitement
- Socio-economic factors
- Contact with people expressing supremacist ideology, which sanctions the use of extreme violence as a response to perceived social injustice and dysfunction.
- A perception that a specific identity is under threat from social change
- Rhetoric and language of apparently non-violent extremist groups
- Peer pressure
Supporting students at risk of being drawn into terrorism is often about diverting people away from potential harm at an early stage. The UK’s ‘Prevent’ counter-terrorism strategy is focused on providing practical help to stop people from being drawn into terrorism. The strategy covers all forms of terrorism, including far right extremism and some aspects of non-violent extremism.

People who are found to be at risk of radicalisation are then offered support through the ‘Channel’ programme. The Channel programme is voluntary and confidential and focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

a. identifying individuals at risk;
b. assessing the nature and extent of that risk; and
c. developing the most appropriate support plan for the individuals concerned.

Channel may be appropriate for anyone who is vulnerable to being drawn into any form of terrorism. Channel is about ensuring that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist related activity. The programme involves several agencies working together to give individuals access to services such as health, education, specialist mentoring and diversionary activities.

‘Channel’ is not about reporting or informing on individuals in order to prosecute them and will not show up on any DBS or other checks or impact negatively on an individual. It is about communities working together to support vulnerable people at an early stage, preventing them from being drawn into terrorism or violent extremism. Channel is based on the premise that people being drawn into radicalisation and recruitment can be identified and then provided with appropriate support, which may dissuade them from engaging in terrorist-related activity or other illegal activity. This support is sometimes described as ‘de-radicalisation’. More information can be found at [http://www.safecampuscommunities.ac.uk/uploads/files/2017/05/advice_note_safeguarding_in_he_050517.pdf](http://www.safecampuscommunities.ac.uk/uploads/files/2017/05/advice_note_safeguarding_in_he_050517.pdf)

Reasons for referral can include any of the following high risk indicators:

- expressed support for violence and terrorism
- possession of violent extremist literature
- attempts to access or contribute to violent extremist websites
- possession of material regarding weapons and/or explosives
- possession of literature regarding military training, skills and techniques.

Account should also be taken of the following lower indicators:

- claims of involvement in organisations
- espousing violent extremist ideology
- claims of attendance at training camps
- claims of involvement in combat or violent activity on behalf of violent extremist groups.
Appendix C – Incident of Sexual Violence/Abuse: How to Respond

Staff member concerned about a student (over 18yrs) who has disclosed any form of sexual violence/abuse

Ask the student what they want to do. Do not make assumptions and do not act without consent!!!!

Staff Actions - INTERNAL

- Inform UWL Welfare Team and take the student to a confidential, quiet space where they will not be interrupted (if they are accompanied at the time: check with the student if they wish for this person to stay).
- Identify if they wish to seek further support, speak to a person of the same gender or a professional advisor such as a counsellor or welfare officer.
- Listen to the student without probing or asking questions about the incident itself – your role is only to listen and provide support, not to investigate.
- Do not take detailed notes – an incident report should only contain the date, time, name of student, alleged perpetrator (if known) and support offered. Memories may be fragmented and re-interpreted and could be used by the police/courts at a later date.
- Allow the student the time they need to talk.
- Does the student need alternative accommodation? (Contact Student Services/Welfare Team who may then support with emergency accommodation)
- Advise the student of the on campus services available to them and encourage the student to make contact with the relevant services themselves if they are ready by providing them with the list of services and contact details (see leaflet). Only if the student requests should you contact the appropriate service on their behalf.
- If the student does not wish to follow your advice, their wishes should be respected.
- Give student the options leaflet and go through it with them. Please ensure to make it clear that the student does not have to disclose their circumstances to the police.

Student Options - INTERNAL

- If the alleged perpetrator is a fellow student or staff member, the reporting student may wish to make a complaint.
- If they do wish to make a complaint, obtain the students consent and contact the University Secretary and the Welfare Team immediately.

NB: If the student does not wish to make a complaint, the Welfare Team should be contacted to support the student (as outlined above) and advise them of the other internal supports available to them.

Student Options – EXTERNAL

If incident occurred within last 24 hours

If incident occurred within last 7 days

If incident occurred more than 7 days previously – Offer student the Student Options leaflet and advice on campus supports.

NB: If the alleged perpetrator is still in the vicinity or if they remain an immediate danger to the student or others, immediately contact security [3335] and request they contact the police.

If the alleged perpetrator is not an immediate threat, do not contact the Police unless the student clearly consents for you to do so.

Forensic evidence can be collected up to 7 days after the incident. If the student wants to preserve forensic evidence, they may need an urgent referral to the nearest SARC (Sexual Assault Referral Centre) – The Henness 24hr Helpline Tel. 020 3239 1000 W: www.henness.org.uk

Or SARC Reading (Dept. Of Sexual Health – Royal Berkshire Hospital) 24/7 7days/week Tel. 0118 917 7222 W: http://www.royalberkshire.nhs.uk/warne-up/services/sexualassault

NB: Do not offer food or drink - forensic evidence may be lost by eating, drinking, smoking, urinating or washing.
On-Campus

- UWL Welfare Team
  - Opening Hours: 9am – 5pm
  - Tel: 0208 231 1315

- UWL Counselling Service
  - Opening Hours: 9am – 5pm
  - Tel: 0208 231 2218

- UWL Student Services
  - Opening Hours: 9am – 5pm
  - Tel: 0208 231 2573

- UWL Wellbeing Team
  - Opening Hours: 9am – 5pm
  - Tel: 0208 231 2179

- UWL Security
  - St Marys Rd (24hrs) – Tel: 0208 231 2572
  - Paragon Site (6am – 9.30pm) – Tel: 0208 209 4077
  - Reading (Reception/Security) – 0208 231 4200

- Emergencies and Out of Hours only – Tel: 0208 231 3333 from any in-house telephone.

Off-Campus

- The Havens (SARC’s London - 3 locations) 24hrs
  - 7days/week Tel: 020 3199 6500
  - W: www.thehavens.org.uk

- SARC Reading (Dept Of Sexual Health – Royal Berkshire Hospital) 24hrs 7days/week Tel: 0118 322 7202 W: http://www.royalberkshire.nhs.uk/services/sexual-assault

- Independent Sexual Violence Advisers (ISVAs)
  - W: http://thehermioneout.org/isyas/

- The Survivors Trust External advocacy or advice for recent or historical sexual violence can be sourced through www.survivors.org

- North West London Sexual Health and Contraception Services – Mattock Lane Health Centre
  - Enquiries: 020 8363 5716

- Reading - The Florence: Sexual Health @ Royal Berkshire Hospital
  - http://www.royalberkshire.nhs.uk/tf-sc
  - Enquiries: 0118 522 7202
  - (NE: clinics are walk-in so no appointment needed)

- Emergency Services - 24HRS - Tel: 999

- NHS Out Of Hours - Tel: 111

- West London Mental Health Trust Helpline - 24hrs:
  - Tel: 03000 131314 M4
  - Samaritans – 24hrs – Tel: 116 123
  - Nightline (students referred by students) – Tel: 0207 831 0303 Text: 07737 999 900
  - Email: listening@nightline.org.uk
  - Skype: londonnightline

After supporting the student who is distressed you may find that some of your own emotions are triggered, this is normal and it is advised that you discuss the situation with your line manager to review your course of action and identify if anything else should be done.

If you find that you continue to be emotionally affected please consider accessing support by contacting UWL’s appointed Employee Assistance Programme – Health Assured (24hrs): 0800 030 5182

Appendix D - Prevent Duty: Information Sharing Protocol

1 Introduction

1 The University has a statutory duty to have due regard to the need to prevent people from being drawn into terrorism. Under the Counter-Terrorism and Security Act 2015, UWL may have to share information with external bodies on external speakers, or students to provide advice and support individuals who may be at risk of being drawn into terrorism. This protocol sets out how such situations will be managed.

2 Concerns about students

2.1 Staff who have concerns about their students should follow the Concern for Student Policy and the guidance for dealing with students in difficulties and report these to Student Services.

2.2 Upon receipt of the concerns, Student Services will undertake a check as to whether there are other issues or concerns related to this student. A group will then convene to consider such concerns comprising the University Secretary, the Head of Student Services and the Chief Executive of the Students’ Union. This group will decide what action to take, which could include the following:

- Inform the student that concerns have been raised and how to avoid the situation in future;
- Give the student advice about their social media profile where appropriate;
- Ask the student to come to an interview to discuss the concerns;
- Contact the Prevent Co-Ordinator at either Ealing or Hounslow without giving personal details to gain further advice where it is considered that there may be issues related to extremism on a confidential basis;
- Refer the student to Channel\(^1\) (with their consent)
- Refer the situation to the police if it is believed that a criminal offence has taken place.

2.3 Students who have concerns about Prevent they should contact the University Secretary who will refer this to the group above to investigate.

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\(^1\) Channel is a multi-agency intervention programme designed to help those who are vulnerable to being drawn into extremism
3 Sharing information on external speakers and guest lecturers

3.1 Approval of external speakers and guest lecturers should be considered through the procedure for booking events. Where concerns are raised about external speakers, these will be discussed by the Prevent Group comprising the University Secretary, the Senior PVC, PVC (Academic and Student Experience), Director of IT, Director of Property Services, SU President and Chief Executive of the SU. This group will decide what action to take as outlined in the events booking procedure.

3.2 Where the University has concerns about an external speaker, it will contact the Prevent Coordinators in Ealing and/or Hounslow for advice on a confidential basis. It might also share information through local Prevent networks.

4 Legal basis for sharing

4.1 The University will share personal and other data (name and contact details as well as relevant information related to the concern and purpose of the information sharing requirement).

4.2 The legal basis for sharing the information specified above, it by virtue of section 26 of the Counter-Terrorism and Security Act 2015. The University is designated as ‘specified authority’ as defined in Schedule 6 of the Act.

4.3 The University will also act within the boundaries of the Data Protection Act 1998.

5 Consent

5.1 Wherever possible, the consent of the individual whose data are to be shared will be sought prior to the transfer of data unless where there are concerns relating to the University’s safeguarding duties.

6 Records management

6.1 A record of each sharing event, to include the date, the name of the organisation with which the data have been shared, and details of the transaction will be securely retained by the University Prevent Coordinator for one year after the date on which the information was shared.

Marion Lowe
University Secretary and Chief Compliance Officer
March 2016
Appendix E - University Contact details

<table>
<thead>
<tr>
<th>Service</th>
<th>Client Group/Issues</th>
<th>Location</th>
<th>Contact No</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STUDENT SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Services front desk</td>
<td>All Student Services enquires</td>
<td>SMR – The Street</td>
<td>0208 231 2345</td>
<td><a href="mailto:Student.services@uwl.ac.uk">Student.services@uwl.ac.uk</a></td>
</tr>
<tr>
<td>Student Welfare</td>
<td>General advice and support</td>
<td>SMR – The Street</td>
<td>0208 231 2313</td>
<td><a href="mailto:tracy.mcauliffe@uwl.ac.uk">tracy.mcauliffe@uwl.ac.uk</a></td>
</tr>
<tr>
<td>Head of Student Service</td>
<td>General advice and support</td>
<td>SMR - The Street</td>
<td>0208 231 2263</td>
<td></td>
</tr>
<tr>
<td>Deputy Head of Student Services</td>
<td>General advice and support</td>
<td>SMR - The Street</td>
<td>0208 231 2508</td>
<td><a href="mailto:chackervarti.afghan@uwl.ac.uk">chackervarti.afghan@uwl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Student Advice</strong></td>
<td>Advice and guidance and drop-in for anyone with financial issues, facing homelessness, welfare benefits advice, Student funding issues (SLC/NHS), emergency money or Tier 4 immigration</td>
<td>SMR – The Street</td>
<td>0208 231 2591/2573/2418</td>
<td><a href="mailto:student.advice@uwl.ac.uk">student.advice@uwl.ac.uk</a></td>
</tr>
<tr>
<td><strong>Wellbeing – Disability/Mental Health</strong></td>
<td>Advice, guidance and drop-in for anyone with a Disability/mental health condition</td>
<td>SMR – The Street</td>
<td>0208 231 2739</td>
<td><a href="mailto:wellbeing@uwl.ac.uk">wellbeing@uwl.ac.uk</a></td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Location</td>
<td>Phone</td>
<td>Email</td>
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<tr>
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</tr>
<tr>
<td>Counselling</td>
<td>Any emotional distress ie. Depression/Anxiety/stress</td>
<td>Paragon House 105</td>
<td>0208 231 2218</td>
<td><a href="mailto:counsellor@uwl.ac.uk">counsellor@uwl.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>Counselling is a therapeutic and psychological approach to explore difficulties.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inter-faith Advisor</td>
<td>To assist with any spiritual or faith matters</td>
<td>SMR – The Street</td>
<td>0208 231 2365</td>
<td><a href="mailto:chaplaincy@uwl.ac.uk">chaplaincy@uwl.ac.uk</a></td>
</tr>
<tr>
<td>Discretionary Support Fund</td>
<td>Students who are experiencing financial difficulties.</td>
<td>SMR – The Street</td>
<td>0208 231 2573</td>
<td><a href="mailto:student.services@uwl.ac.uk">student.services@uwl.ac.uk</a></td>
</tr>
<tr>
<td>Scholarship &amp; bursaries</td>
<td>Additional funding from central, school or donor contribution to support students</td>
<td>SMR – The Street</td>
<td>0208 231 2214</td>
<td><a href="mailto:scholarships@uwl.ac.uk">scholarships@uwl.ac.uk</a></td>
</tr>
<tr>
<td>Other Support &amp; Useful Emergency Contacts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drop-in Support</td>
<td>SMR – The Street &amp; Paragon House</td>
<td></td>
<td>0208 209 4172</td>
<td><a href="mailto:drop-in.support@uwl.ac.uk">drop-in.support@uwl.ac.uk</a></td>
</tr>
<tr>
<td>UWL Security</td>
<td>General</td>
<td>SMR</td>
<td>0208 231 2572</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Paragon</td>
<td></td>
<td>0208 209 4057</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reading</td>
<td></td>
<td>0208 209 4200</td>
<td></td>
</tr>
<tr>
<td></td>
<td>24/7 Emergency helpline</td>
<td></td>
<td>x 3333 (internal only)</td>
<td></td>
</tr>
</tbody>
</table>
Appendix F - External sources of help

<table>
<thead>
<tr>
<th>Service</th>
<th>Client Group/I issues</th>
<th>Location</th>
<th>Contact No</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Samaritans</td>
<td>Emotional support 24 hours/day and 365 days/year</td>
<td>Nationwide</td>
<td>08457 90 90 90</td>
<td><a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></td>
</tr>
<tr>
<td>Mind</td>
<td>Advice and guidance and drop-in centres for anyone affected by mental health issues</td>
<td>Nationwide</td>
<td>0300 123 3393</td>
<td><a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
</tr>
<tr>
<td>Sane</td>
<td>Emotional support for anyone affected by mental health issues</td>
<td>Nationwide</td>
<td>0845 767 8000</td>
<td><a href="http://www.sane.org.uk">www.sane.org.uk</a></td>
</tr>
<tr>
<td>Nightline</td>
<td>Online and telephone support provided by London students. 6pm-8am, term time only</td>
<td>Skype: chat.nightline</td>
<td>0207 631 0101</td>
<td><a href="http://www.nightline.org.uk">www.nightline.org.uk</a></td>
</tr>
<tr>
<td>Sickle Cell Society</td>
<td>Advice, counselling and support groups for anyone affected by Sickle Cell Disease</td>
<td>Shepherd’s Bush</td>
<td>020 8961 7795</td>
<td><a href="http://www.sicklecellsociety.org">www.sicklecellsociety.org</a></td>
</tr>
<tr>
<td>PACE</td>
<td>Support groups, individual therapy, advocacy and advice for LGBTPQIA community</td>
<td>Euston</td>
<td>0207 700 1323</td>
<td><a href="http://www.pacehealth.org.uk">www.pacehealth.org.uk</a></td>
</tr>
<tr>
<td>NAZ Project London</td>
<td>Sexual health counselling, HIV and AIDS support for BME communities</td>
<td>Hammersmith</td>
<td>020 8741 1879</td>
<td><a href="http://www.naz.org.uk">www.naz.org.uk</a></td>
</tr>
<tr>
<td>Organization</td>
<td>Services Provided</td>
<td>Location</td>
<td>Phone Number</td>
<td>Website</td>
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</tr>
<tr>
<td>Sharan</td>
<td>Culturally sensitive advice on a range of practical and support services for Asian women</td>
<td>Nationwide</td>
<td>0844 504 3231</td>
<td><a href="http://www.sharan.org.uk">www.sharan.org.uk</a></td>
</tr>
<tr>
<td>Relate</td>
<td>Counselling and information for all relationships</td>
<td>Nationwide</td>
<td>0300 1001234</td>
<td><a href="http://www.relate.org.uk">www.relate.org.uk</a></td>
</tr>
<tr>
<td>Refugee Council</td>
<td>Advice, support groups and counselling for anyone affected by immigration or refugee issues</td>
<td>Finsbury Park</td>
<td>020 7346 6700</td>
<td><a href="mailto:therapeutic@refugeecouncil.org.uk">therapeutic@refugeecouncil.org.uk</a></td>
</tr>
<tr>
<td>Citizen’s Advice Bureau</td>
<td>Legal advice on debt, family, housing, employment, tax and discrimination issues</td>
<td>Online</td>
<td>03444 111 444</td>
<td><a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a></td>
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<tr>
<td>National Debtline</td>
<td>Advice, guidance and services for debt and financial issues</td>
<td>Online</td>
<td>0808 808 4000</td>
<td><a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a></td>
</tr>
<tr>
<td>Tax Credits (HMRC)</td>
<td>Details of benefits while studying – eligibility criteria</td>
<td>Online</td>
<td>0845 300 3900</td>
<td><a href="http://www.gov.uk">www.gov.uk</a></td>
</tr>
<tr>
<td>Step Change</td>
<td>Debt advice and management plans</td>
<td>Online/Telephone</td>
<td>0808 138 1111</td>
<td><a href="http://www.stepchange.org">www.stepchange.org</a></td>
</tr>
<tr>
<td>Offenders’ Families Helpline</td>
<td>Families and those affected by the criminal Justice System as a result of another’s behaviour</td>
<td>London N1</td>
<td>0808 808 2003</td>
<td><a href="http://www.offendersfamilieshelpline.org">www.offendersfamilieshelpline.org</a></td>
</tr>
<tr>
<td>Papyrus</td>
<td>Advice and support for young people considering suicide. Advice for anyone concerned about a young person</td>
<td>Online/Telephone</td>
<td>0800 068 4141</td>
<td><a href="http://www.papyrus-uk.org">www.papyrus-uk.org</a></td>
</tr>
<tr>
<td>Survivors of Bereavements by Suicide</td>
<td>Support for people who have been bereaved by suicide</td>
<td>Ilkeston</td>
<td>0300 111 5065</td>
<td><a href="http://www.uk-sobs.org.uk">www.uk-sobs.org.uk</a></td>
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</tbody>
</table>