

EXTERNAL SUPPLIER BRIEFING:

WHEN A STUDENT IS EXPERIENCING MENTAL HEALTH PROBLEMS



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Introduction

At Leeds Beckett University (LBU) we are committed to providing a safe environment for our students. We have specific policies and procedures in place to ensure anybody working with a student from LBU has the information they need to respond to concerns about the student's mental health.

This briefing describes the protocols in place to support you deciding the best way to proceed. This includes what to do in urgent situations or where there are less urgent, on-going concerns about a student's mental health. The briefing also summarises the University's Safeguarding Policy. Finally, it includes key contact information and escalation processes within the University.

It applies to all members of our community, including apprentices, international students, franchise students, students who are overseas and students on placement.

Mental Health or Wellbeing Concerns

Recognising when a student might be struggling with their mental health:

It can be hard to know if someone is experiencing problems with their mental health. Please read MindWell's brief overview of common signs that someone might be struggling with their mental health. These signs are often changes in mood, behaviour, thinking, and feelings.

Talking to students when you are concerned about them:

Do not promise absolute confidentiality. If you are concerned that the student or someone else is at risk, you must share this information with the University's Student Services. A useful phrase can be something like, "I am concerned enough about you that I need to let the University Student Services know so that we can get you the right support."

Provide details of the support available such as Student Wellbeing and our A-Z of Student Support. See **Useful Resources** below.

If you feel that the situation is an emergency because there is a significant and imminent risk to life:

If a student has injured themselves or taken an overdose, or is at immediate risk of hurting themselves (or someone else) or taking their own life, call 999 for an ambulance or direct the student to go straight to A&E.

If you are on campus, call LBU Security Services on 0113 812 3165 and ask them to contact the emergency services. Security Services will attend the incident immediately and this is likely to be within a shorter time frame than an ambulance.

If you feel that the situation is urgent but not an emergency:

During office hours you can report an urgent student concern using the Student Services Report a Concern Line on 0113 812 6666. Student Advice will listen to your concerns and escalate them to Student Wellbeing or other services as appropriate.

Having the following information available to give to Student Advice helps to facilitate a timely response, but should you be missing anything from the list below please do not let this delay you from contacting them:

- Name/s of individuals affected
- Student ID number
- Contact details
- Student's current location
- Specific details regarding the nature of your concern
- Whether or not the student is aware that Student Services have been contacted
- Any other support measures in place

Outside of office hours, the Report a Concern Line diverts to LBU

Security Services. Security Services will advise on any immediate actions required and will liaise with other parties, such as emergency services, where appropriate. Any out of hours incidents managed by Security Services are communicated to Student Services for follow-up during the next working day.

If you have ongoing, non-urgent concerns about a student:

Please contact Student Wellbeing on 0113 8128507 or email studentwellbeing@leedsbeckett.ac.uk. A Student Wellbeing Officer will triage your concerns and ensure that you receive a timely response from an appropriate professional.

Student Wellbeing's voicemail and inbox are monitored throughout the day. Colleagues contacting the service should leave a message and can usually expect to receive a same working day response.

What happens next?

Where there is a need to manage risk, Student Wellbeing will work with the student, colleagues, family members or significant others to create a safety plan. They may need to refer students to statutory services and to share information with others. LBU's practice, in relation to information sharing, is outlined in our Student Suicide Prevention - Information Sharing Statement.

Safeguarding Concerns

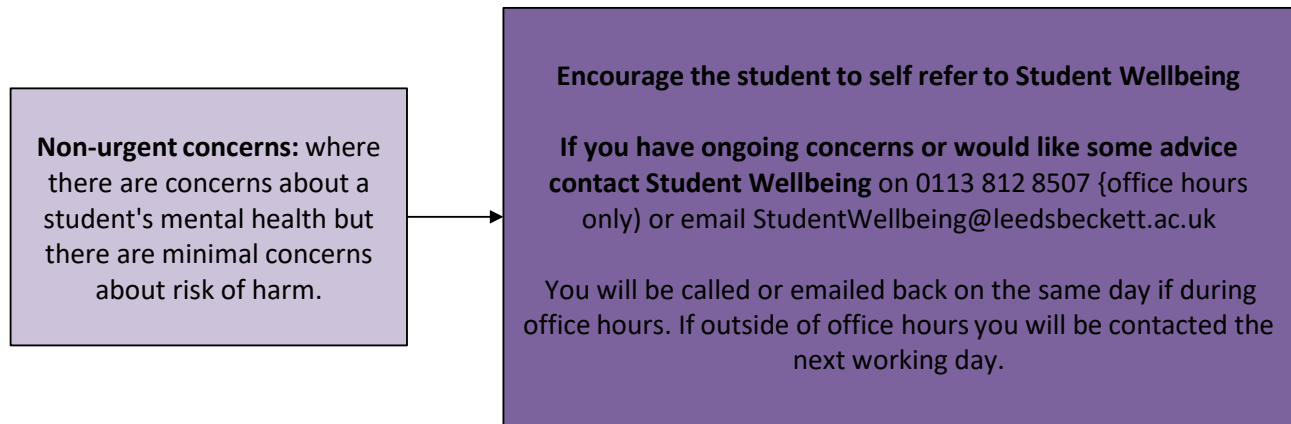
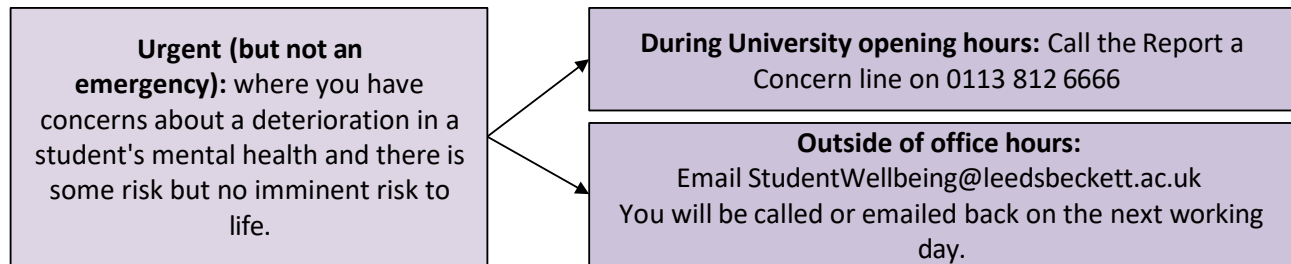
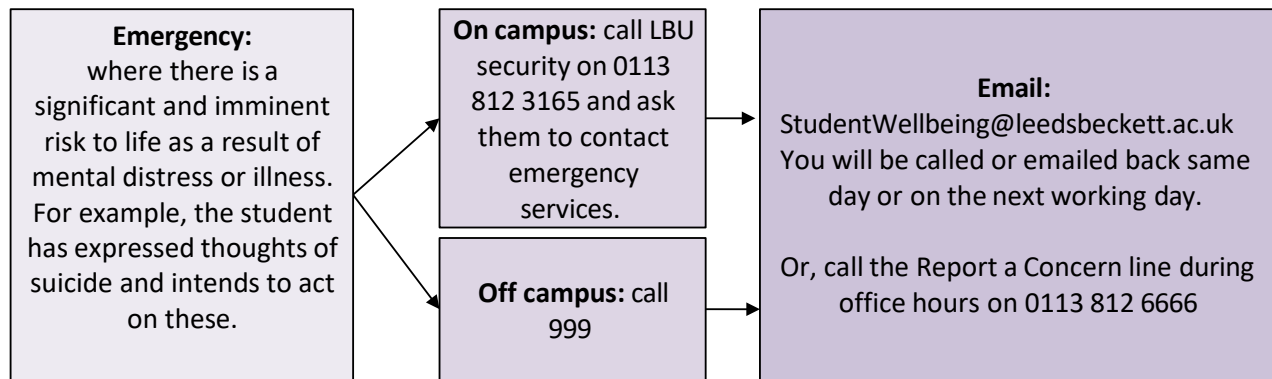
Safeguarding is a term which relates to actions taken to protect children (under 18s) and Adults at Risk. The University takes its duty to protect these individuals seriously and has a Safeguarding Policy in place.

It is important to note that the University is not subject to legal safeguarding duties in the same way that schools, further education providers, local authorities and care providers are. Most of the University's students are adults and would not normally fall under this category. Instead, most concerns will be welfare related and dealt with as outlined above.

If you have a Safeguarding concern, or are not sure, you can share these by completing the online reporting form or by contacting the Student Wellbeing team via StudentWellbeing@leedsbeckett.ac.uk or by calling 0113 812 8507.

Summary of the steps to take when you identify mental health concerns:

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Useful contacts

Student Services Opening Hours:
Monday-Thursday 9am to 5pm; Friday 9am to 4:30pm

Report a Student Concern Line (this is prioritised by Student Advice) 0113 812 6666

LBU Security Services 24 hour 0113 812 3165

Name: Student Advice
Telephone Number: 0113 812 3000
Email: studentadvice@leedsbeckett.ac.uk

Name: Student Wellbeing
Telephone Number: 0113 812 8507
Email: studentwellbeing@leedsbeckett.ac.uk

Name: Disability Advice
Telephone Number: 0113 812 5831
Email: disabilityadvice@leedsbeckett.ac.uk

Name: Accommodation team
Telephone Number: 0113 812 5972
Email: accommodation@leedsbeckett.ac.uk

Name: Students' Union Advice
Telephone Number: 0113 812 8400
Email: su-helpdesk@leedsbeckett.ac.uk

Useful resources

Resources for looking after mental wellbeing:

You might want to routinely include some of this information in your communications with students, for example, in out of office replies.
Five ways to wellbeing, NHS resources.

MindWell have up-to-date information about resources available in Leeds and nationally. They have pages specifically for students

Student Wellbeing's pages have helpful resources and links to events, such as peer support and psychoeducation.



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