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**STUDENT SUPPORT REFERRAL PATHWAYS**

The University is committed to providing a safe environment for all staff and students.

The steps below should be taken if, as a member of University staff, you have cause for

concern[[1]](#footnote-2) about the wellbeing of a student, or a student discloses a wellbeing concern[[2]](#footnote-3) to you.

For more information regarding support for students, please visit the [Supporting Staff to Support Students](https://www.stir.ac.uk/internal-staff/supporting-our-students/supporting-staff-to-support-students/). Please note, you must be signed in with your staff log in details to access this internal staff page.

1. **Routine support needs: signpost to Student Hub**

If a student discloses a concern that warrants routine support, and you do not consider this to be urgent, the student can be **signposted** to the Student Hub.

Examples of routine support needs could include financial worries, feeling lonely, a relationship breakdown with partner, family or friends, looking for support for a disability or learning difficulty.

* Chat: Live Chat via your portal, Monday to Friday, 9am-4.30pm (Tuesday 10am-5pm)
* Call: 01786 466022 – Monday to Friday, 9am to 11am and 2pm to 4pm (Tuesday 10am-11am and 2pm-4pm)
* Meet: in the Student Hub, Campus Central, Monday to Friday 10am-4pm
* Email: [ask@stir.ac.uk](mailto:ask@stir.ac.uk)

Students can also be signposted to the [**24/7 Student Support**](https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/your-mental-health-and-wellbeing/wellbeing-support/247-student-support/) helpline which is a free and confidential service that provides in the moment emotional wellbeing support to all students. Students can call 0800 031 8227 or arrange a call back via WhatsApp: text ‘hi’ to 07418 360 780. Students abroad can call: 00353 1 518 0277.

1. **Routine support needs: referral to Student Hub**

With a student’s permission, a staff member can make a **referral** to the Student Hub on behalf of a student if they are finding that first step difficult or they do not seem capable of reaching out for support[[3]](#footnote-4). Staff can email [ask@stir.ac.uk](mailto:ask@stir.ac.uk) or call 01786 466 6022 (x6022), and (if email) cc the student. The Student Hub team will receive and triage the referral, and will allocate the student case to an appropriate Adviser within the team for follow up. Staff making a referral are asked to be available to provide additional information to the Student Hub Team if necessary.

1. **Urgent Student situation within office hours (Monday to Friday, 9am-5pm, Tuesday 10am-5pm)**

If the situation is urgent (for example, the student is talking about suicide, or you consider that they or others are at immediate risk of harm), staff can make an urgent referral by completed and submitting an [urgent student support referral form](https://forms.office.com/e/Sb9HMxvKn0). Alternatively staff can contact the Student Hub urgent referral line – 01786 466077 (x6077). When staff make a referral, they are asked to provide as much information as they can to allow the Mental Health team to undertake appropriate action. Staff are also asked to ensure they are contactable (specify best method of contact eg. MS Team, mobile) to allow a member of staff to contact them for more information if necessary.

1. **Urgent student situation outside of office hours**

If the situation is urgent (the student is at risk of harm to self/intimating that they are suicidal) out of hours, staff should advise (and, where necessary support) the student to contact the NHS: GP (if appropriate) or NHS 24 on 111.

Students can also be signposted to the [**24/7 Student Support**](https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/your-mental-health-and-wellbeing/wellbeing-support/247-student-support/) helpline which is a free and confidential service that provides in the moment emotional wellbeing support to all students. Students can call 0800 031 8227 or arrange a call back via WhatsApp: text ‘hi’ to 07418 360 780. Students abroad can call: 00353 1 518 0277.

Staff can also recommend the following organisations as a source of support:

* Samaritans - 116 123
* Papyrus - Prevention of Young Suicide on 0800 068 41 41 or text 0786 039967 209697 9am – midnight, every day.
* Breathing Space - Tel: 0800 83 85 87 (Mon-Thur 6pm-2am, Friday 6pm – Monday 6am)
* Shout – Text SHOUT to 85258 (crisis text line)
* [SARCS](https://www.nhsfife.org/services/all-services/sarcs-sexual-assault-response-coordination-service/) – for people who have been raped or sexually assaulted within the last 7 days and who wish to access forensic services

Staff are then asked to inform the Mental Health team by completing an [urgent student support referral form,](https://forms.office.com/e/Sb9HMxvKn0) alternatively staff can call the Student Hub staff urgent referral line– 01786 466077 (x6077) as soon as possible within office hours. Staff are asked to provide as much information as they can to allow the team to undertake appropriate action. Staff are also asked to ensure they are contactable (specify best method of contact eg. MS Team, mobile) to allow a member of staff to contact them for more information if necessary.

If the student’s situation becomes an emergency (i.e. risk of death or serious harm to either the student or a third party), follow the protocol set out below.

More information about support for students out of hours can be found at the [out of hours support webpage](https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/out-of-hours-support/).

1. **Emergency**

In 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, is seriously injured or at risk of harm from a third party) staff should immediately call 999.

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.

**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 crisis referral line for staff – 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. **Disclosure of a disability**

If a **student discloses** that they have a **disability** staff should:

1. Ask if the student has registered with the [Accessibility and Inclusion](https://stir.ac.uk/68t) Service.
2. Recommend the student contacts the Student Hub to request more information or go to the [Student Hub webpages](https://stir.ac.uk/6v8) for more information.
3. Tell the student you will also inform the Student Hub of the disclosure and, if the student has not registered, someone will be in touch with information on how to register, if they wish to do so.
4. Complete the [Important student support referral form](https://forms.office.com/e/JmPasEe3cn). If the student is not already registered with Accessibility and Inclusion, a member of the Student Hub Team will get in touch within 5 working days to offer guidance on the registration process.
5. **Disclosure of a Widening Participation background**

If a student discloses that they have a Widening Participation background (Care Experienced, Carer or Estranged)[[4]](#footnote-5) staff should encourage them to register with the Point of Contact for Widening Participation students by completing this form: <https://forms.office.com/r/ihZ4mST3Jf>

1. **Disclosure of gender based or sexual violence**

If a student discloses that they have been subjected to gender based or sexual violence[[5]](#footnote-6), staff can encourage them to access support from a University [Sexual Violence and Misconduct Liaison Officer](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/) (SVMLO) through the secure and confidential online platform, Report and Support: <https://reportandsupport.stir.ac.uk/.>

Students who have experienced a recent rape or sexual assault may wish to call the NHS Scotland sexual assault self-referral phone service on 0800 148 88 88.

If staff believe the disclosure is urgent, staff can contact the Student Hub staff crisis referral line for advice – 01786 466077 (x6077).

If the disclosure is an emergency e.g. if the student remains unsafe or requires medical attention, staff should immediately contact 999. If the student is on campus staff should then also inform Security – 01786 467003 (x2222) that Police and/or ambulance has been called. Details of the incident should be kept to a minimum, and should only include information that the Security team might reasonably need to know to prevent further harm e.g. if a known perpetrator is at large on campus. Unnecessary details about the incident, including the name of the reporting student, should not be shared unless it is necessary to prevent further harm.

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

For more information about other support options and to find out more about how to be an effective first responder to a disclosure of gender based or sexual violence, please visit our [GBV website](https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/sexual-violence/) or view our First Responder Guidelines [here](https://www.stir.ac.uk/internal-staff/supporting-our-students/first-responder-guidelines/).

1. **Safeguarding concern**

Staff members may have additional safeguarding concerns for a student that they wish to discuss with a Student Safeguarding Lead. The University’s Safeguarding Framework can be found [here](https://www.stir.ac.uk/media/stirling/services/policy-and-planning/documents/UoS-Safeguarding-Framework-FINAL.docx). This could include:

1. concerns that a child or vulnerable adult is at risk of harm
2. concerns that a student may be in danger of becoming radicalised or drawn into terrorism
3. concerns that a student may be a victim of systemic exploitation or abuse, such as human trafficking, modern slavery, forced marriage or honour based violence

In cases such as these, staff members are encouraged to contact one of the student safeguarding leads, in the first instance. The purpose of this conversation is to share all relevant information including the nature and extent of concerns, the extent to which they are engaging the with their students, any additional information deemed relevant. Safeguarding leads cannot guarantee confidentiality, for example, where there is significant risk identified. Similarly, it is important not to guarantee a student confidentiality when engaging with them if you have concerns about their welfare or wellbeing.

At this point, the student safeguarding lead will undertake a risk assessment; ensure relevant support is put in place; collate evidence and follow procedures in terms of reporting to external/statutory agencies where it is appropriate to do so.

A decision on whether to make a referral to statutory agencies will be taken in consultation with senior colleagues (Academic Registrar, Deputy Secretary for students; Executive Director of HR &OD for staff; Deputy Principal or University Secretary in their absence.)

Student Safeguarding Leads at the University:

**Jill Stevenson**, Director of Student Services. Email [jill.stevenson@stir.ac.uk](mailto:jill.stevenson@stir.ac.uk) or message via MS Teams.

**Jacqui Lenaghen**, Deputy Head of Student Support Services and Head of Access and Inclusion. Email [jacqui.lenaghen@stir.ac.uk](mailto:jacqui.lenaghen@stir.ac.uk) or message via MS Teams

**Katie Perrin**, Head of Student Guidance and Wellbeing (works part-time: Monday, Tuesday, Wednesday and Thursday). Email [katie.perrin@stir.ac.uk](mailto:katie.perrin@stir.ac.uk) or message via MS Teams

Lead officer for Safeguarding: Joanna Morrow, Deputy Secretary [deputy.secretary@stir.ac.uk](mailto:deputy.secretary@stir.ac.uk)

For more information about potential behaviours or characteristics which could indicate a safeguarding concern please see our [supporting staff to support students webpage](https://www.stir.ac.uk/internal-staff/supporting-our-students/supporting-staff-to-support-students/).

1. “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. [↑](#footnote-ref-2)
2. “Welfare 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. [↑](#footnote-ref-3)
3. “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 [↑](#footnote-ref-4)
4. 1. 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. [↑](#footnote-ref-5)
5. 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

   [↑](#footnote-ref-6)