



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■



Cause for Concern

Supporting students in difficulty

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Flowchart for managing student cases

I'm a member of staff at LSE worried about a student, what should I do?

Is it a general support query?

Examples:

- Homesickness, isolated, lonely, relationship difficulties, bereavement, exam deadline anxieties/stress.
- Adjustments support for diagnosed conditions.
- Health/wellbeing/behaviour that impacts academic work.
- Advise on accommodation/VISA/Financial support.

Action:

1. Meet to talk with student/departmental support.
2. Signpost to relevant LSE service.
3. Send student resources links available from **Cause for Concern (lse.ac.uk)**
See full Cause for Concern brochure for further advice links.

No

Is it a cause for concern?

Examples:

- Suicidal thoughts and/or self-harm.
- Changes/concerns around mental wellbeing (eg, neglect, lack of engagement despite attempts to contact, distressed, withdrawn).
- Substance misuse, eating disorders.
- Recent sexual violence, harassment/bullying whilst at LSE.

Action:

1. Complete a Cause for Concern form to DMHS here **Cause for Concern (lse.ac.uk)**
2. Send student resources for support which can be found on **pages 8-10**. (inc. Report + Support if appropriate).
3. Advise GP contact or registration.
4. Direct student to DMHS drop-in service if needed.

No

Is this an emergency/crisis situation?

Examples:

- Immediate plans to end life.
- Any immediate and significant risk to/from the students or others.
- Urgent medical attention is needed (physical or mental health).
- Seeming out of touch with reality/hallucinations with immediate concern to safety.

Action:

1. Call **999**
2. Inform LSE Security
On campus internal phones: **666**
Off campus/external phones: **020 7955 6555** (if the issue relating to on campus)

Afterwards:

Please complete a Cause for Concern form to DMHS **Cause for Concern (lse.ac.uk)** as soon as possible. Inform your manager to discuss any further actions.

Other sources of information that can be found in this brochure:

- | | | | |
|----------------------------------|--------|------------------|--------|
| • Confidentiality information | Page 6 | • Prevent | Page 7 |
| • LSE student services support | Page 8 | • Student death | Page 5 |
| • Safe contacts/Report + Support | Page 9 | • Your wellbeing | Page 7 |
| • Safeguarding concerns | Page 5 | | |



Responding to situations

An emergency or crisis

This is when a student presents with CLEAR AND IMMEDIATE risk to themselves or others.

You do not need the student's agreement in an emergency to act. If it is possible or safe to do so, try to tell them of your concerns and your need to inform others but do not let this stop you acting.

Try not to leave the student alone:

- They could be observed by you or a colleague from a distance whilst you make the appropriate calls or get support from campus security team.
- Make note of the student's name, LSE ID number, mobile number and any emergency contact support they have with them.

When calling 999:

- Identify which service you need.
- Explain to them the situation- they will decide what help is needed and next steps.

Letting the security staff know on campus:

- The security team can help guide any emergency services to the right location and help supervise the student if you are not on campus or unable to wait with them.

On campus internal phones: 666.

Off campus/external phones: 020 7955 6555
(if the issue related to on campus).

In the unlikely event that you suspect an immediate risk of harm via an act of terrorism, you should call 999. The School Secretary and LSE Security should also be informed; in case any further action is required. See PREVENT guidance on **page 7**.

Follow up

It is important that students get appropriate support in the aftermath of an emergency. You must always inform Student Wellbeing Service if you are given information of this urgent nature – **it is not safe to assume a student is getting help just because you have been told this.**

- Please complete a Cause for Concern form to DMHS **Cause for Concern (lse.ac.uk)** as soon as possible. The mental health team will liaise with emergency services, A&E and other relevant agencies, and will contact the student to offer support.
- Inform your line manager or a member of your department about what happened and discuss any further action needed. See the "Your wellbeing" **page 7** for guidance.



Cause for Concern

If you are concerned about a student's wellbeing or safety, please complete the Cause for Concern Form to inform the Student Wellbeing Service, providing as much information as you can.

If you are submitting a Cause for Concern Form because you haven't been able to reach a student:

- Have you tried calling the student?
- Have you used their second email address?
- Have you given the student at least 24 hours to respond?

We will confirm that we've received your request and will follow-up with the student as appropriate.

General support

Students may come to you with a variety of worries for which there is lots of support across the student support services.

- Offer to meet them and establish a rapport.
- Signpost to the relevant support services listed on **pages 8–10**.
- Encourage them to book a wellbeing appointment – [About our Wellbeing and Counselling services \(lse.ac.uk\)](#)
- You may wish to monitor the situation further if your concerns become more serious (cfc guide).

Staff training is available:

Find mental health, signposting and suicide prevention training here – [Worried about a student? \(lse.ac.uk\)](#)

Safeguarding: a child under 18, or a vulnerable adult, is at risk of harm

- A student may tell you about a harmful situation at home, where there is a child under 18 eg, their sibling.
- Alternatively, someone might tell you about a vulnerable adult (eg, a disabled student) who is at risk of serious harm (eg, there is domestic violence at home).
- LSE has a duty to act on safeguarding issues like these. There are designated staff for you to tell, who will decide what to do next. You should report this to your manager and the relevant safeguarding officer and follow local procedural arrangements including guidance on what action must be taken. All discussions will be always treated with discretion.

Responding to a student death

Please see below for the protocol to be followed in the event of the death of a student.

[Student Death Protocol \(lse.ac.uk\)](#)



Confidentiality and record keeping

You have a duty of care to pass on serious concerns to appropriate staff and to keep accurate notes about this. You should be clear with students about this and the level of confidentiality you can offer by explaining:

- Information is kept confidential within your department or service where possible.
- You may need to speak to others “need to know” basis if you have serious concern about someone’s wellbeing.
- You can ask for advice from a line manager or colleagues, without giving a student’s name in the first instance.

You can learn what this might look like in practice by taking our **staff training to support student mental health**.

Keeping notes is necessary to help you, the student and any colleagues who may be required to support the student later. Record all actions taken and decisions, including reasons why actions were not taken, and including your own and by others. Keep a factual written record of the discussion and agreed outcome as per GDPR requirements.

Sexual violence or harassment

- Listen, and show that you are listening, even if it is difficult for you to hear.
- Don’t ask questions about what has happened.
- Believe what they are saying and tell them that you believe them.
- Enable them to stay in control about what happens next – resist any temptation to take over eg, by arranging and doing things you think are best.
- **Report +Support** has detailed information about support available and options – go through this together so that they can decide what they want to do.
- They can book a priority counselling appointment: **Priority appointments for sexual violence or harassment (lse.ac.uk)**.
- Sexual Violence Support Worker – Free, confidential, and independent support for anyone who has survived any kind of sexual violence, at any point in their lives. **Sexual violence support worker (lse.ac.uk)**.
- Remember that these decisions are theirs to make, and it’s important that they are allowed to make them. Don’t persuade or pressure them into anything.
- Give them the information in writing, as they are unlikely to remember otherwise.

Students can approach **designated, trained safe contacts**, or seek support through the Deputy Head of Student Services (Advice and Policy) (Pete Evanson, p.evanson@lse.ac.uk), or the Adviser to Female Students (Dr Sarah Trotter, s.trotter@lse.ac.uk)

If needed contact LSE Security (in an emergency **666** if on campus/**020 7955 6555** if outside the campus).



Guidance on the Prevent duty

Prevent (lse.ac.uk)

Radicalisation refers to the process by which a person comes to support terrorism and forms of violent extremism leading to terrorism.

The Statutory “Prevent” Duty aims to prevent people from being drawn into terrorism by identifying the early, non-criminal signs of radicalisation in individuals and helping them to avoid moving into active support for, or commission of, terrorism. In the context of student wellbeing, the School has an obligation to identify and help individuals to avoid becoming drawn into committing or supporting terrorist acts (in other words, being radicalised).

It is therefore a form of safeguarding. As the Prevent Duty applies to the LSE, the School’s responsibilities are primarily about setting in place policies, systems and procedures.

The purposes of these are:

- to identify, as far as can reasonably be expected, individuals in our community who may be at risk of radicalisation;
- to help any individuals so identified to avoid moving into terrorism-related criminality, if necessary by referring them to external sources of help;
- to ensure as far as reasonably possible that activities on campus or under LSE auspices, such as events with external speakers, do not encourage vulnerable individuals towards terrorism.

The Prevent duty does not apply directly to students’ unions, although they are encouraged to co-operate with host institutions. The LSESU is kept informed of all Prevent related work of the School.

In cases of radicalisation where it is suspected that a student may be vulnerable to being drawn into terrorism or support for terrorism, or for further information, contact the Head of Student Services, Victoria Frost (V.L.Frost@lse.ac.uk).

Staff training

LSE have further practical tips and step by step guides on how to support students in urgent situations and to help all staff feel more comfortable support student struggling with their mental health.

• Staff training module

You can learn more about signposting, listening skills, confidentiality, managing boundaries and record keeping on our online training module, which takes 20-30 minutes to complete. We encourage all members of staff to take this module to refresh your understanding of our most recent guidance. To access the module visit: **[Worried about a student? \(lse.ac.uk\)](#)**

- The **Academic Mentoring Portal** has information and support for staff and useful guidance and information in managing mental health concerns.

- Zero Suicide Alliance have 20-minute online Suicide Prevention Training, which discusses sensitive questions and reassurance for staff; see **zerosuicidealliance.com**

Keep an eye out on the MyStaffDevelopment platform and TDS for additional teaching sessions offered by LSE’s Mental Health Advisers.

Your wellbeing

You can find wellbeing resources **[here](#)** and can contact the 24/7 Employee Assistance Programme line by calling **0800 107 6147**.

LSE’s Staff Counselling (lse.ac.uk) offers a confidential space where any member of staff can talk about issues that may be causing concern – email **staff.counselling@lse.ac.uk**



Sources of help

School services

Student Wellbeing Service

Student Wellbeing Services offers a wide range of support to help students, advise staff, and works to improve student wellbeing across the school. The Student Wellbeing Service can establish the best member of their team to work confidentially with a student.

The Disability and Mental Health Service supports students with a disability and/or mental health condition and can make recommendations for reasonable adjustments to services and academic departments across the school. Mental Health Advisors specialise in helping manage mental health crises, as well as supporting students with long term mental health difficulties and putting in place reasonable adjustments. Disability Advisors offer advice and support to disabled students and can put in place reasonable adjustments.

We ask students who are seeking support for their mental health and wellbeing to book a Wellbeing Appointment with a Wellbeing Adviser, so that we can provide them with support that meets their individual needs. This could include including self-care strategies, workshops and groups and other LSE services and wellbeing resources. We can also explore if counselling is right for a student and help to make a referral to the Student Counselling Service. Counselling creates a safe and confidential space where students can talk openly and identify ways to cope and live with difficulties.

Book an appointment [here](#).

LSE Peer Support Scheme (Students can approach any peer supporter via lse.ac.uk/peersupport).

Student Services Centre (SSC)

Student Services Centre (SSC) offer range of services and advice, including enrolment, student visa advice and compliance, repeat teaching, deferrals, course selection, exams, appeals, results, and graduation.

- SSC are a student's first point of contact for advice on a wide range of general enquiries.
- Students can complete the SSC Contact Form or come to the SSC counter in person. Live Chat is also available Monday to Friday.

Staff can contact ssc.student-advice-engagement@lse.ac.uk

Please note, the Student Advice and Engagement Team (SAET) is the only LSE team designated to advise on student immigration and visa issues. Please see [here](#).

Residential Life is responsible for student support in Halls and manage the warden/subwarden teams. residential.life@lse.ac.uk

International Student Visa Advice Team (ISVAT)

ISVAT is the only LSE team designated to advise on student immigration and visa issues. [Visa Advice \(lse.ac.uk\)](https://lse.ac.uk)



LSE Security

LSE Security can help students and staff on any issues relating to safety on campus, including expert advice, personal assistance and crime reporting. The control room is open 24/7 and can efficiently deal with requests for support and emergency situations on campus.

Contact **020 7955 6555** for control room, or in an emergency 666 (if on campus) or **020 7955 6555** (outside campus).

Financial Support Office (FSO)

FSO provides advice about scholarships, awards and emergency funding. Please see [here](#).

Faith Centre

The Faith Centre offers support to students of all faiths and none, and runs a programme of wellbeing activities. Chaplain: Reverend Dr James Walters and Interfaith Adviser. Please see [here](#).

The SU Advice Team help with issues including housing, benefits, fees, appeals and disability rights, contact su.advice@lse.ac.uk or visit [Advice Service \(lsesu.com\)](#)

LSE Careers: specialist advice at all stages of the academic journey, email careers@lse.ac.uk or call **020 7955 7135**.

New and Expectant Mothers' Room: available in Pethick-Lawrence 1.02C, contact Pankhurst/Fawcett House reception.

LSE Treatment Clinic: discounted treatment by appointment, contact enquiries@setreatmentclinic.co.uk

Language Centre

The Language Centre provides sessions on aspects of academic English, including essay writing, exams and dissertations as well as subject specialist language support. Contact languages@lse.ac.uk, or visit [Language Centre \(lse.ac.uk\)](#)

PhD Academy

The PhD Academy provides doctoral students with a central point for professional development and advanced methodology training, career sessions and other specialist events delivered by LSE experts. They offer detailed advice on all issues, from registration to final examination/award, as well as all regulations. It is available to help with support and wellbeing issues at any time between 9am – 5pm daily.

Contact: phdacademy@lse.ac.uk or visit [PhD Academy \(lse.ac.uk\)](#).

LSE LIFE

LSE LIFE offers undergraduate and taught masters students support, guidance, help and ideas about how to succeed in their studies and extend their learning outside the classroom. It runs a large range of one-to-one sessions with study advisers, drop in sessions, as well as workshops and large group learning events.

Contact: lselife@lse.ac.uk or visit [LSE LIFE](#).

Academic Mentoring

All students have an academic mentor who is responsible for the academic oversight and overall pastoral care of their students during their time at the School. The LSE Academic Mentoring Portal is designed to provide information and support to both students and staff on different aspects of academic mentoring at LSE. See lse.ac.uk/AMP

Academic Support Librarians

Academic Support Librarians have an experienced team offering specialised guidance on using the Library and its resources.

Report + Support

Report + Support is the School's anti-bullying and harassment campaign provides a confidential reporting form for use by staff, students and governors to be able to report bullying and harassment. See [Report + Support \(lse.ac.uk\)](#)



Sources of help

External services

Spectrum Life info

LSE Funded 24/7 mental health support line all calls are answered by clinically trained counsellors or psychotherapists. Freephone: **0808 189 01 03**. For more out of hours support please see [here](#).

If you have urgent mental health needs, find your local 24/7 mental health crisis line.

Samaritans

24-hour service for anyone experiencing feelings of distress or feeling suicidal. Phone, email, text, letter and face to face support is available in most branches.

Call: **116 123** (free phone), email: jo@samaritans.org (24 hour response).

Nightline

Nightline offers confidential listening, support and practical information for students in London, open 6pm–8am every night of term.

Call: **020 7631 0101**, live chat/skype via website.

Email: listening@london.nightline.ac.uk

Website: [Home - London Nightline](#)

Shout Crisis Text Line

Free 24/7 text service for anyone in crisis anytime. Students who are experiencing a personal crisis, are unable to cope and need support can text *Shout* to 85258. See giveusashout.org for further details.

HOPELINE247

If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINE247 for confidential support and practical advice. Call: **0800 068 4141** // Text: **07860 039967** // Email: pat@papyrus-uk.org

Mental health helplines: 24-hour advice and support and help with speaking to help speaking to a mental health professional. Find service in your area [here](#).

GP: If you have not already done so, it is important that you register with a GP as soon as possible.

You can contact your GP and ask for an emergency appointment if you are concerned about low-mood, thoughts of self-harm, thoughts of suicide, or physical health concerns.

The nearest GP surgery to LSE is based on campus called St. Philips Medical Centre, which is based on the second floor of Tower 3. This surgery will register most LSE students. For more information about the services offered and how to register please visit stphilipsmedicalcentre.co.uk or call **020 7611 5131**.

In an emergency, please call 999 or visit the Accident & Emergency (A&E) Department at your local hospital. Use this link to find your nearest hospital with an A&E; nhs.uk/Service-Search/Accident-and-emergency-services/LocationSearch/428

UCH hospital is closest to LSE.

You can find further advice and information here: info.lse.ac.uk/current-students/student-wellbeing
studentspace.org.uk/

Downloadable Wellbeing Resources for Students

Staff can download and share these directly with students as needed to offer further app and self-help resources.

Use the links below to access two resource sheets – one for **self-harm** and one for **suicidal thoughts**.



LSE Student Wellbeing Service
student.wellbeing@lse.ac.uk



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Student Wellbeing Service

Administration office: PEL3.3.02
(3rd floor, Pethick-Lawrence House)
The London School of Economics
and Political Science
Houghton Street
London, WC2A 2AE

Email: student.wellbeing@lse.ac.uk
lse.ac.uk/studentwellbeing

This information can be made available in other formats,
on request. Please contact:

LSE Student Wellbeing Service
Email: student.wellbeing@lse.ac.uk

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in January 2008.

This document also contains appendices previously agreed by other
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For further details contact LSE Student Wellbeing Service.

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Designed by LSE Design Unit (lse.ac.uk/designunit)

Please note: a number of photographs in this document were taken before UK
social-distancing guidance was in place.

LSE takes every step to ensure the safety of all students and staff.

LSE seeks to ensure that people have equal access
to studying and employment opportunities irrespective
of their age, disability, race, nationality, ethnic or
national origin, gender, religion, sexual orientation or
personal circumstances.

Freedom of thought and expression is essential to the
pursuit, advancement and dissemination of knowledge.
LSE seeks to ensure that intellectual freedom and
freedom of expression within the law is secured for all
our members and those we invite to the School.